

Hospitality Dashboard

Monthly Update
Period: September 2021

Member
responses

644



Key Indicators

Auckland at L3 and rest of NZ at L2



56%

75% of the industry say revenue is down v.s August 2021. The figure (left) indicates the average monthly revenue decline.



60%

95% of the industry say revenue is lower v.s September 2020. The figure (left) indicates the average revenue decline.



68%

Nationwide, 68% of business owners indicate that their health & wellbeing is currently impacted.



29

Redundancies

Most regular feedback



Operators looking for additional relief, feeling let down by lack of specific support for those hardest hit.



Concerns business closures are imminent, as operators grapple with extended periods at Level 3 & 2.



Vaccinations & vaccination passports are under discussion - future impact on operations.



Health & wellbeing significantly impacted.

Future Considerations

- 1. Auckland businesses continue to be disproportionately affected** by the current Alert Level changes. We urge the Government to act on calls to confirm financial support for Auckland. Businesses need certainty and can't keep waiting to hear what help might be made available at the next announcement.
- 2. Change one-size-fits-all approach to support schemes** - recognising businesses in some industries and in some regions are more affected, for longer.

Actions led by the sector this month

- Launched stage one of the Future of Hospitality Roadmap, outlining strategy for reopening - 8 targeted support measures to help the hospitality industry reopen:
 - Wage subsidy Level 2
 - Reopening payment
 - Lockout subsidy (2 versions)
 - Food waste minimisation payment
 - DineOut to HelpOut
 - Dine & Discover NZ
 - Eat GST-free
- Collaborated on a proposal (along with other organisations) advocating for **relief** for Auckland businesses.
- Engaged with the **Minister of Finance, Minister of Tourism, Mayor of Auckland**, to discuss targeted support for hospitality.
- RA CEO, Marisa Bidois, presented to **Economic Development, Science and Innovation Committee** to discuss petition for DineOut to HelpOut.
- Consulted with industry and **provided feedback on proposed policy** around vaccination passports and their application in hospitality venues.
- Held planning hui's with RA's COVID-19 Hospitality Recovery Taskforce.



55% opened at Level 3



78% average revenue decline (some still closed)

Auckland snapshot



81% indicate health & wellbeing impacted



Customer traffic at 10-20% of normal

Snapshot: Member Commentary

"We had just gotten on the front foot of business and starting to feel strong once again...Then Delta kicks us to touch."

"After being closed for 7 weeks the pressure continues to build. There is no relief in sight and it is tough. It is clear that the government is not going to do targeted support so we should be allowed to open and use our own health and safety commitment to get on with it."

"It is high time minority groups, who cannot be bothered getting their vax, stop holding businesses to ransom. The government needs to move on and open up."

"Some customers think we are not following the rules strictly enough, others angry that we are being too pedantic - feeling like we can't get it right."



Pātai? Need further information?

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