

Hospitality Dashboard

Monthly Update
Period: November 2021

Member
responses
999



Key Indicators

Auckland & parts of Northland & Waikato at L3 (at least part of November),
Rest of NZ at L2



43% of the industry say revenue is down v.s last month, **October 2021**. The figure (left) indicates the average monthly revenue decline.



84% of the industry say revenue is lower v.s last year, **November 2020**. The figure (left) indicates the average revenue decline (nationwide).



Nationwide, **75%** of business owners indicate that their health & wellbeing is currently impacted.



25 Redundancies

Most regular feedback



Detail on operational aspects of traffic light system and mandates has come too late - leaving no time to prepare.



Not being able to get clarity on sector-specific information has created confusion - challenging to implement.



Managing employee vaccine mandate process extremely stressful - losing valued staff and no-one to replace them.



Uncertainty about customer acceptance of Vaccine Pass system.

Future Considerations

1. **Skill shortage challenges** are still impacting the industry, currently exacerbated by the loss of unvaccinated employees from the industry. It is necessary to reset the employee pathway and we are calling on Government to work collaboratively with industry to help build long term capability.
2. Operators are looking ahead to 2022 and the return of international workers and tourists - further planning is needed to help small businesses maximise opportunities.
3. As the traffic light framework gets underway businesses will need to **feel supported by government** to help manage operations - particularly when managing customers unhappy with vaccine pass mandate.

Key actions led by the sector this month

- Met with the **Prime Minister and Minister of Finance** to discuss the current and future needs of the hospitality industry.
- Consulted with industry and provided feedback on proposed policy for the Covid-19 Protection Framework and the application in hospitality.
- Provided **submissions for Productivity Commission's** review of New Zealand's immigration system and on the **Retail Payments Systems Bill**.
- Contributed to the implementation of **Activate Tamaki Makaurau** support and as a founding partner provided resources and free support.
- Created detailed **guidance for the hospitality industry to operate** under the Covid-19 Protection Framework RED and ORANGE.
- Provided **advisory and guidance** on managing process for unvaccinated employees under vaccine mandate. Provided support for over 1,000 operators through this process.
- Annual **Food Hui** held - a virtual event attended by 500 industry operators, for the industry to discuss current challenges, future planning.
- **Announced award winners** of the Canterbury Hospitality Awards to shine a light on local outstanding individuals and businesses.



96% will use CVC framework



68% average revenue decline (vs Nov 2020)

Auckland snapshot



83% indicate health & wellbeing impacted



Customer traffic at 0-10% of normal

Snapshot: Member Commentary

"The legislation for our industry is inequitable compared to others. They appear to be completely disconnected from the realities of running a small business in NZ."

"I am feeling the mental exhaustion of the unrealistic demands placed on an employer to be a staff members mother, father, advisor, informer, supporter and employer. Then on the other side face the wrath of angry public venting their personal frustration about the government. While keeping an under performing business afloat."

"I support the government's concept of handling Covid, however, everything they have done has been weeks too late. How could they leave the organisation of the vaccine pass so late? It's been coming for months and months, they just had to look overseas. The vaccine rollout was mishandled and too slow, the verifier app is just arriving now, the CFP legislation has been rushed and communication has been poor."



Pātai? Need further information?

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