



SURVEY

Member feedback on coronavirus impact

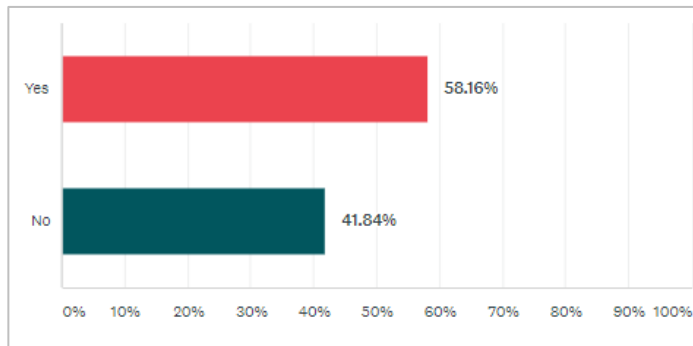
17 AUGUST, 2020

restaurant
association
of new zealand

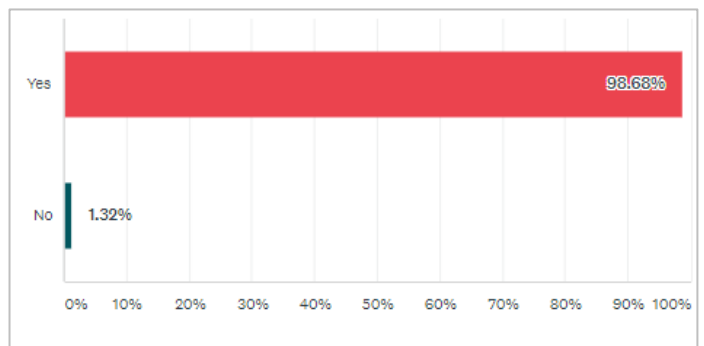
Q1. Was your business **open** over the past week (after Wednesday)?

58 per cent of Auckland members and **99 per cent** of members outside of the Auckland region were open after the new Alert Levels came into force.

AUCKLAND (LEVEL 3)



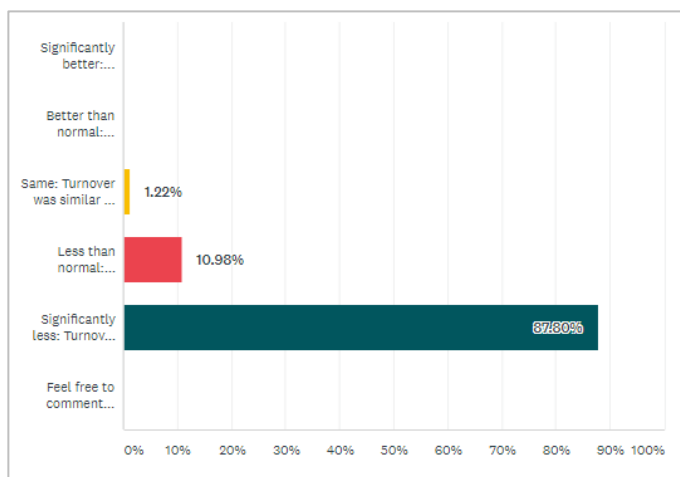
NATIONWIDE (excl Auckland) (LEVEL 2)



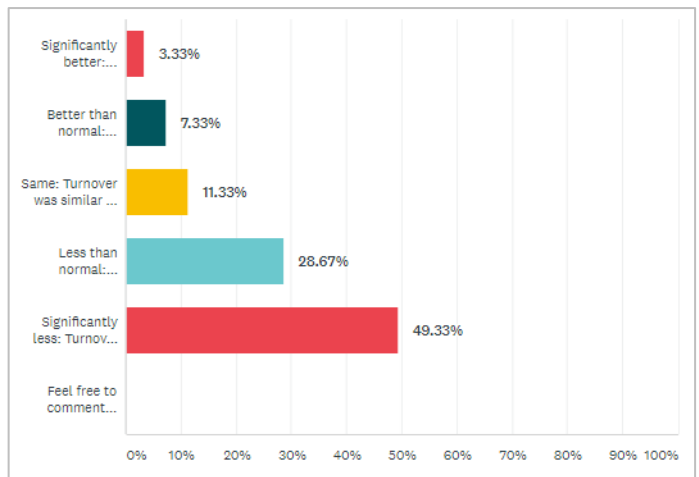
Q2. How was last week's trading (compare to the same time last year)?

88 per cent of Auckland members and **49 per cent** of members outside of Auckland indicated that turnover was **significantly lower** compared to the same time last year.

AUCKLAND (LEVEL 3)



NATIONWIDE (excl Auckland) (LEVEL 2)



Q3. If **sales were higher or lower** compared to 2019, by what per cent difference?

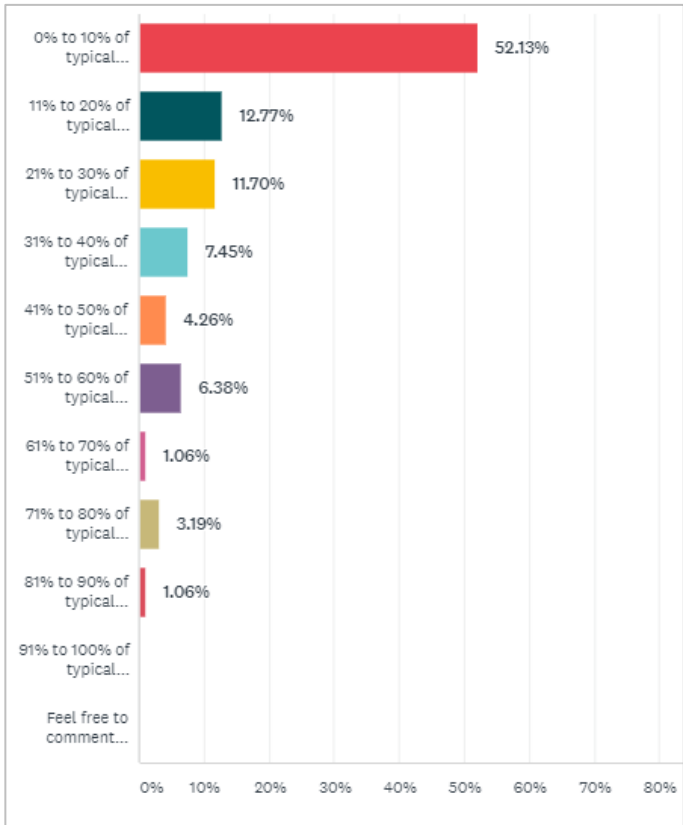
AUCKLAND: SALES WERE LOWER: Of those respondents that indicated that their sales were lower (99 per cent of respondents), on average they were **64% lower** than the same time last year.

NATIONWIDE (Excl Auckland): SALES WERE LOWER: Of those respondents that indicated that their sales were lower (78 per cent of respondents), on average they were **36% lower** than the same time last year.

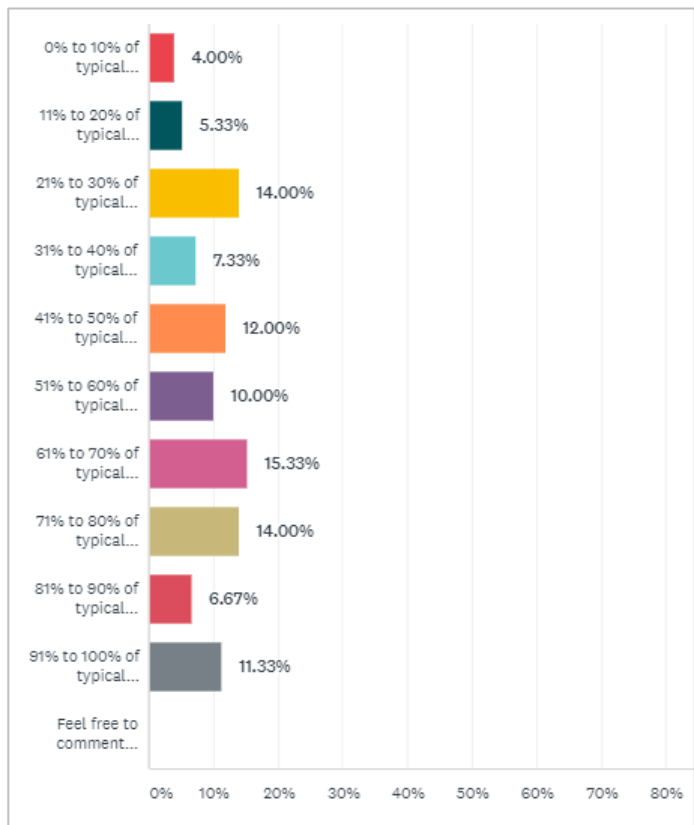
Q4. Thinking specifically about your business, at what capacity do you estimate you are operating at this week (after the new Levels came into force on Wednesday), compared to **typical customer traffic** the same time last year?

In Auckland **52 per cent** indicated that they were trading at between 0 – 10% of typical customer levels.

AUCKLAND (LEVEL 3)



NATIONWIDE (LEVEL 2)

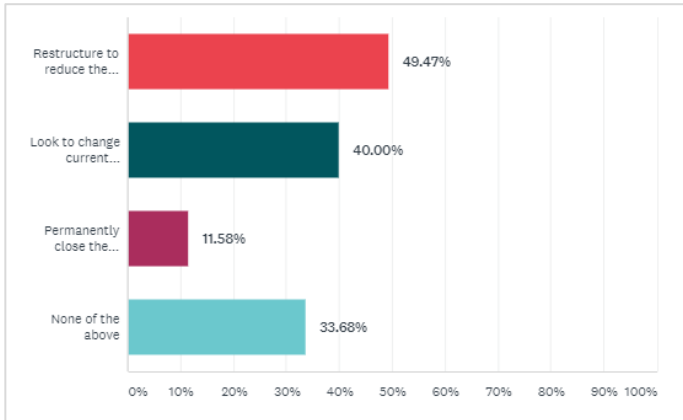


Q4. Looking ahead over the next 30 days, do you anticipate you will need to take any of the following actions? (please check all that apply)?

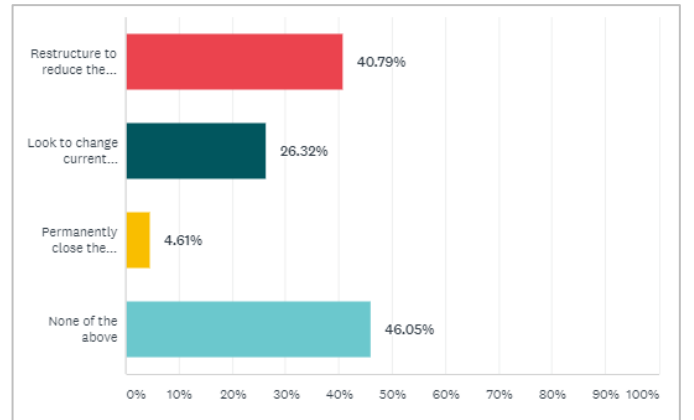
In Auckland **49 per cent** and outside of Auckland **41 per cent** indicated that they were considering entering a restructuring process.

16 per cent of members are considering permanently closing their business over the next 30 days.

AUCKLAND (LEVEL 3)



NATIONWIDE (LEVEL 2)



Tell us what else you need to help you get through the longer term?

Push the government loan maximum loan figure higher to recognise the prolonged period that is affected.

Some certainty of what the hell the long term strategy is. Are we going to do this lockdown thing again? Are we planning to hop in and out of it until a vaccine is found? This is unsustainable. Great we have eradicated Covid, but in a world, where everyone else has got it, it's not going to be possible for us not to have it and it's not going to be feasible to always put us in lockdown the minute a case pops up, or is it. In which case hospitality is doomed!

We do not want to have to implement redundancies, but we have to look at this option to ensure the business will not need to close it's doors for good. Our people have always been our number one priority. We are hopeful that the public will support our takeaway business operations, as it's never been a service we have offered in the past.

I would've liked the wage subsidy to cover level 2 as well as 3.

We are really, really going to need more help than the wage subsidy to keep surviving these close downs. We have lost so much business- help with bills and rent would be appreciated.

Government only helps the workers not the business owners. Government should set up a longer term assistance for business sustainability.

Look at a plan of supporting hospitality industry like the Government has done for tourism.

Need permanent reform towards lease and the property law act to help business owners as these are not typical and normal circumstances.

To close the restaurant we need to get rid of a lot of perishables so its very difficult to start up again and not know how long we will be in operation for and have to go through the same closedown again and again.

Inner city Restaurants such as ours pays exorbitant rents. Landlords are not so negotiable this time round. Our over heads are huge, plus we are coping with CRL works right outside our businesses also. We need rent assistance asap.

Would like a grant to help with the debt we have accumulated because of COVID closures.

Takeaway sales were less than 1/4 of what we did in level 3 last time. currently costing us to open for takeaways.

No customers in the last 4 days. Can't give up we are still open.

Anything as we are doing all we can to make sales, market to help with sales. Feeling at a loss of what else we can do. Too big a risk to change our offerings, take a loan out, increase our opening hours, all have costs and the unknown is too dangerous to make these decisions on!

We are in the CBD so takeaway business was not busy last time, really just opening this time to keep our name out there and keep some operations ticking along.

Rent relief and someone to fix that stupid govt guaranteed loan scheme that noone except people who don't need it, can qualify for. Please fix it!! I might need it in the future

Guidance on a 6 month plan- is the govt going to lockdown every 1-2 months?

We need rent/opex relief and we still do not know what is happening since the last lock down. I am still in dispute! A cash injection/grant or GST write off would be good .No more loans. The government could look at a voucher subsidy which is in operation in the UK to get people to buy takeaways then to dine in once the level is lowered.

To know their response plan upfront as it's unrealistic and costly to keep closing us overnight. We also need to know Likely levels going forward as we finally had functions booked and we don't know if we'll be able to do them. As you can imagine as a function facility that's vital to our recovery.

Need help from landlord, about rent.

I really love hospo and my cafe business and family and all that is great about it. The down turn in customers means that it makes it totally difficult to operate under the given circumstances. The most difficult thing I find is the fluctuation in customers numbers and trying to meet the staffing levels and still give them an income. The subsidy also gives a false sense of doing ok when you look at the financials.

Restaurant trade was OK for the same period - by chance we had good prebookings which were not cancelled, however we had an almost complete drop-off in walk-ins. Looking ahead a lot of our bigger bookings - particularly corporate - have been cancelled.

Why is there not a discussion about all hospitality having a level one scenario with compulsory tracing. Tracing is proven to be the number one tool to eliminate covid not the 3 "S's" and social distancing that currently cripples businesses.

We are just hoping next week it returns to more normal numbers and we will just ride this one out.

Commercial leasing grants based on the wage subsidy values. ie, if your wage subsidy was 100k you'd get a 30k occupancy grant.

Still need commercial rent assistance, more than ever now as we are not closed and no section 25 assistance, yet our possible customer base has shrunk to 15% of last year.

Auckland city is a disaster and needs extra special attention/ support.

At level two you need extra staff to do seated service at a time when income has declined. While there is no difference in income from last year I'd just purchased a rundown cafe which I have logged my arse off to make profitable so to compare to last year seems unfair.

We have reduced hours. Kept crew on. Now need reduce crew hours. Immigration \$25.5 is serious, very serious. How do we have diversity and authenticity if we keep people out on rate of pay - Rather than what they offer and the skill that is needed.

Minimum wage is up, food costs prices are going up, expenses are going up, instead of comparing the sale with last year's the government should provide the wage subsidy to all the hospitality businesses. We are all in this together. Many restaurants sale was down by 20-25 percent during the wage subsidy extension, so they haven't get any subsidy, and they are struggling.

What happened with the support to take on our Landlords who did not reduce their rents?

Government needs to understand consequences of L2 for small business & in particularly hospitality & retail. Even at Level 2 it is having a major impact as office workers (our main customers) as staying home. We need to get back to Level 1 ASAP as it appears we have no community transmission in SI.

Covid announcement on Wednesday and all large groups cancelled and are still cancelling.

We would really love all business to comply with the rules and form a united front. At present in our estimation only 60% of cafes are doing this. This leads to comments like "why do I need to distance. I was (insert cafe name) this morning and we didn't need to do that there" which leads to a crazy amount of stress and anxiety on our staff.