

Hospitality Dashboard

COVID-19 Monthly Update
Period: 25 July 2020 to 25 August 2020



Key Indicators



164

Redundancies



9

Business closures



↓ 41% (overall)
↓ 60% (Auckland)
↓ 34% (outside Auckland)

Estimated average monthly revenue at Alert Level 3 & 3 v.s same time 2019



602

Total number of calls to our 24 hour helpline

Member responses

786

Most regular feedback



Survival: businesses are feeling let down by Government this time



Lack of cashflow: the impact of no cashflow if we continue to move between Alert Levels



Concern about public confidence waning

Future Considerations

- The action the Government's intends to take on rent relief
- The impact of moving between Alert Levels:
 - while there is direct financial impact to business, there has also been a marked diminishment in public confidence for dining out
 - members are reporting a noticeable change in customer behaviours at current Alert Level 2 and 3 movements, when compared with the previous Alert Level 2 and 3 causing concern for the future trading environment

Actions led by the sector this month

- Launched the Dine out to Help out campaign, seeking targeted support from the Government for the hospitality industry
- #DineOutHelpOutNZ Petition signed by 3483 people, received by Hon Kris Faafoi and presented to Parliament on Tuesday 24 August
- Letter sent to the Prime Minister seeking new, creative support measures, including the Dine out to Help out campaign and temporary removal of GST on fruit and vegetables
- Hosted 16 COVID-19 webinars or professional development webinars
- Submitted *Tautoko Hāpai Ō - Hospitality Workers Support Package* to the MBIE COVID-19 Workers and Workplaces Assistance Fund
- Created updated operating guidance for industry operating under new Level 3 & 2
- Association established 12 new business resources

We are currently estimating an \$89 million per week loss by hospitality businesses

Auckland Alert Level 3 cost to industry: We are estimating \$156 million was lost by hospitality businesses in Auckland during Level 3 lockdown

Snapshot: Member Commentary



"July was significantly higher this year than last year and August was tracking that way too until we moved into Level 2 which has impacted turnover as a high proportion of our weekend sales are from Auckland so they have had to cancel."

"It is morally corrupt that the government has allowed landlords to bully their tenants into paying rent even when we are not open and they continue to hold the wage subsidy as the solution."

"Trying to survive, our customer base appears to have been spooked by the covid level changes, so they are not coming out."

Common pain point

Concern about their business' survival and the resulting welfare of their workers.



Pātai? Need further information?

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