

Hospitality Dashboard

Monthly Update
Period: October 2021

Member
responses
1159



Key Indicators

Auckland & parts of Waikato at L3,
Northland at L3 8-18 October, Rest of NZ at L2



39% of the industry say revenue is down v.s last month, **September 2021**. The figure (left) indicates the average monthly revenue decline.



91% of the industry say revenue is lower v.s last year, **October 2020**. The figure (left) indicates the average revenue decline (nationwide).



Nationwide, **65%** of business owners indicate that their health & wellbeing is currently impacted.



35 Redundancies

Most regular feedback



Health & wellbeing significantly impacted.



Operators want set date for move to new framework. Uncertainty causing stress and inability to plan. Clarity on detail of framework needed.



Owners feeling exhausted but under pressure to keep morale up.



Staffing shortages still exist, fears that new requirements are making the industry less appealing.

Future Considerations

1. **Operators need a clear date and detail on the new framework.** Too much guess work and a lack of clarity is making planning impossible.
2. **Auckland businesses need to move to Level 2, or Step 3, or Red, now.** Business owners fear the timing of a move down levels will coincide with everyone leaving town at the end of December.
3. Operators are still waiting on detail on **managing vaccinations and vaccination certificates** in hospitality. Education of the public and support for businesses is needed but business owners feel they will be left to work it out on their own and given limited time to put systems in place.

Key actions led by the sector this month

- **United with other Auckland business organisations** to call on Government to confirm financial support for Auckland including wage subsidy in level 2 and weekly resurgence payments.
- Engaged with the Auckland business leadership group to discuss **implementation of \$60 million Auckland Business Support Package** announced by Government.
- Provided **submission to Ministry of Justice** proposing temporary legislative change to Sale & Supply of Alcohol Act to allow extension of outdoor dining areas.
- Wrote to Minister Hipkins proposing **use of outdoor areas at Level 3.2**.
- Supported the **"Take two for the team" campaign**, to raise awareness around Covid-19 vaccination rates and to encourage hospitality staff and customers to get vaccinated.
- Consulted with industry and **provided feedback on proposed policy** around vaccination passports and their application in hospitality venues.
- Made submission to MBIE for **minimum wage consultation**.
- **Announced award winners** of the Hawke's Bay and Wellington Hospitality Awards to shine a light on outstanding individuals and businesses in the hospitality industry.



Pātai? Need further information?

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62% open at Level 3



74% average revenue decline (some still closed)

Auckland snapshot



75% indicate health & wellbeing impacted



Customer traffic at 0-10% of normal

Snapshot: Member Commentary

"I think mental health is the toughest thing. I think the worst of it is still to come. We are just in stasis at the moment."

"Uncertainty makes planning impossible. I need to know how long it will be before people are allowed to move around. Without that I seriously need to consider closing down for good."

"Our business has been very successful and through no fault of ours is failing. We appreciate the government financial support but require a plan which has dates so we can have a light at the end of the tunnel. To simply say "until there is a 90% vaccination rate" is simply not good enough."

"Everyone is really depressed. None of my staff can see how this will end well. I can't either. We need a plan and an end to these restrictions. We are at nearly 90% in Auckland, we need to stop locking people up."