

Hospitality Dashboard

Monthly Update
Period: May 2022

Member
responses
566



Key Indicators

All of Aotearoa in Orange.



23% of the industry say revenue is *higher* vs last year, **May 2021**. Of those, the figure (left) indicates the average revenue growth (nationwide) for the full month.



57% of the industry say revenue is *lower* vs last year, **May 2021**. Of those, the figure (left) indicates the average revenue decline (nationwide) for the full month.



Nationwide, **59%** of owners indicate their health & wellbeing is currently impacted (72% in April 2022).



10 Redundancies

Most regular feedback



Staff shortages remain the No1 challenge – operators comment on the extreme pressures of operating in this environment.



Employers are uneasy as the new **immigration system** approaches. Industry believes chefs should be on the green list.



Operators are concerned about the impact of **incoming legislation** changes and managing new requirements.



Cost of living increases are already impacting the sector with even greater impact expected over next 6 months.

Future Considerations

- The Association supports the findings and recommendations outlined by the Productivity Commission report – **Immigration - fit for future** – which provides future guidance for Government and acknowledged the vital role immigration plays in economic development.
- Employers want to see more done to tackle **inflationary pressures**, with initial impact already being felt through adjustments to customer discretionary dollar spend.
- Phasing in of 2022's **key legislation changes** should be considered to allow time for entities to adapt to the raft of new requirements.

Key actions led by the sector this month

- CEO, Marisa Bidois, presented to local Council representatives in a hui organised by **Local Government NZ**, providing industry feedback, discussing the industry's key challenges and potential solutions to progress in the short to medium term.
- The Restaurant Association, in partnership with Northtec, launched a new **cookery traineeship**, Te Tupu Tahi.
- The RA consulted with industry and made submissions on: **Fair Pay Agreements Bill** and **Transforming Recycling** and consulted with industry on **Modern Slavery and Worker Exploitation**.
- Held webinar and Q&A with Immigration NZ, to help employers to navigate **the new Accredited Employer Work Visa**.
- Organised Waikato RA members to meet with **Hamilton mayor**, Paula Southgate, and Queenstown members to meet with **Queenstown Lakes mayor**, Jim Boulton, to discuss current challenges and opportunities for the Council to support local operators.
- Launched the 2022 hospitality industry **Remuneration Survey**.
- Promoted the industry through the **#hospolife** campaign, encouraging workers to 'find their future' in hospitality. hospolife.co.nz
- Ran Auckland **Hospo Start** programme to provide students with an introduction to hospitality, work experience and job placement.
- Consulted with **Tātaki Auckland Unlimited** on their dining campaign Chasing a Plate.



43% believe that business conditions for their business will have improved in 12 months.



Businesses are currently trading at 71-80% of typical customer levels

Additional insights



In May 49% temporarily closed due to ongoing staffing shortages



33% say revenue is 'better' or 'significantly better' than last month, April 2022.

Snapshot: Member Commentary

"We are realising that many of the Government's new initiatives will have a cumulative negative impact over the coming 12 months. We are unclear on how to navigate these – unemployment insurance, fair pay agreements, immigration reset effectively removing student visa or working visa workers from our employment pool..."

"It's not just Covid and staff shortages. Inflation is really worrying and we can't just keep putting our prices up every week. Also, the back debt from the last 2 years is my biggest concern. Yes, we are trading a bit better, but we have years of debt reduction ahead of us."

"I'm really concerned about staffing for next Summer. Also concerned about loss of disposable income for many. And very concerned about fair pay legislation and its implications. Wages are already putting severe pressure on us."



Pātai? Need further information?

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