

- Teacher guidelines for case study - Hotel management - Hotels and Suites in Nigeria



Generic green skills

Cognitive competencies:

- Environmental awareness and a willingness to learn about sustainable development
- Systems and risk analysis, skills to assess, interpret and understand both the need for change and the measures required
- Identifying ways of being part of the solution
- Ability to think about things differently

Interpersonal competencies:

- Marketing skills to promote greener products and services
- Consulting skills to advise consumers about green solutions and to spread the use of green technologies



Learning objective

Students are expected to:

1. Identify sustainability issues at the hotel.
2. Propose innovative solutions for addressing identified issues from different perspectives.
3. Promote your innovative solutions to improve the sustainable practices of the hotel.



Format

Field trip, group discussion and presentation



Role of teacher

Facilitator



Resources needed

A4 paper, laptops, internet connection, digital camera, student worksheet, case study



Time required

- Two classes of 2 hours each
 1. group sharing, teacher's summaries;
 2. discussions and presentations
- 3-hour field trip



Assessment

The assessment will be based on:

1. The group presentation that demonstrates students' understanding of waste management, water management, and energy conservation and efficiency.
2. The ability to identify sustainability issues and come up with green initiatives to solve problems based on the concept of closed-loop economy.
3. Students' pitch talk and letter to the hotel managers

Suggested teaching and learning sequences

Class 1

Before the class:

1. Ask students to read the case study, “Hotel management – Hotels and Suites in Nigeria” and *the concepts information sheets* provided online to understand the three concepts listed below.
 - Waste management
 - Water management
 - Energy conservation and efficiency
2. Ask students to refer to the concept of the closed-loop economy studied earlier and identify what sustainable practices could be applied in the hotel. What are the sustainability issues that need to be addressed in the hotel, such as the food waste problem shown in Fig. 1?
3. Ask students to think about solutions for the identified issues. Suggest they focus on at least one aspect and propose two solutions for the group sharing during class.

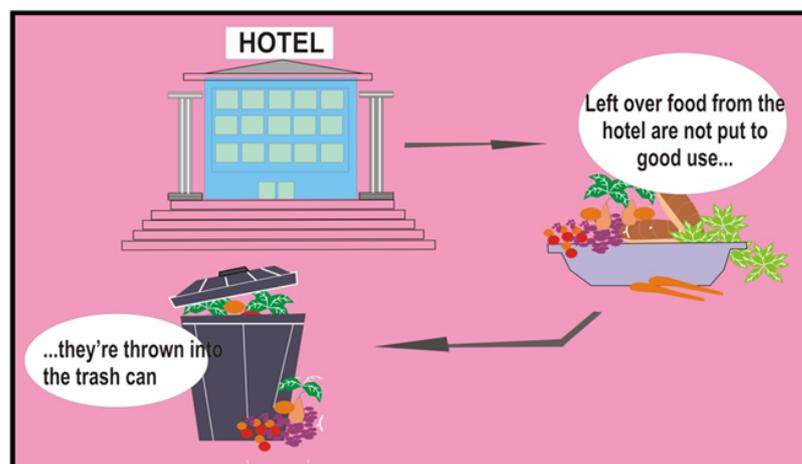


Fig. 1. Example of the linear economy: Leftover food from the hotel is not put to good use.

Source: Author.

During the class:

1. Group sharing

- a. Group students into groups
- b. Ask students to summarize the sustainability issues introduced in the case study that are relevant to:
 - Waste management
 - Water management
 - Energy conservation and efficiency
- c. Ask students to identify possible solutions to these sustainability issues. Suggest students to refer to *the concept sheets they read before class* to think about possible solutions.
- d. Suggest students to use a mind map to clearly summarize their group sharing on the issues and solutions. Suggest students to think about solutions based on the concept of the closed-loop economy.
- e. Ask students to share their group discussion to the class (5 mins each group).
- f. Summarize students' sharing using different graphs.

2. Summarize students' understanding of the concepts discussed above, which should include:

- The hospitality business, resources and energy demand
- The types of waste generated in the hospitality industry
- The quantity of water utilized daily and its sources

And remind students to take notes.

3. Plan a field trip for your group

- a. Help students to plan a field trip. Ask students to list the places and facilities they would like to visit and observe at the hotel.
- b. Ask students to discuss decide whether their group will focus on one area or all three areas.
- c. Suggest students think about the questions/ideas they would like to discuss with the hotel managers and staff, and to put these questions into a list that they discuss with you.

Field Trip

During the field trip:

1. Remind students to take notes of their observations, particularly in relation to the three concepts discussed in the class.
2. Ask students to take pictures of objects and scenarios that impress them and which are relevant to what they have learned in class.
3. Suggest students to discuss the issues and solutions with hotel managers and staff that are relevant to:
 - Types of waste generated
 - Quantity of water utilized daily
 - Methods of energy conservation in the hotel

Class 2 (After the Field Trip)

During the class:

1. Ask students to discuss the results of their field trip with their group and identify the main ideas and practices they want to share.
 - Suggest students to focus on explaining the identified issues and innovative solutions they are proposing to address these issues. Students can focus on one of the three aspects to discuss further.
 - Suggest students to use some pictures/photos they took during the visit to demonstrate their ideas, and do additional research if needed.
2. Facilitate students' group debate: "A green hospitality industry is achievable".
 - Ask students to identify three main arguments they would like to present to the hotel managers/staff in support of greening.
 - Ask students to prepare to respond to any arguments that may be given against greening.
3. Ask students to prepare a PowerPoint and a three-minute pitch for hotel managers to convince them to improve greening practices. Suggest students record it.
4. Ask students to start writing a letter to the hotel managers to introduce their PowerPoint as the promotional material, set up a link to their pitch and summarize how the hotel can work further on the identified issues to improve sustainable practices.

After the class:

Ask students to:

1. Improve the PowerPoint, based on comments from their teachers and students in other groups.
2. Finalize the letter and receive approval from the teacher.
3. Finalize the recording and send all the materials to the hotel.

Suggested answers/examples for the activities

Class 1

1. Summarize the sustainability issues that need to be addressed in the hotel.
 - Waste management: food waste management, disposable food containers.
 - Water management: conserve water resources, recycle and reuse water, convert sewage into energy.
 - Energy conservation and efficiency: clean energy generation, reduce consumption of electricity.
2. Identify possible solutions for the greening of the hotel.

Teachers can suggest students search online using key words, such as **innovative solutions** for greening of hotels (general ideas), conversion of sewage into energy (specific ideas), and analyze possible solutions based on the local context.

Here are some possible solutions for your reference.

- Waste management – Reduce food waste
Food waste is a big problem in the hotel industry. To reduce food waste, no longer have buffet breakfast. Instead, a set breakfast could be provided so hotels can make food-purchasing choices based on occupancy. Food that spoils or is uneaten could be put into a compost set up. The compost could then be used to feed the hotels' plants and generate a more circular ecosystem for the hotel.
- Water management – Control water usage
Smart showers are a good choice. They limit shower time and guests receive an alert when their time is almost up. Implement low flush or dual flush toilets to cut down water usage. Choose washing machines that minimize water use and conserve energy.
- Energy conservation and efficiency – Automatic shutdown sockets
A significant energy cost for many hotels is a vampire power draw. Also known as standby power, it refers to the way electric power is consumed by electronic and electrical appliances while they are switched off (but are designed to draw some power) or in a standby mode. This is where automatic shutdown sockets are useful. The sockets are simply smart power outlets that use infrared sensors, or timers, to cut power to any connected device when it is not in use or the room is unoccupied. In other words, the sockets save powering devices for hotels whenever they are not in use.

Here are some useful links that may help you to prepare the group discussion:

- <https://www.event.com/en/blog/hospitality/eco-friendly-hotel-ideas>
- <https://www.mews.com/en/blog/green-hotel>
- <https://hospitalitytech.com/future-technology-hospitality-green>
- <https://goenergylink.com/blog/6-ways-hotels-can-take-advantage-of-renewable-energy/>

Class 2

Think about possible arguments against greening from different perspectives, according to constraints involved in implementing possible solutions. Below are some sample arguments against greening that you may use in students' group debate:

1. Financial support
 - a. The hotel doesn't have any/enough financial support for the installation of green energy equipment, such as solar panels.
 - b. The degradable food containers are more expensive than the disposable ones, which will increase the cost of managing a hotel.
 - c. Separating food waste requires more staff and the hotel probably needs to pay for a company to do this, which will increase the cost.
2. People's awareness and cognition about greening
 - a. It is hard to educate consumers to pay more and act further on greening.
 - b. It is hard to apply these solutions since the staff lacks green skills and knowledge.
 - c. People's behavior is hard to change, and hotels have a preference for satisfying their customers.
3. Regulations
 - a. There are no regulations to guide hotels to perform waste management. Hotels will do what they think is easier for them.
 - b. Regulations regarding water reuse and recycling is hard to implement because of the lack of an effective supervision system.

Reference:

Pavlova, M., Chen, C. S., & Saral, A. T. (2018). Closed-loop economy. Retrieved from <https://greenskillsresources.com/page/closed-loop-economy>