

Hospitality Dashboard

COVID-19 Monthly Update

Period: October 2020



Key Indicators



110

Redundancies



7

Business closures



↓ 27%

49% of the industry say revenue is down v.s Oct 2019. The figure (left) indicates average monthly revenue decline.



↑ 17%

51% of the industry say revenue is the same or better v.s Oct 2019. The figure (left) indicates average monthly revenue increase.



502

Total number of calls to our 24 hour helpline

Member responses

526

Most regular feedback



The impact of the incoming 2021 minimum wage increase



Fears of Covid reappearing / uncertainty for business



Recruitment issues still exist - applications from NZers not being received

Future Considerations

- The hospitality industry is raising concern about the impact of minimum wage increase, as well as proposed additional costs to businesses such as increasing sick leave to 10 days and extra public holidays. These proposals will have a significant impact, at a time when the industry is getting back on it's feet.
- With future movement between Alert Levels likely, the industry is calling for a review of Alert Level requirements and industry-led proposed changes.

Actions led by the sector this month

- Annual Food Hui held - a 2 day event for the industry to discuss current challenges and future planning.
- Awarded funding for Tautoko Hāpai Ō - Hospitality Workers Support Package.
- Launch of Restaurant Association Resilience Awards to shine a light on resilient individuals and businesses in the hospitality industry..
- Draft Roadmap Document "Future of Hospitality" created.
- Feedback for Minimum Wage Review prepared for MBIE.
- 7 COVID-19 webinars or professional development webinars held and 4 new business resources created.
- Held meeting of COVID-19 Hospitality Recovery Taskforce.
- HospoStart Auckland, provided 20 unemployed New Zealanders with training in hospitality, work experience and job placement.

We are currently estimating an \$22 million per week loss by hospitality businesses

Snapshot: Member Commentary



"It has been a rollercoaster of year from complete lockdown, then to being busy for a time and then the 2nd Auckland lockdown seeing us dip right back again."

"Dogged determination has got us through so far with a very close eye on all aspects of the business. Goodwill from staff is diminishing despite involving them more by communicating where we are at. Every day is a struggle and we have been doing this for over 20 years. Trying to find the positivity and enthusiasm for more years to come."

"We have been advertising for staff - biggest disappointment or surprise is we are not receiving applications from kiwis! This is turning into my biggest problem. Love to know where the government thinks all these unemployed kiwis are we are being encouraged to employ."

Common pain point

Employers are struggling to find staff and are surprised that New Zealanders are not applying. Further impact from introduction of under/ over supply lists.



Pātai? Need further information?

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