

# CASE STUDY: Hang Ten Boiler

**ReThink  
Disposable**  
STOP WASTE BEFORE IT STARTS

## BUSINESS PROFILE

**Name:** Hang Ten Boiler  
**Business Type:** Hawaiian/Cajun/  
Creole/Seafood Restaurant  
**Location:** Alameda, CA  
**On-site dining:** 50 seats  
**Take-out:** Yes  
**Warewashing:** Mechanized  
Dishwasher  
**Employees:** 13

**Hang Ten Boiler** is a popular spot in Alameda, California to go with friends and family to get delicious Hawaiian, Asian fusion, and Cajun seafood (and watch the Warriors game). It is owned by Mai Wong and they are known for their fresh seafood dishes and boil in a bag options with crab, crawfish, and shrimp. They can get incredibly busy and have a large amount of dine-in and to-go customers in a short period of time.



*BEFORE: Hang Ten Boiler's operation was almost entirely single-use disposable foodware.*

*AFTER: Food items and beverages are offered in reusable food service ware with silverware.*



## Packaging Practices prior to ReThink Disposable:

- ➔ All menu items were served in a variety of single-use disposable plastic and fiber containers... sometimes multiple items per order for main dishes, side dishes, sauces and “grease basket” items
- ➔ Only single-use disposable plastic utensils, beverage cups (even for wine), and sauce cups were provided for customers
- ➔ Bulk condiments were available and one reusable foodware item was used on-site, a woven wood bowl for crab and shrimp



## Recommendations Implemented:

- ➔ Reusable cups replace disposable plastic cups and reduce the use of lids and straws
- ➔ Reusable plates and bowls replace a handful of disposable items like food boats and to-go containers
- ➔ Silverware is used in place of disposable plastic utensils
- ➔ Single-use straws available only upon request

As a result of implementing **ReThink Disposable's** recommendations, Hang Ten Boiler reduced the use of 12 different types of disposable foodware items targeted for reduction or elimination by an average of **73%** and the total number of disposable foodware items prevented was **318,271 items**. Hang Ten Boiler earned an ongoing annual net cost savings of **\$3,988** and reduced annual waste by **7,551 pounds!** Mai Wong, the owner, reported a onetime setup cost of \$2,065.68 to purchase 54 12 oz plastic tumblers, 72 10" melamine bowls, 36 16-oz melamine bowls, and 72 7" melamine plates to implement the recommended best management practices, and estimated an annual cost of \$11,956 to cover additional water and labor impacts associated with dishwashing.

Two sizes of disposable paper food boats were eliminated so the business is no longer ordering them. Plastic cups, plastic cup lids, and wrapped straws were reduced by replacing the cup with a reusable plastic tumbler for customers to use onsite. The use of all three sizes of take-out containers were drastically reduced by ordering three sizes of melamine reusable foodware items. The owner hired a part-time dishwasher to help wash dishes 20 hours a week. She attributes 80% of this employee's hours to the changes they implemented.



**Mai Wong, Owner:** “The changes took some time getting used to. Now staff are adjusting nicely. We overcame the impact on labor with education, training, and managing.”

## Results:

Disposable Product Replaced or Minimized	ReThink Disposable Recommendation Implemented	% Disposable Reduction	Payback Period (months)	Annual Quantity of Disposable Product Reduced (# of pieces)	Annual Net Cost Savings* (after payback period)	Annual Waste Reduction (lbs.)	
12-oz Plastic Cups	Reusable 12 oz tumblers	87%	0.3	45,506	\$3,756	1,247	
12-oz Cup lids	Reusable 12 oz tumblers	87%	0.3	45,506	\$1,727	285	
9" Round 48-oz Plastic Container w/ Lid	Reusable melamine foodware	100%	1.3	10,429	\$4,545	1,599	
2 lb Paper Food Boat	Reusable melamine foodware	100%	4	52,143	\$1,206	1,043	
3 lb Paper Food Boat	Reusable melamine foodware	100%	4.3	20,278	\$1,115	568	
#1 Paper Take-out Container	Reusable melamine foodware	24%	no data	5,546	\$478	312	
#8 Paper Take-out Container	Reusable melamine foodware	49%	3	11,519	\$2,010	971	
7.75" Straws	By request only	100%	no data	39,107	\$155	555	
Plastic Spoons	Stainless steel utensils	43%	3.1	10,865	\$27	196	
Plastic Knives	Stainless steel utensils	35%	1.8	3,503	-\$20	35	
Plastic Forks	Stainless steel utensils	50%	no data	39,107	\$298	568	
Plastic Sauce Cups	Reusable sauce cups	100%	no data	34,762	\$647	172	
Dishwashing Labor Impact					-\$9,152		
Dishwasher Expenses					-\$2,304		
Ongoing Costs for Reusable Foodware					-\$500		
				<b>TOTAL</b>	<b>318,271</b>	<b>\$3,988</b>	<b>7,551 lbs.</b>

\*Net Cost Impact considers any upfront and ongoing costs associated with the purchase and care of reusable items and capital improvements needed to carry out ReThink Disposable's recommendations. Net cost savings are based on avoided disposable foodware purchases.

## THE BOTTOM LINE

- \$3,988 in annual net cost savings (reflects the setup cost of \$2,066 and the ongoing cost of \$11,956)
- 318,271 disposable items reduced per year and 7,551 pounds of annual waste reduction
- Full transition from disposable foodware packaging to reusables for onsite diners
- One new job created
- ReThink Disposable recommends increasing the stock of reusable silverware to prevent reverting back to disposable plastic utensils in a busy rush to achieve further packaging reduction and cost savings

ReThink Disposable is a program of Clean Water Action and Clean Water Fund conducted in partnership with local businesses and government agencies. Generous support is provided by a changing list of public and private funders. To learn more about the program, its partners, and funders, visit: [www.rethinkdisposable.org](http://www.rethinkdisposable.org).



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