



SURVEY

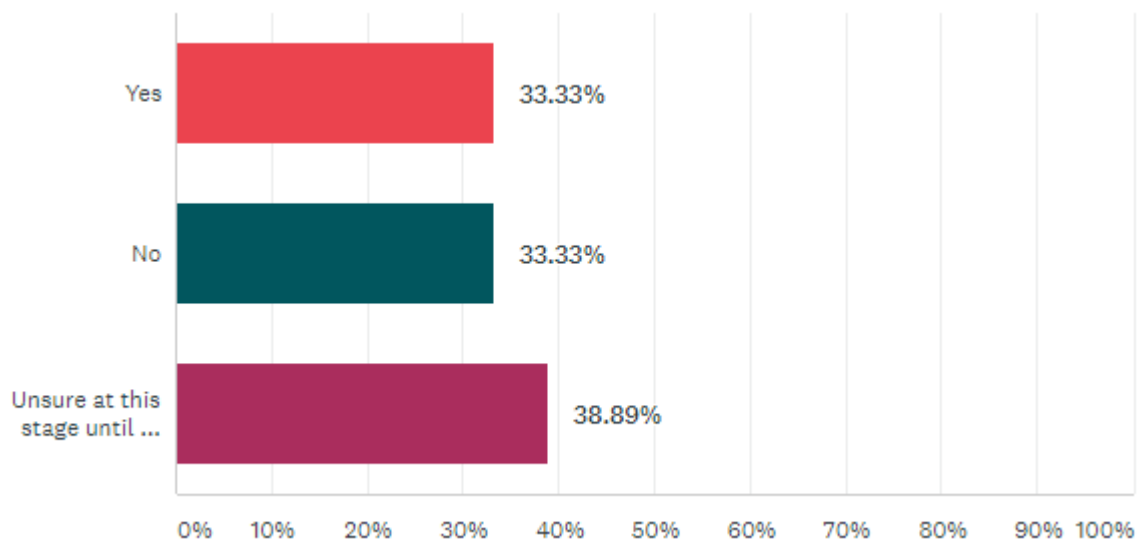
Member feedback on Level 3

16 APRIL 2020

restaurant
association
of new zealand

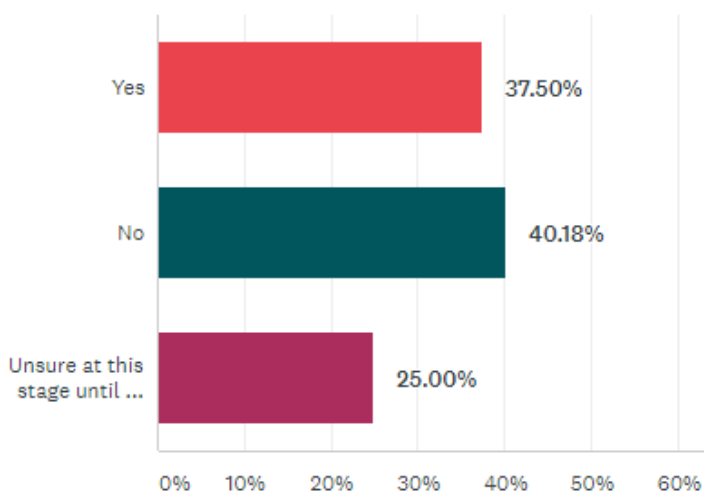
With the Government's announcement of what a reduction in the Alert Level to Level 3 may look like, the Restaurant Association sought feedback from members on how many businesses were intending, or considering opening under these new conditions, which will allow contactless delivery and takeaway, but will also mean restaurant and café shopfronts have to remain closed.

Q1. With today's Government announcement indicating that delivery and contactless pre-ordered pick up will be allowed at Level 3, are you considering re-opening your business at this Level?

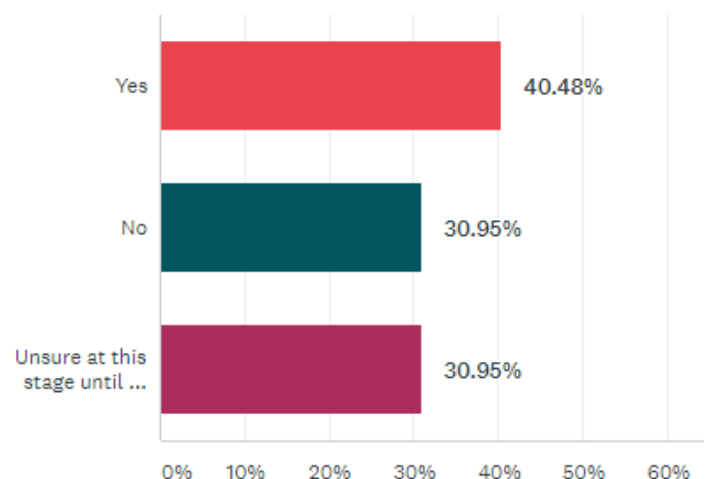


REGIONAL SNAPSHOT, are you considering re-opening at this Level?

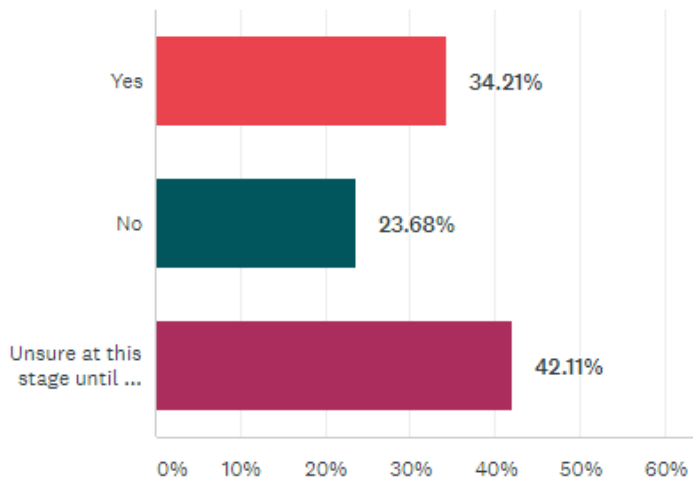
AUCKLAND



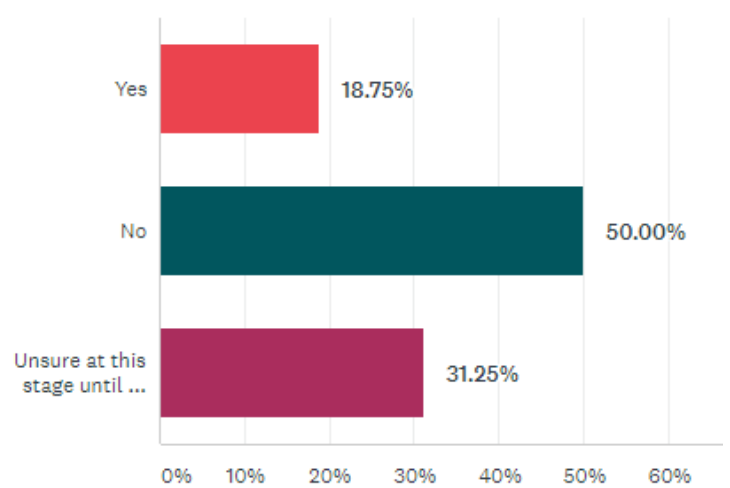
WELLINGTON



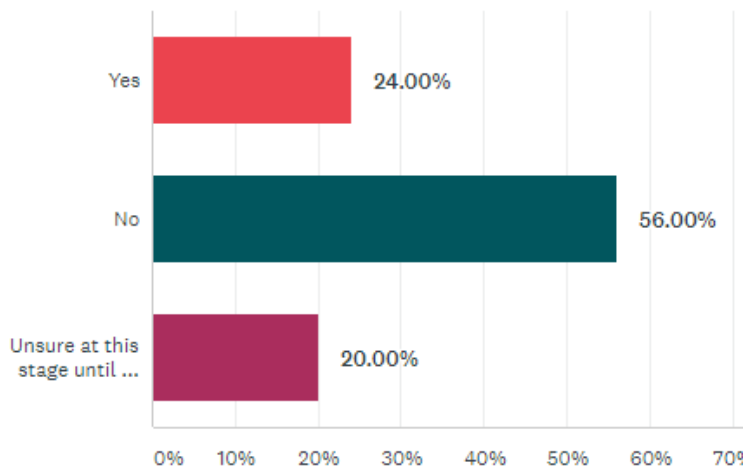
CANTERBURY



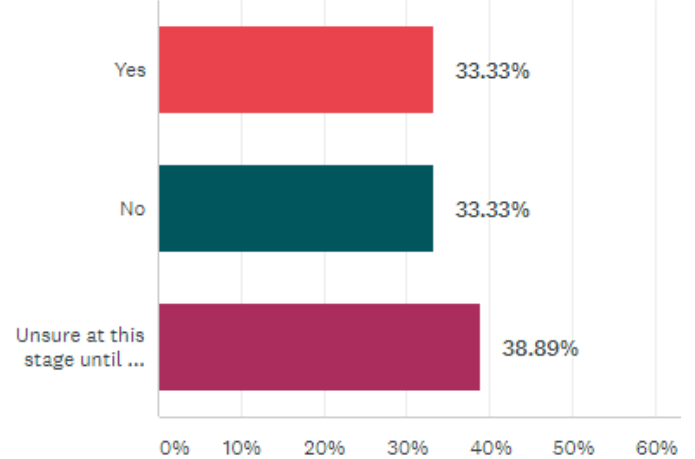
SOUTHERN LAKES



BAY OF PLENTY



WAIKATO



Q3. Are you in a position to be able to re-open your business? (please check all that apply)?

- ☐ While 38% of the industry said they *could* open under Level 3 conditions, some are choosing to remain closed until their businesses will be able to full operate again (with shop fronts open).
- ☐ At Level 2, 70% of the industry indicate they will be ready to re-open.

MEMBER FEEDBACK:

As a cafe owner, we cannot avoid contact with customers. If this is the situation, then I will not be able to reopen the business until Lvl 2.

I'd prefer to stay at level 4 for longer and reach level 2 quicker when we have zero cases, rather than go down to level 3 and take the extra risk as a country yet not be able to open

We are looking at the takeaway options and are still looking for more idea's on how it could work.

Currently discussing the possibility of doing take-aways / deliveries however it would need to be financially viable for us to re-open during Level 3 to do takeaways. Depending on the length of time in Level 3, we may wait until Level 2 to reopen.

We are trying to budget on how much debt we can take on to survive, and it would be really helpful from Government to give us an indication of how long each level lasts so we know whether or are just flogging a dead horse.

The lockdown is giving us time to develop the ideas we have for enhancing our business, that we have only given lip service to with no time made for action! Now we have time and I'm grateful for that. Very grateful for the wage subsidy

Being a Buffet Restaurant and Mainly Functions and weddings, It'll require a substantial comeback and reinvestment if we change our business structure. Not satisfied with what the Government has done so far. I don't think there is any help from the Government to help Businesses like us except the wage subsidy which still needs employer top ups. A relief in lease rent or GST would have been a big help

We will find it hard to operate in Level 2 because: 1. Non-essential travel is prohibited, therefore no domestic tourism which accounts for half our business and 2. The elderly are advised to stay at home, and they are a large part of our customer base. We have a large cafe with high rent due to it's location. In previous level 2 our turnover reduced by 50% and that isn't enough to cover costs.

Business owners have put lots time and resource to setup and comply all the regulatory framework to operate it. It's our livelihood. On 23/3 government gave us 12 hours notice to shut down our business operations. We sacrifice weeks of our business operations to stand up with government officials to unite against COVID-19. In our industry even if we can operate now, we still can't make up what we have lost during the lockdown. That's one reason some business have recently decided to permanently close.

Level 3 will cause a slow rather than a quick death for many in this sector which the government have so kindly supported by increasing a few more days before a landlord can terminate your tenancy. For many

opening even to do takeaways will cause more financial hardship than if they were closed.

Foot traffic makes up most of the business, Level 3 is not even slightly sustainable, its like pocket money. We need level 2 to survive and even that is going to be tough with unemployment and recession.

We have setup an on-line shop and currently selling sourdough breads and frozen pies etc. We have a no contact policy from beginning to end. This is working well and we are looking at extending this very soon

Hard to see many making it if the lockdown continues long term although but saying that a longer non trading period is preferable to opening again only to have another lockdown at a later date.

Depending on foot traffic at level 2, and money go round in the community will be vital to staying afloat.

We are unsure if the costs of setting up a new "takeaway business" would be worth it. We are worried we may make more of a loss, rather stay at home at get this over faster so that we are able to have dine in guests. We don't know how long it will be till then but not prepared to purchase an investor in takeaways if it means more loss in the long run.

We personally are OK with being in lockdown for a while longer. Better that and opening in a reasonable position to trade - rather than limping along trying to provide takeaway coffees and muffins etc. We just don't see the point in it and there's just not enough margin in those sorts of takeaways to make it worthwhile. If we get on top of it quickly enough, then maybe we could open at a more practical level down the track.

We are investigating completely new models of business as we are not geared up for delivery, and have done very little takeaway to date.

If I can continue doing takeaways it is better than nothing, however it is confusing with the prospect of somebody walking into the restaurant and Ordering is allowed? Even if I don't make a profit but break even it will at least keep my name alive and give me hope.

At this stage it is all still very unclear and uncertainty and confidence in our market is still very real. Until there is more information & relief for SME's it will be a hard road forward. Moving into a take away or delivery system will likely bring in 15-25% in revenue which is not enough for my business model.

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