Hospitality Dashboard Monthly Update Period: March 2022

Member responses



Key Indicators





90% of the industry say revenue is lower v.s last year, **March** the average revenue decline



Nationwide. **72**% of owners indicate their health & wellbeing





Most regular feedback



Inflation is having a dramatic impact. Owners are grappling increases, concerned about

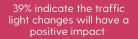


Owners hope that international concerns about potential barriers to hiring and the lack of information around 'immigration rebalance' and the AEWV.



The CSP has been helpful for those that have been eligible. however operators need an extension - while we are at Red and declined revenue.







Removal of the seated & separated rule would have the biggest impact





In March 40% temporarily closed due to ongoing staffing shortages



Year on year revenue comparisons don't account for accumulative declines

Snapshot: Member Commentary



"We find we are losing key senior staff, partly due to additional covid-related stress and the inability to employ experienced co-workers, thereby making their workload unmanageable."

off a week (if that) since November. It's mentally exhausting, every day brings a new set of challenges - it does feel like there is light at the end of the tunnel, but still so much uncertainty and new strains of COVID."

"We need serious help, targeted support to help the hospitality sector to survive, we are just hanging by a thread and don't know for how long. Debts are mounting and don't know for how long we can survive.'

Future Considerations

- 1.Re-introduction of wage subsidy or extension of CSP consideration needs to be given to extend the financial support for affected businesses, or reintroduce the wage subsidy to help protect jobs. Revenue levels are still declined, the country is still in Red, customer hesitancy is still high and restrictions are still in place for hospitality that impact the ability to trade profitability.
- 2. Immigration rebalance policy needs to balance government objectives around long-term immigration policy with the needs of business owners in all industries facing skill shortages and low unemployment rates.
- 3. Economic stimulus packages on the back of an Omicron outbreak have reinvigorated the hospitality and tourism industry overseas and helped encourage people back out. Now is the time for this type of targeted support to be introduced in Aotearoa.

Key actions led by the sector this month

- Worked with MSD on an initiative to provide additional support for affected employees – to connect workers with new job opportunities and redeployment.
- Connected with the Chairman of the Metro Sector of Local **Government New Zealand** regarding support for the hospitality
- The RA's HospoStart training in Auckland and Canterbury provided 45 unemployed New Zealanders with an introduction to hospitality, work experience and job placement.
- Provided business support and free resources through the Activate Tamaki Makaurau platform.
- Consulted with industry to gather feedback on the **Income Insurance**
- Researched RA members on their adoption of technology and other innovations that have been implemented over the past 2 years.
- Organised a webinar for hospitality operators on changes to the **Covid-19 Protection Framework**, presented by MBIE Policy Directors.
- Participated in the **Tourism Business Network q&a hui** with Minister of Tourism, Minister Nash.
- Created guidance for employers to assist with managing the Leave **Support Scheme** payments and staff absence from work.



Pātai? Need further information?

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