

# Hospitality Dashboard

COVID-19 Monthly Update

Period: November 2020

## Key Indicators



15

Redundancies



6

Business closures



↓ 25%

56% of the industry say revenue is down v.s Nov 2019. The figure (left) indicates average monthly revenue decline.



↑ 25%

44% of the industry say revenue is the same or better v.s Nov 2019. The figure (left) indicates average monthly revenue increase.



478

Total number of calls to our 24 hour helpline

## Member responses

731

### Most regular feedback



Struggles to recruit NZers and inability to recruit migrant workers causing stress.



Businesses need a strong Summer trade to be able to survive through Winter.



While customer traffic is back to 80-100% of typical, costs have risen, so profitability is down.

## Future Considerations

- There is apprehension about first quarter 2021 due to minimum wage increase, existing visas expiry, immigration changes and covid still looming.
- We have relied on a migrant workforce that is now inaccessible to us. It is necessary to reset the employee pathway. The Association already has a number of training programmes underway but we are calling on Government to work collaboratively with industry to help build long term capability.

## Actions led by the sector this month

- Launched Tautoko Hāpai Ō - Hospitality Workers Support scheme to support workers who have the potential to be displaced from employment, offering support, resources and connection to job opportunities.
- Provided Government with a proposed alternative framework for Alert Level requirements for hospitality sector.
- Meet with Immigration New Zealand to discuss current industry feedback and challenges.
- Announced Restaurant Association Resilience Award winners in Auckland, Wellington, Canterbury regions to shine a light on resilient individuals and businesses in the hospitality industry.
- Held meeting of COVID-19 Hospitality Recovery Taskforce.
- Ran HospoStart Waiheke 2 Work co-hort providing 28 unemployed New Zealanders with training in hospitality, work experience and job placement.

## Snapshot: Member Commentary



"Almost every restaurant in our area is looking for staff. Businesses are now competing for staff. We have been capping bookings for the past few months simply because we have no one to serve. Most applicants need visas yet immigration is making it near impossible for us to hire anyone."

"We are expecting not to see the large peak we normally have through summer due to the lack of international tourists so are expecting over the next 3 months to be reporting anywhere between a -15% and -20% decrease against previous years."

"Although there has been a downturn, I live in hope that this will change when summer kicks in and people flock to our beaches again."

## Common pain point

Many businesses are trying to gear up for the busy season/recruiting seasonal staff.

However struggles to employ suitable candidates is reducing their operational capacity when they need it most.



## Pātai? Need further information?

Marisa Bidois | Chief Executive | [marisa@restaurantnz.co.nz](mailto:marisa@restaurantnz.co.nz) | 027 559 7777  
Nicola Waldren | General Manager | [nicola@restaurantnz.co.nz](mailto:nicola@restaurantnz.co.nz) | 027 379 1535