



AUGUST 2020

OPERATOR SENTIMENT

Operator worries about surviving this crisis are increasing.

As we settle into the “new normal,” some operators who perhaps had been braced for a short-term impact are now realizing changes may be long-lasting in ways that may challenge their ability to make it out of this crisis.

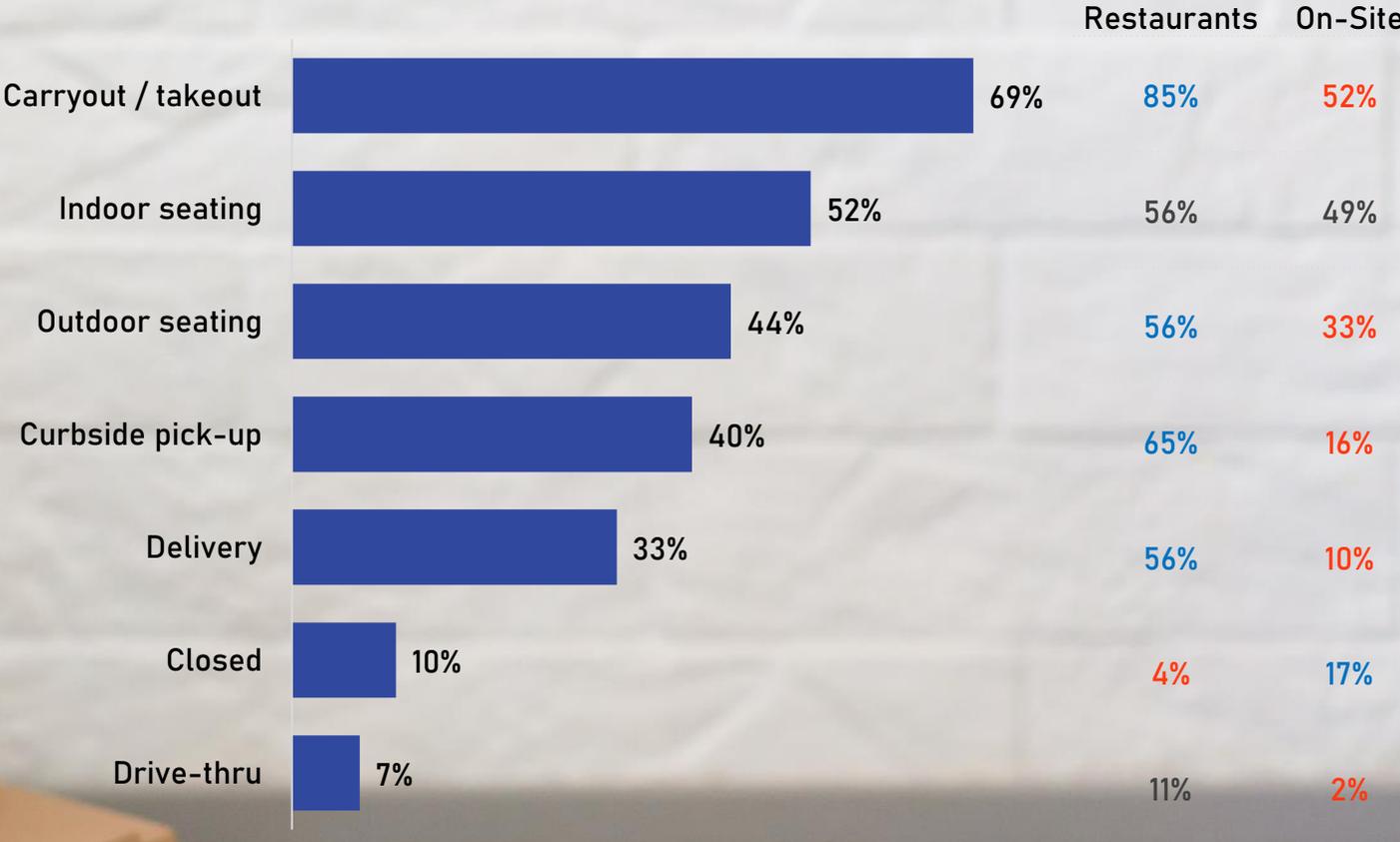
However, those who were optimistic at the start of the pandemic seem to remain optimistic. These operators largely come from segments that are simply less impacted by COVID.





Takeout is everything, especially for restaurants.

More than half of restaurants are currently open for seating (indoor and outdoor) and are also offering delivery. Seating availability is increasing, with more operators offering seating today than were in July, led by increased indoor and outdoor seating at on-site locations. In addition, on-site operators are much less likely to have on-premise or takeout/delivery options than restaurants and are more likely to be temporarily closed than are restaurants.



Significantly MORE likely than total Significantly LESS likely than total

which services are you currently offering to patrons?



Most operators are open.

Half have stayed open through the pandemic, and another quarter closed and have since re-opened. On-site operators are more likely than restaurants to still be closed, often because they are part of larger institutions (such as B&I or C&U) that remain closed.

	TOTAL	Restaurants	On-Site
Closed completely at first, then re-opened and have been open ever since	25%	26%	24%
Stayed open at first, but have since closed completely	3%	3%	2%
Have closed and re-opened multiple times since the start of the pandemic	9%	9%	9%
Have been closed completely since the start of the pandemic	10%	3%	16%
Have stayed open (in some way - takeout only, etc.) since the start of the pandemic	53%	58%	49%

operators reporting
sales declines

71% compared to BEFORE
THE PANDEMIC

50% compared to the
PAST 30 DAYS

operators reporting
sales haven't changed

13% compared to BEFORE
THE PANDEMIC

26% compared to the
PAST 30 DAYS

operators reporting
sales increases

16% compared to BEFORE
THE PANDEMIC

24% compared to the
PAST 30 DAYS

The worst of lost sales may be over.

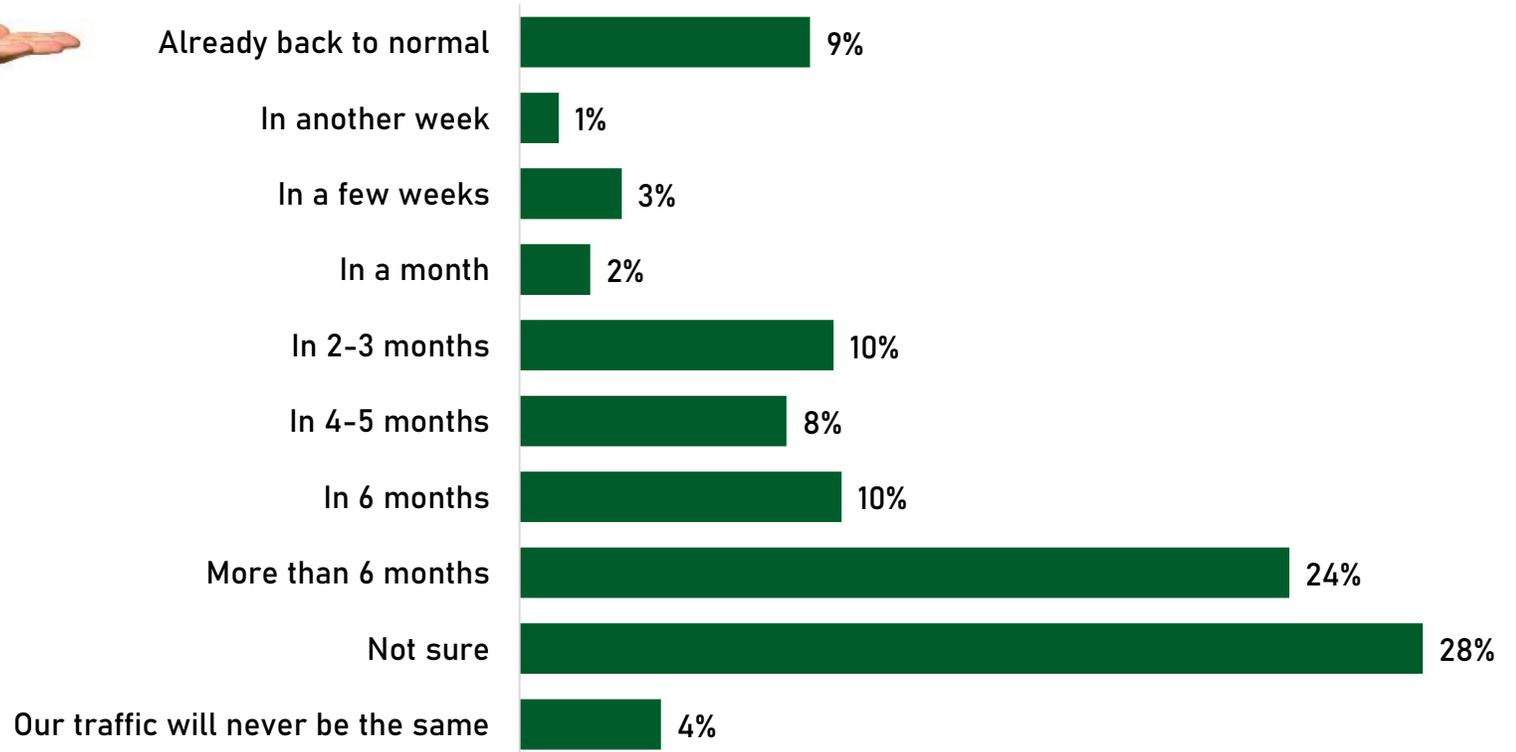
Though recovery may still take a while, operators are increasingly saying their sales have either not changed or are slowly ticking up when looking back over the last 30 days, compared to the start of the pandemic. We may be on the road to recovery as some operators pivot and adapt. However, sales are still dropping for many, and the negative impact is likely being felt differently across segments.





The timing of the return to pre-COVID business levels is uncertain.

More than a quarter of operators are not sure when their business will return to pre-COVID levels. Those that are willing to estimate a timeline suggest that it may be a long time, with nearly one quarter saying it is more than six months out. A small fraction are already back to “normal,” highlighting how COVID has had a very uneven impact across the industry.



when do you think your business will return to pre-COVID levels?



COVID staffing cuts were significant, but restaurants have been bringing staff back.

Nearly three-fourths of restaurants cut at least some staff due to the pandemic, and nearly nine of 10 operators who laid off staff have since hired some of them back, with nearly one quarter of those bringing all their employees back.

On-site venues, on the other hand, are less likely to have cut staff due to the pandemic but are also less likely to be hiring back staff that may have been laid off.

have you laid off staff in response to COVID-19?

	TOTAL	Restaurants	On-Site
NO STAFF CUTS due to coronavirus so far	32%	28%	36%
We cut staff but have since been able to hire ALL OF THEM back	17%	17%	16%
We cut staff but have since been able to hire SOME OF THEM back	36%	47%	26%
We cut staff and have not been able to hire ANY OF THEM back	15%	8%	22%

Significantly MORE likely than total

Significantly LESS likely than total

38%

of operators are looking for help from suppliers TODAY

Reach out and help, and make sure you are helpful.

More than one-third of operators are looking for help right now from their suppliers. Casual-dining operators are especially likely to be asking for help right now (54% are).

The desire for supplier help has dropped somewhat from the 50% who were interested in help in July. As operators adjust to the new normal and start increasing their offerings (adding seating perhaps), they may be busier and less available to talk to suppliers.



SEGMENT DETAIL

QSR and healthcare operators are the most positive about their outlook. B&I operators are most likely to be very worried they won't be able to come back from this crisis.

	TOTAL	QSR	Fast casual	Midscale	Casual dining	Fine dining	Healthcare	Lodging	B&I	C&U	K-12
Very nervous	13%	16%	8%	9%	14%	15%	5%	20%	27%	15%	8%
Worried, but confident	59%	35%	64%	66%	54%	59%	53%	73%	55%	67%	58%
Cautiously optimistic	27%	48%	28%	25%	32%	26%	42%	7%	18%	17%	35%

Significantly MORE likely than total

Significantly LESS likely than total

Takeout dominates at restaurants, indoor seating within healthcare, and being closed is most common for lodging and B&I.

	TOTAL	QSR	Fast casual	Midscale	Casual dining	Fine dining	Healthcare	Lodging	B&I	C&U	K-12
Carryout / takeout	69%	87%	89%	87%	88%	70%	60%	49%	45%	76%	25%
Indoor seating	52%	42%	25%	66%	66%	70%	70%	36%	33%	63%	38%
Outdoor seating	44%	35%	53%	49%	71%	63%	30%	36%	27%	59%	8%
Curbside pick-up	40%	58%	72%	66%	70%	48%	7%	13%	9%	7%	48%
Delivery	33%	61%	67%	55%	57%	33%	19%	2%	3%	13%	13%
Closed	10%	3%	3%	2%	4%	11%	5%	22%	33%	11%	18%
Drive-thru	7%	26%	22%	9%	4%	0%	5%	2%	3%	2%	0%

Significantly MORE likely than total

Significantly LESS likely than total

Fine dining and C&U operators are most likely to have closed entirely but since re-opened. Healthcare has been open entirely; B&I remains closed completely.

	TOTAL	QSR	Fast casual	Midscale	Casual dining	Fine dining	Healthcare	Lodging	B&I	C&U	K-12
Closed completely at first, then re-opened and have been open ever since	25%	19%	17%	21%	30%	48%	5%	38%	9%	50%	10%
Stayed open at first, but have since closed completely	3%	6%	3%	2%	2%	7%	0%	7%	3%	2%	0%
Have closed and re-opened multiple times since the start of the pandemic	9%	3%	11%	11%	11%	7%	5%	7%	9%	9%	15%
Have been closed completely since the start of the pandemic	10%	6%	0%	2%	2%	11%	7%	13%	36%	15%	15%
Have stayed open (in some way - takeout only, etc.) since start of the pandemic	53%	65%	69%	64%	55%	26%	84%	36%	42%	24%	60%

Significantly MORE likely than total

Significantly LESS likely than total

QSR, healthcare, and K-12 operators have mostly held on to their entire staff. Casual dining is most likely to be hiring staff back.

	TOTAL	QSR	Fast casual	Midscale	Casual dining	Fine dining	Healthcare	Lodging	B&I	C&U	K-12
NO STAFF CUTS due to coronavirus so far	32%	52%	31%	26%	20%	15%	58%	18%	30%	20%	58%
We cut staff but have since been able to hire ALL OF THEM back	17%	13%	19%	15%	14%	30%	14%	13%	12%	26%	13%
We cut staff but have since been able to hire SOME OF THEM back	36%	26%	42%	49%	59%	48%	19%	44%	6%	35%	18%
We cut staff and have not been able to hire ANY OF THEM back	15%	10%	8%	9%	7%	7%	9%	24%	52%	20%	13%

Significantly MORE likely than total

Significantly LESS likely than total

Healthcare operators are generally feeling “back to normal,” while B&I operators think traffic will never be the same.

	TOTAL	QSR	Fast casual	Midscale	Casual dining	Fine dining	Healthcare	Lodging	B&I	C&U	K-12
We are already back to normal	9%	19%	14%	8%	2%	4%	26%	2%	3%	13%	3%
In another week	1%	3%	0%	0%	2%	0%	0%	0%	0%	2%	5%
In a few weeks	3%	0%	3%	4%	0%	4%	0%	0%	6%	7%	10%
In a month	2%	6%	0%	2%	0%	4%	5%	0%	0%	4%	3%
In 2-3 months	10%	6%	11%	19%	18%	19%	2%	7%	6%	2%	5%
In 4-5 months	8%	6%	11%	6%	13%	7%	7%	4%	15%	9%	5%
In 6 months	10%	6%	6%	8%	14%	7%	7%	11%	9%	13%	15%
More than 6 months from now	24%	16%	17%	25%	23%	19%	30%	36%	27%	26%	15%
Not sure	28%	35%	36%	28%	27%	33%	19%	31%	21%	17%	38%
Never - our traffic will never be the same	4%	0%	3%	2%	2%	4%	5%	9%	12%	7%	3%

Significantly MORE likely than total

Significantly LESS likely than total

Help us help you.

As the Coronavirus situation continues to evolve rapidly, just tell us what you want to know. If it's something that benefits the food industry, we'll do our best to incorporate it into an upcoming report and provide the results to everyone for free.

And if you have a need that's specific to your company or brand, we would love to design a custom research solution for you.

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