

Hospitality Dashboard

COVID-19 Update
Period: April 2021



Key Indicators



24

Redundancies



2

Business closures



12%

21% of the industry say revenue is down v.s **March 2021**. The figure (left) indicates the average monthly revenue decline.



17%

44% of the industry say revenue is better v.s **March 2021**. The figure (left) indicates the average monthly revenue increase.

Note, revenue comparison is vs March 2021 rather than the year previous. Industry was significantly impacted by alert level changes in April 2020. Comparison to 2019 revenue would be significantly different.

Member responses

327

Most regular feedback



Lack of staff at critical levels.



Wage costs rising to unsustainable levels, rising in part due to skill shortages, also as a result of immigration pay bands pushing up rates.



Concerns about potential Trans-Tasman effects; losing domestic travellers and staff heading to Australia.

Future Considerations

- Hospitality skill shortages are the major stressor for operators. Feedback includes New Zealanders not applying for roles, staff leaving for other industries, untenable strain placed on owners and other staff members due to staffing gaps, businesses closing or reducing hours. Work is underway for long term solutions, however short term programmes to encourage New Zealanders into the industry, or review of immigration policy required to assist industry recovery.

Actions led by the sector this month

- Met with **Minister of Tourism** where discussion points included border discussions, industry workforce challenges, proposed changes to alert level framework, our work and vision for the future.
- Hui held with government-appointed independent advisory group **reviewing the government's response to Covid-19**.
- Compiled **regional hospitality sales analysis** for government at request of Minister of Tourism.
- Undertook consultation with industry and prepared a **submission on managing bullying and harassment** in the workplace, prepared for MBIE.
- Meet with industry stakeholders to discuss industry challenges and future needs - including, **90+ Auckland & Waikato hospitality operators, Unite Union, Migrant Workers Association** and other key industry organisations.
- Created industry-specific **vaccination in the workplace policy and guidance** to assist the industry as vaccination programme rolls out.

Snapshot: Member Commentary



"The bubble will have a positive effect but it is not going to be as great as some people think. I believe the economy is not doing as well as the government keeps telling us and there is still going to be a lot of fallout to come."

"We are worried our business will not survive Winter as we are held back from doing more customers due to lack of experienced staff.."

"Front of mind - is how much tougher it has gotten for small businesses and going into a quiet Winter with no tourists. I feel that a lot of hospitality will not make it through Winter unless we get some support."

"Our ski season in Queenstown should be extremely strong with overlapping school holidays for NZ and Australia. The months of May and June are historically quiet in Queenstown and they will remain so this year. Queen's Birthday looks like the next strong weekend at 40% of 2019."

Common pain point

Overwhelming feedback about the challenges finding hospitality staff and resulting effects from the skill shortage - on owners, employees and business.



Pātai? Need further information?

Marisa Bidois | Chief Executive | marisa@restaurantnz.co.nz | 027 559 7777
Nicola Waldren | General Manager | nicola@restaurantnz.co.nz | 027 379 1535