



MEMBER SURVEY

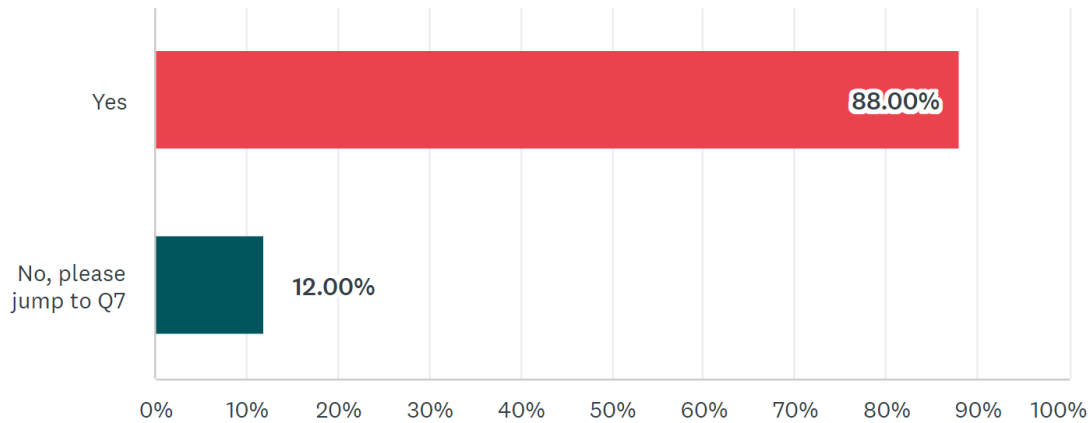
Reservations & Cancellations

SEPTEMBER 2023

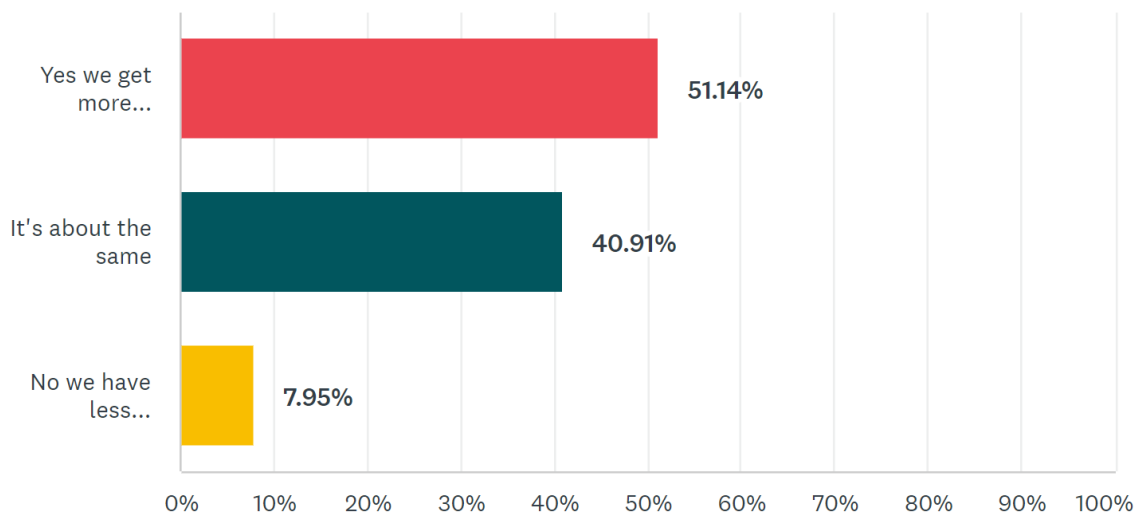
restaurant
association
of new zealand

We had heard some anecdotal feedback from members that cancellations and no-shows may be on the rise and this survey sought members feedback on this.

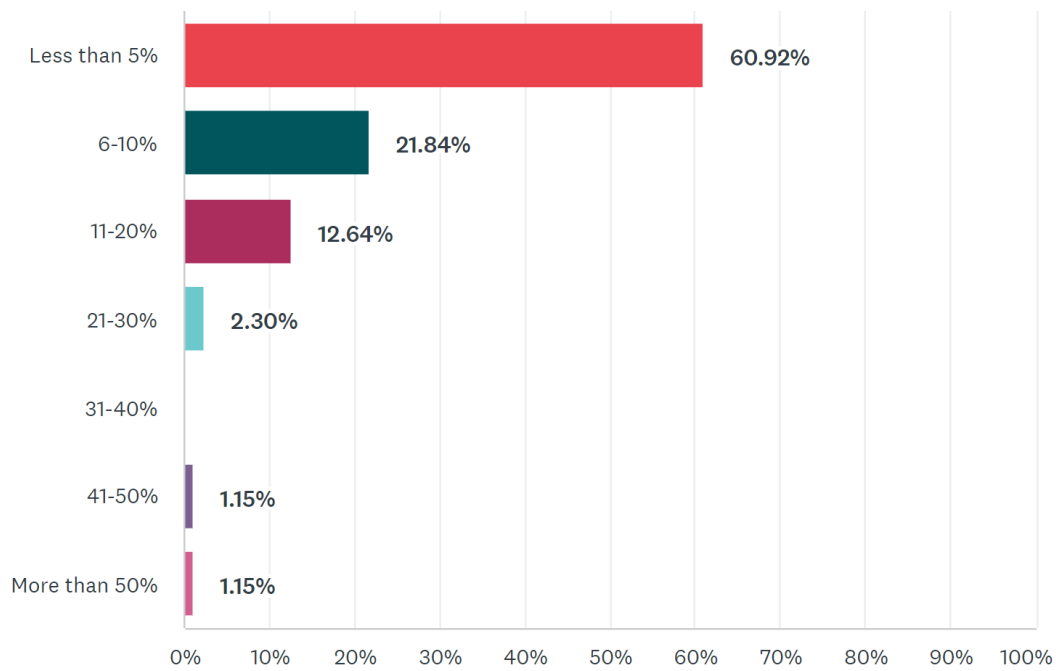
Q1. Do you take reservations?



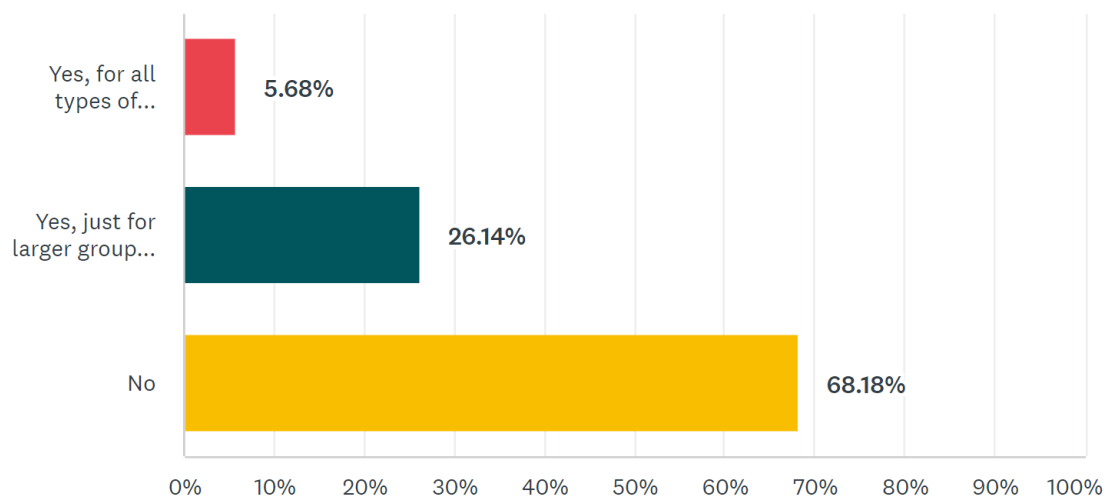
Q2. (If you answered yes to previous question) have you noticed an increase in cancellations over the past 6 months?



Q3. What percentage of bookings per week result in no shows?



Q4. Do you request a deposit, or take credit card details, when a customer makes a reservation?



SELECTED FINAL COMMENTS:

Our booking system lets us take pre-auth of \$50 per guest and we can charge them for cancellation under 24 hours or no show.

My biggest bug bear is the 'No show' customer, and the 'Sorry I am 30mins late. I know you still have my reservation held for me.'

"We serve multiple courses tasting menus. Menus are prepared for each booking in advance. Last minute cancellations or no-shows means food waste and lost revenue and therefore we have a strict cancellation policy.

We are considering making bookings for some of our more expensive (more pre-organised menu items) menus ticketed, e.g. fully paid in advance. Many restaurants in Australia or overseas that operate at similar levels are already doing this.

I think the majority of restaurants would need to agree in taking deposits for it to not deter people from making bookings - it's also extra admin but cancellations are definitely a problem. We do take deposits for group bookings and private functions. We would be open to suggestions on how much of a deposit we could ask for before this would deter someone from going elsewhere and the easiest way for the deposit to be taken (we use nowbookit online for instance and posboss pos). I guess it could be a credit card which only gets charged if they flag as cancelling within so many days/hours and the seat isn't filled.

We have made changes to our policies for our dinners and catering to mitigate the risk of no shows and pranks. This has worked well. In the busy season, we simply don't take bookings unless it is for substantial groups and we won't hold tables more than 15 minutes.

We had a very first big group no show of 18 people this week. We charged the people 25% which doesn't really cover much on a public holiday. We also haven't heard anything back from them so are very unsure what happened.

Have mainly experienced cancellations based on Covid measures and precautions. Most of the time we are sent courtesy emails and been able to fill vacancies with walk-ins and foot traffic so it hasn't had a major impact.

We have a boutique restaurant. The customers do not always realize we are so small but no shows really impact on us. Especially because we often turn customers away for being full. Holding them to account with a credit card might be the way to go.

Bookings are a waste of time, we used to, people would book our big table, be late, stay for ages and only buy coffee, 😊 😊 much easier without bookings

Handling the deposit is a pain as usually the customer wants to split the Bill several ways and we need to divide it up for each customer.

People make appts for Doctors, Lawyers, banks etc but at times treat us like second class citizens either being late and us turning others away or on the odd occasion not turning up.

We would love the opportunity to educate customers on the effects of no shows or groups that book for 14 and then only 10

show up. I just don't think they have any idea of the impact it has on a business. We have thought long and hard about taking a deposit but have always decided in the end not to do this. Cancellations have been on the rise due to Covid.

We used to take bookings pre-covid and have had times where we reinstated that at certain times/days but no-shows etc were such a problem that we have removed it altogether and no longer take bookings. Table turnover is important and lunch bookings are problematic at the best of times. We have not suffered any revenue downturn because of it, just the odd grumpy customer but 90% of the time they still end up coming in. We won't return to bookings unless doing a dinner service.

We will be charging no shows by credit card collected.

We are going to start charge the cheeky bastards by taking credit card numbers.

We already have this service imbedded in our on line reservations system.

Some customers complain about the No Show charge but it is very clear when they are booking what their obligation as a customer is. We have quite a few visitors to town that will book 3 to 4 restaurants and then decide on the night which one they will go to - without cancelling the ones they don't require. When we are turning so many people away each night this selfish and unnecessary and it reduces our revenue as well."

Annoying and rude customers do not appear at all concerned that they don't show up when contacted. Getting many fake phone numbers.

We would definitely consider taking deposits for December bookings however I have been told in the past that some large companies will still book at numerous places and build the cost of losing a deposit into their budget!!

We do take bookings for groups over 12 pax. We had quite a few complete cancellations earlier but now, sometimes they reduce numbers before arriving, which is awkward as we wouldn't usually take a booking for that many people but we do honour the booking anyway.

We had to create a group deposit to prevent last minute cancellations and no shows. We also added a confirmation email 24h prior to booking.

I probably wouldn't book somewhere myself if I had to pay a deposit.

Definitely have noticed a lot of last minute cancellations and have considered putting something in the booking form that if a cancellation is within 12 hours there is a booking fee as we schedule the roster according to bookings and some people are cancelling the booking AFTER the time of their booking!

We have noticed a massive increase with very large bookings canceling on the day, and it's not because of covid anymore, it's more about people being unorganised

We have limited reservations made and this isn't an issue for us.