



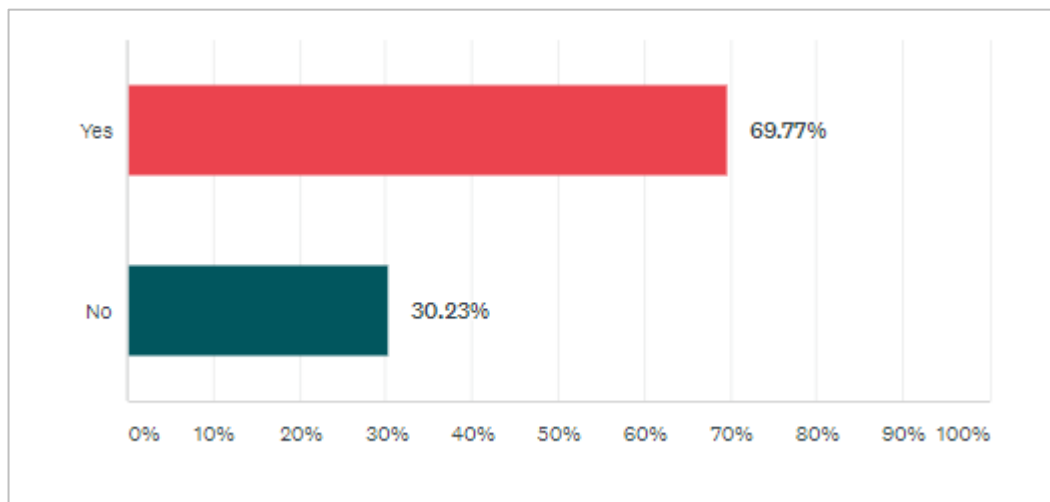
# SURVEY

## Member feedback on coronavirus impact

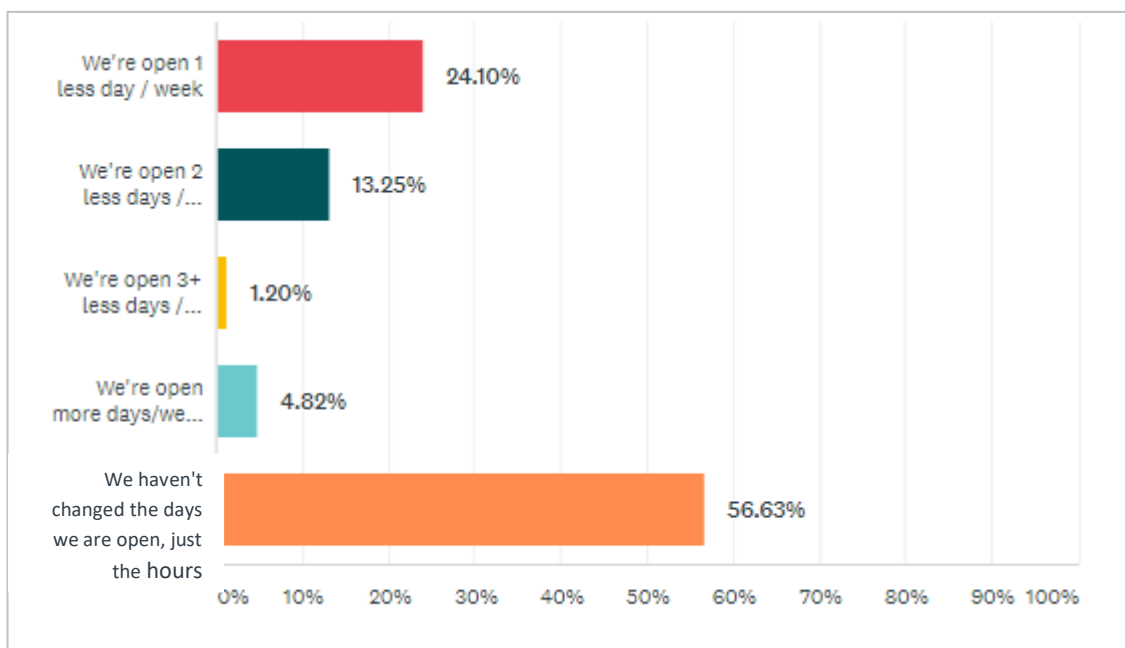
restaurant  
association  
of new zealand

29 JULY, 2020

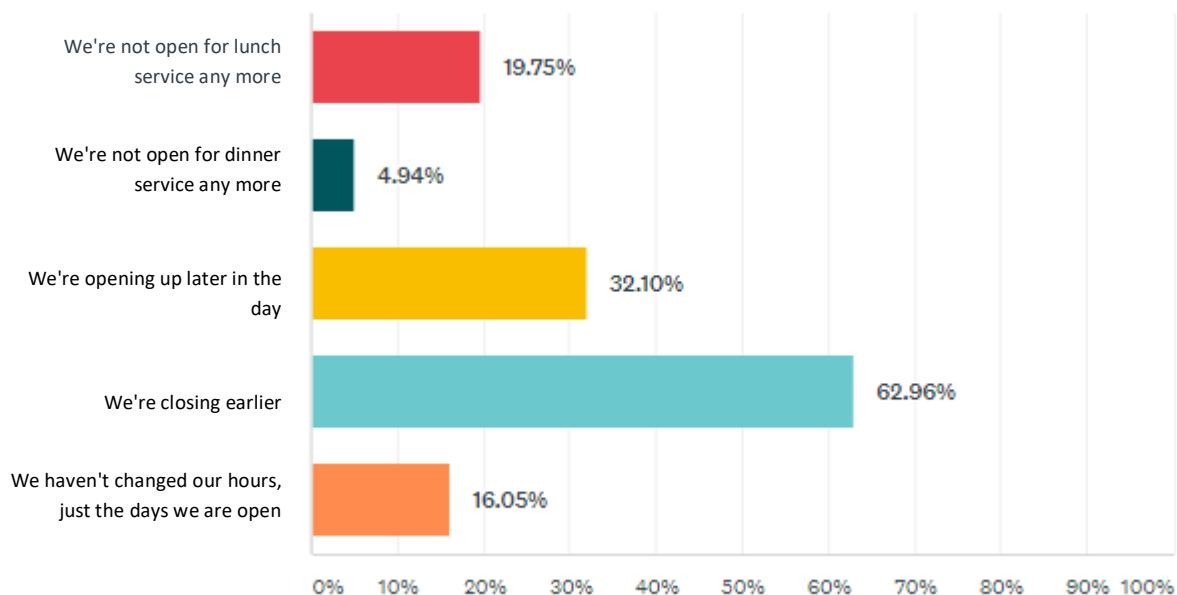
Q1. Since returning to Level 1, have you **adjusted your operating hours**, or the days you are open, from pre-Covid levels??



Q2. If you have adjusted your **opening days** as a result of Covid-19, please indicate what changes you've made (choose one option):



Q3. If you have adjusted your **operating hours** as a result of Covid-19, please indicate what changes you've made (choose all that apply):



#### ADDITIONAL MEMBER COMMENTS

We also close one more day and reduce the staff. Suffering a lot in Auckland central..

Now working 7 days a week to try and make ends meet.

Even having no customers, we hope the passing traffic and pedestrians notice we are open for business.

During level 3 and 2 we increased our days by one extra day (trading 7 days) and increased 5 evenings to try to get money back in the business. At level 1, in general we are back to the same days and evenings trading as pre-covid but reduced trading hours slightly (opening 1 hour later).

We've centred our days around the weekend due to the lack of midweek international tourists.

We have had to let go staff and just run with a small core family team of three, as well as run our vineyard, make wine etc. So we spend 3 full days a week and 2 hours every morning (7 days) in the vineyard and/ or winery - and 5 days of 6 hours duration shift in restaurant/cellar door. We did not take on any contractors for vineyard this year as cannot pay them. Revenue is of course way down!

We are in a Mall and have always opened until 6pm, 9pm on late nights. and it easily covered wages or more. However I am now finding that from 4 pm it doesn't even cover one person's wages. so big difference for us. we have subsequently shortened our late nights. Noticeably a number of the larger corporates in the mall (including the farmers group of companies) have also reduced their hours to one late night only (going against mall hours). so I don't think this is industry specific..

We were a lunch venue open 7 days a week, however without tourists there's not enough business on weekdays, so we now do Thursday to Sunday. This wasn't enough hours for our staff to live on, so we had to also launch a dinner service (in a recession). 4 days per week is like us going back 7 years, and creates all sorts of additional problems, such as prepping when closed instead of alongside trading, food wastage, inconsistency around planning as meetings would normally be early week, confusion for domestic customers etc as brochures state 7 days but were printed before covid. We are closing this Sunday for our annual shutdown (for essential maintenance and staff annual holidays) but it would have made sense if we could have done that in

lockdown as we will lose August trading, yet as we're so seasonal we can't afford holiday pay on 12 months work a year, so have no choice.

No overseas tourism means no breakfast/lunch trade.

Lunch service was always a breakeven service for us that we could justify carrying when things were more optimistic. Post lockdown going straight into winter meant we were likely to be only breaking even for the next few months so we had to drop our unprofitable operations. We chose to just focus on our consistently busy times with the intentions to reopen for lunch in the future. It's likely we will revert back to our original opening times around Sep/Oct.

We now operate 5 days instead of 7 (closed Monday & Tuesday), making rostering and wage control easier. We also close in between lunch and dinner now rather than being open throughout.

Mainly closing earlier. This is not necessarily as a result of less turnover later but more to condense costs.

The reason is more so as owners we get to have a day off as we felt we needed to take more control of our business by closely monitoring stock and staff levels. We could go back to 7 days now but we still don't have the confidence as we could be shut down again.

We close as soon as economically sensible in the afternoon. However this started precocious to off set labour annual minimum wage increases.

We are now open an extra day a week trying to generate revenue to meet our fixed costs.

We were closing one day per week after lock down too. We are open 7 days now as we are in Queenstown and have skiing. We will close one day per week again after the ski season. Helps manage wage costs and gives everyone a day off guaranteed as we have a much smaller team now.

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