



MEMBER SURVEY

Top Challenges

MAY 2022

restaurant
association
of new zealand

This member survey conducted in May 2022 provides insight into members' current and future Top Challenges and business confidence.

Q1. What are the FIVE biggest challenges your business is currently facing?

- 1 Recruiting / retaining staff
- 2 Managing labour costs
- 3 Managing food costs
- 4 Building & Maintain Sales volume
- 5 Managing operating costs

SELECTED MEMBER COMMENTS

We are constantly understaffed (very few even apply when advertise, and rarely suitable), costs grow with inflation and wage increases ... On the hamster wheel with no respite.

Finding staff and managing wage expectations is far and away our biggest challenge... it's massive!

Finding staff to train and retain is our biggest challenge.

The already narrow profit margin has become less. Cost of food, freight, power, labour, gas, everything has gone up. But we are trying to not increase food prices to much to not lose customers.

Inflation is hitting us, one of the first things people stop doing is going out for lunch or dinner. Weekends are super quiet here. Weeks are somewhat steady as we do lots of regulars and locals.

Q2. What are the FIVE biggest challenges you expect to face over the next 12 months?



SELECTED MEMBER COMMENTS

All suppliers have raised their price but we have so much competition that we can do that

Growing costs, and challenges in passing them on with increased prices because competition is so fierce, I see a growing debut burden ahead.

We are a small authentic Japanese restaurant. We try to bring the customer experience Kyoto style cuisine to New Zealand but the new immigration policy is a big concern for us.

What are we going to do right now with staff leaving to go overseas for long awaited holidays or leaving NZ to work elsewhere? We can't replace them, the remaining workforce is shrinking rapidly! It is a serious situation for me as this is happening right now!

After labour shortages and labour costs, government legislation, ie Fair Pay, immigration and so on is the next biggest challenge facing us. This government seems anti-small business so it is a very difficult environment to remain optimistic and entrepreneurial.

Our bookings have bounced back, however as we can't find staff or accommodation for staff, we are having to decline business. It's even more stressful than when we had no clients, as there's just no-one applying for jobs.

Q3. Business confidence: Do you believe that business conditions for your business in twelve months time will have?

