



# SURVEY

## Member feedback on coronavirus impact

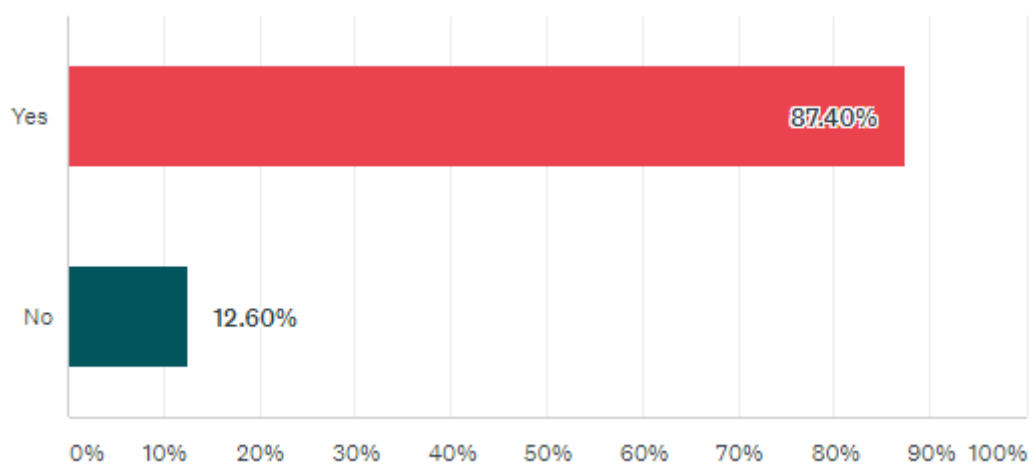
restaurant  
association  
of new zealand

1 JUNE, 2020

The ailing hospitality sector is calling for an immediate lift of restrictions and additional financial relief following another week of falling revenues. After a third week at level 2 60 per cent of members are reporting a fall in revenues compared with the same trading period last year with 22 per cent calling the losses 'significant'.

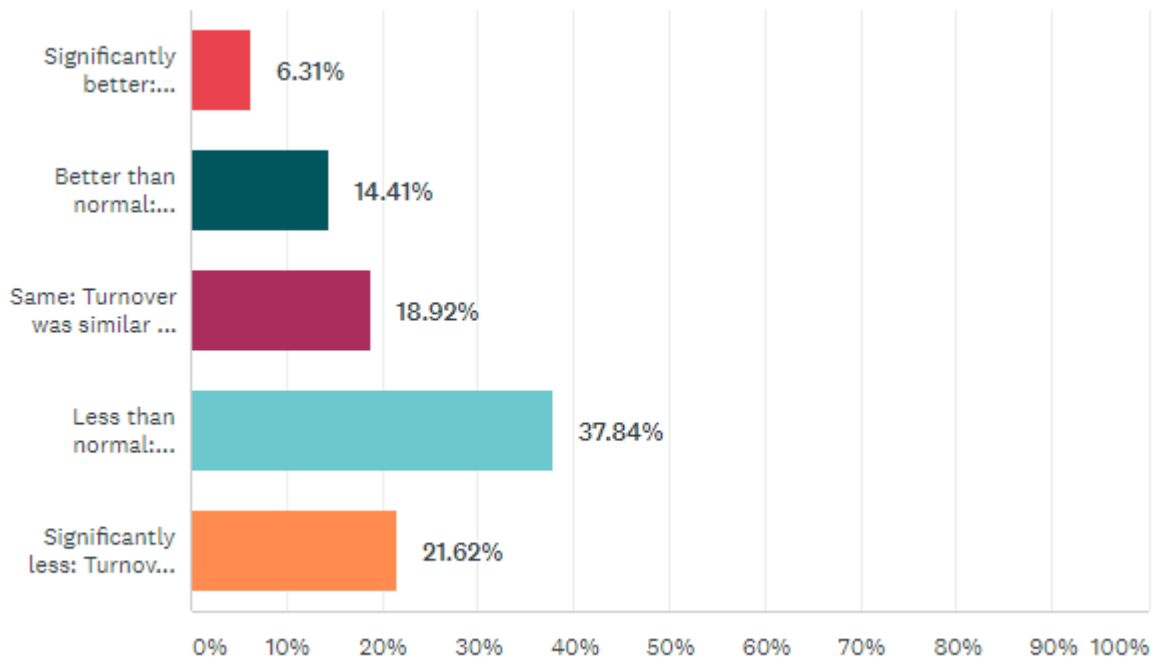
The survey ranks the single server rule as the single most challenging aspect of operating at level 2 with maintaining physical distance ranking second. Whilst the single server rule has now been amended to the 'greatest extent practicable' it still means there is still significant onus on the industry to be providing a single server. We are also acutely aware that many members of the public will still be largely unaware of this amendment. These two restrictions alone are proving extremely restrictive. The additional costs required to lay on more staff is significantly increasing wage bills and with fewer tables to serve, for many it's making the cost of reopening too high.

Q1. Has your business been open over the public holiday weekend?

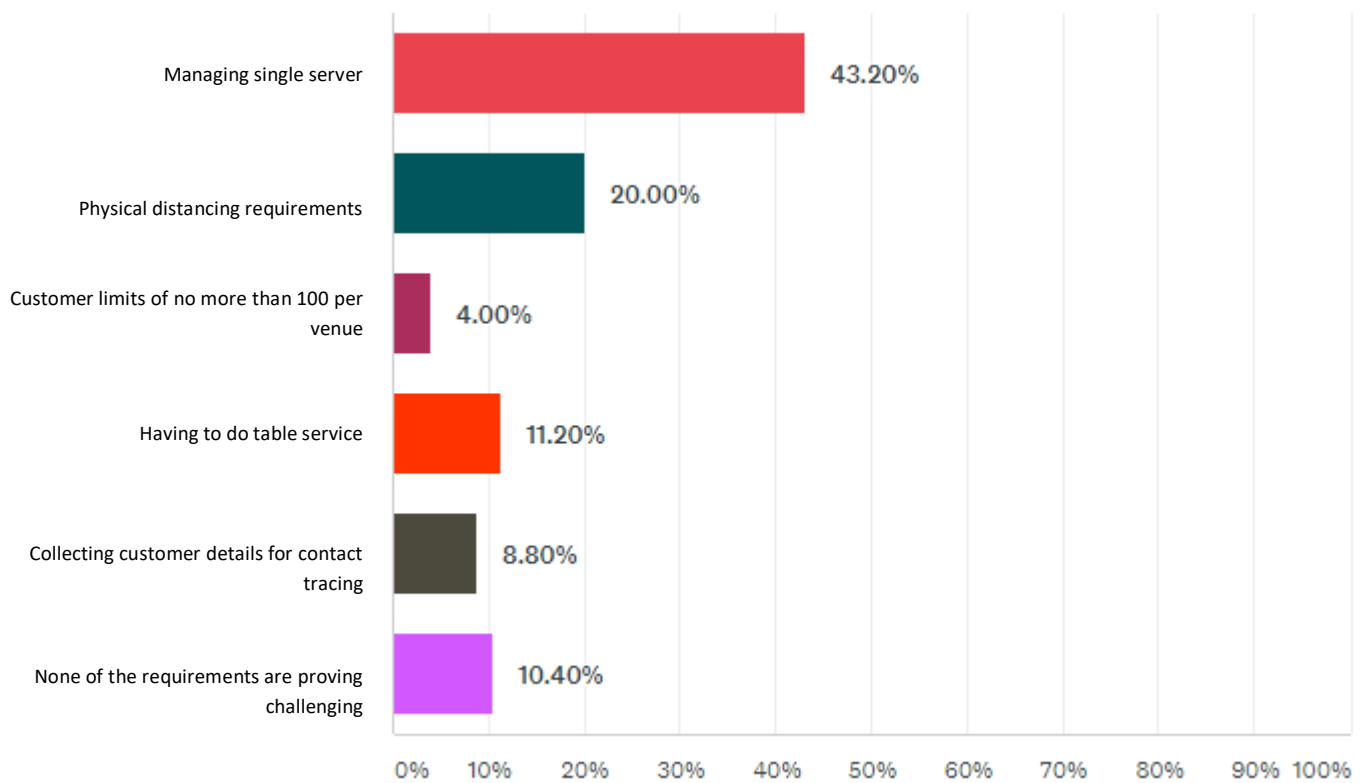


Q2. How was last week's trading (compare to the same time last year)? Skip this question if you're not open yet.

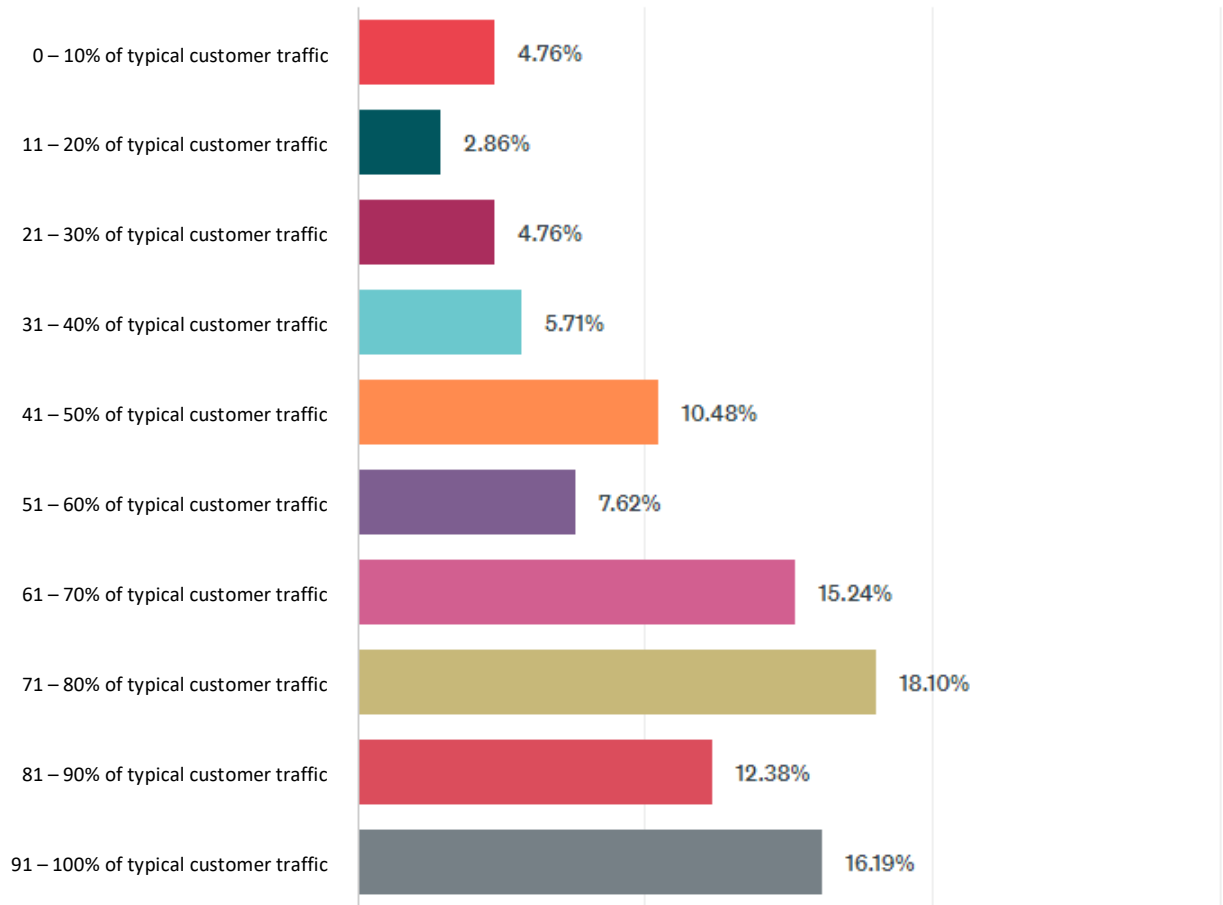
60% say that trading is less than the same period last year.



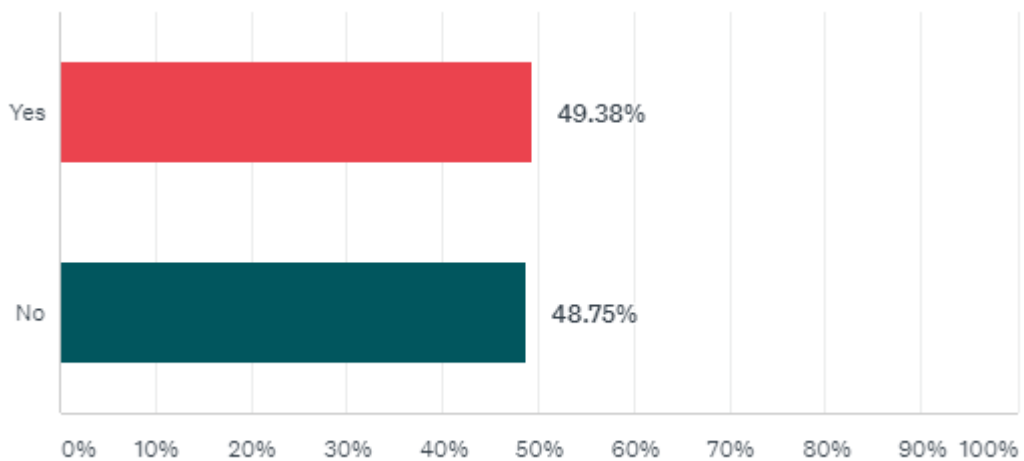
Q3. What are you finding the most challenging aspect of operating at Level 2 (choose ONE)?



Q4. Thinking specifically about your business over the weekend, at what capacity are you currently operating, compared to typical customer traffic? (compare to the same time last year)? Skip this question if you were not open, or are unable to compare to last year.

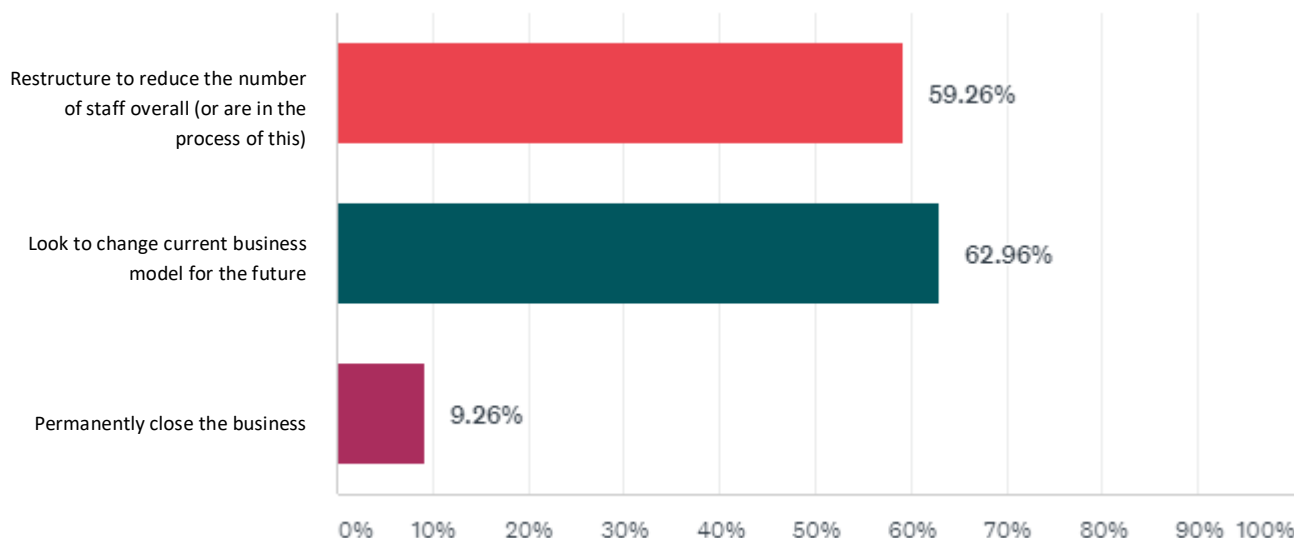


Q5. Do you plan to apply for the wage subsidy extension for your business?



ADDITIONAL QUESTIONS FROM 25<sup>th</sup> MAY SURVEY TO MEMBERS:

Q5. Looking ahead over the next 30 days, do you anticipate you will need to take any of the following actions? (please check all that apply)?



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Q6. What is working well at Level 2?

1. Nothing.
2. Customers / Local support
3. Being open again and having an income
4. Staff are keen to be back at work
5. Less tables = easier to manage
6. Takeaway
7. Contract tracing not a problem but the rest of the requirements are challenging
8. Not having to have big groups!
9. Spaced seating, most customers very happy to comply.
10. The slower pace has allowed us time to refine our processes and sharpen our operations.

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Q7. What do you need to get you through the next 3 months?

1. Wage subsidy extension – with lowered threshold to qualify (30%)
2. Any financial assistance that is not a repayment scheme of any nature
3. Customers
4. Less restrictions
5. Rent relief or assistance
6. Business and accountant adviser
7. Ideas regarding cost containment, staff rostering and general cost containment.
8. Clear information, customers
9. Tourism industry invigoration initiatives eg local tourism .
10. Rate discount