

Hospitality Dashboard

Monthly Update
Period: August 2022

Member
responses

516



Key Indicators

2022: Aotearoa in Orange | 2021: 17 August - end August regions at Level 4 or Level 3



79% of the industry say revenue is the same or higher vs last year, **August 2021**. Of those, the figure (left) indicates the average revenue growth (nationwide) for the full month.



21% of the industry say revenue is lower vs last year, **August 2021**. Of those, the figure (left) indicates the average revenue decline (nationwide) for the full month.



Nationwide, **58%** of owners indicate their health & wellbeing is currently impacted (73% in July 2022).



Redundancies

Most regular feedback



Recruitment challenges & staff shortages are still the most regular feedback, with retention challenges also critical.



Operators say the number of returning **international tourists** has been nominal but the impact of New Zealanders travelling overseas has been notable.



Employers are finding the new **immigration framework** more challenging and time-consuming than expected.



Trade is still **difficult to predict** day to day, however, overall, business has improved to levels comparable to 2019.

Future Considerations

- Government is encouraged to consider existing programmes and initiatives when it comes to supporting the hospitality sector's recovery from the pandemic.
 - We are encouraged to see initiatives outlined in MBIE's Tourism ITP **Better Work Plan** that look to develop and transform our industry as we begin to operate at full capacity again. However, the Plan highlights just how much the industry is *already* doing.
 - The Association questions whether taxpayer money has been well spent by MBIE when their Plan duplicates initiatives already in the market and replicated in other industry plans.

Key actions led by the sector this month

- RA CEO, Marisa Bidois appointed to **Tourism ITP leadership group**.
- Held meetings in August for Restaurant Association members to meet and hear from key **Mayoral candidates** in Wellington, Rotorua and Auckland.
- Met with representatives from the Commerce Commission to discuss the implementation and impact of the **Retail Payment System Act**.
- Met with representatives of **Ringa Hora** to propose future initiatives for development.
- Engaged with MBIE regarding the future implementation of the **Fair Pay Agreements Act**.
- Provided feedback to MBIE on **Future Pandemic Legislative Framework**.
- Held huis with **MP for New Lynn**, Dr Deborah Russell, and **MP for Northcote**, Shanan Halbert, to discuss the industry, recent industry initiatives and key challenges.
- Launched the 2022 **HiT30 programme** - designed to get hospitality employers and their teams focused on training by integrating short training sessions into every day.



33% believe that business conditions for their business will have improved in 12 months (20% in July).



Businesses are currently trading at 81-90% of typical customer levels

Additional insights



In August 62% temporarily closed due to ongoing staffing shortages



26% say revenue is 'better' or 'significantly better' than last month, July 2022.

Snapshot: Member Commentary



"It disturbs me how the labour shortage is not being treated as a national emergency."

"We've noticed a lift now that Spring is here, but August was difficult as it was so wet and stormy, and a lot of our guests have been overseas."

"It is still very hard to predict but happy with business levels at present, though inflation in prices and wages is making business very, very tough."

"We relied on the international tourists pre-Covid and they haven't come back as yet and I'm not convinced they will come back in pre-Covid numbers."



Pātai? Need further information?

Marisa Bidois | Chief Executive | marisa@restaurantnz.co.nz | 027 559 7777
Nicola Waldren | General Manager | nicola@restaurantnz.co.nz | 027 379 1535