

# Hospitality Dashboard

Monthly Update  
Period: August 2021

Member  
responses  
768



## Key Indicators



88% of the industry say revenue is down v.s July 2021. The figure (left) indicates the average monthly revenue decline.



73% of the industry say revenue is lower v.s August 2020. The figure (left) indicates the average revenue decline.



61% of business owners indicate that their health & wellbeing is currently impacted.



Redundancies

## Most regular feedback



Auckland businesses are most vulnerable in NZ's Covid strategy - compensation needs to be equitable.



Clarity around likely time frames at different Alert Levels needed - rolling 3-4 day reviews more stressful than forward warning.



Businesses want resurgence support extended - it's not enough support in extended lockdown situations.



Rent negotiations remain challenging.

## Future Considerations

1. **Review anomalies across Alert Level Guidance.** These include:
  - **Inconsistencies in who is approved to trade** - for example a bakery can, but a cafe selling the same range of goods cannot.
  - **Breaches of operational activity guidelines are going unchecked**

If the Alert Level settings are to remain fit for purpose, they need consistent application and ongoing scrutiny: In its current form the system is creating a "winners and losers" mentality across sectors.

2. **Change one-size-fits-all approach to support schemes** - recognising businesses in some regions are more affected, for longer.

## Actions led by the sector this month

- As a result of the August Level 4 lockdown, the Association led calls to Government regarding the need for more **targeted economic support** for affected businesses.
  - Engaged with the **Minister of Finance** regarding the need for support and proposing alternative schemes.
  - Supported the Auckland **Chamber of Commerce petition** calling for more support through this Level 4 lockdown and beyond.
- Collaborated on a proposal (along with other organisations) advocating for **rent relief** for small businesses.
- Engaged with the **Minister for Commerce & Consumer Affairs** and the **Opposition Spokesperson for Economic Development & Small Business** - re concerns about anomalies across Alert Level Guidance.
- Consulted with industry and **provided feedback on proposed new policy** around mandatory record keeping, QR codes and mask use.
- Met with MBIE through the regional leadership group to address the industry's **skills shortage**.
- Provided **updated guidance** for the industry on operating requirements at Level 3.

In August at Level 4 we estimate a **\$210 million per week loss** by hospitality businesses.

## Snapshot: Member Commentary



"Businesses like us rely on future bookings (business on books) and these lockdowns derail the whole momentum (and cashflow) Every time reopening after a alert level change is like "opening a new business all over again" and very stressful."

"We need fair and equitable financial support. We are required to be closed and still expected to pay our expenses from one small RSP payment which is only about half one months rent, let alone accounting for all other fixed expenses. Other parts of NZ are opening under level 3 and still getting the same wage subsidy as those who are not allowed to open and having zero revenue coming in. Why is the government not providing extra help for Auckland business?"

"The Government needs to understand the financial implications on small business. If the business does not survive there will be no jobs."

## Common pain point

Requests for timely, clearer information regarding new processes and measures that control Alert levels.



## Pātai? Need further information?

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