

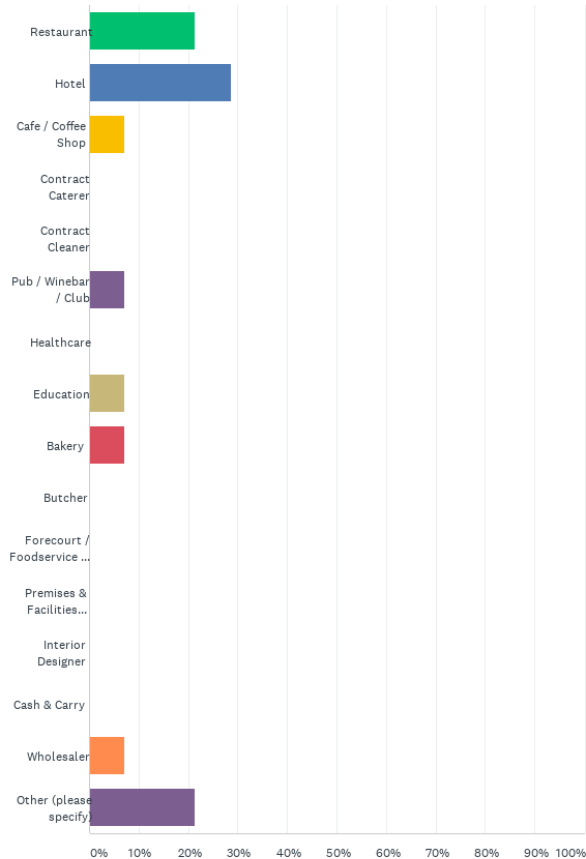


FOODSERVICE OPERATORS INDUSTRY SENTIMENT INDEX

MAY 2021

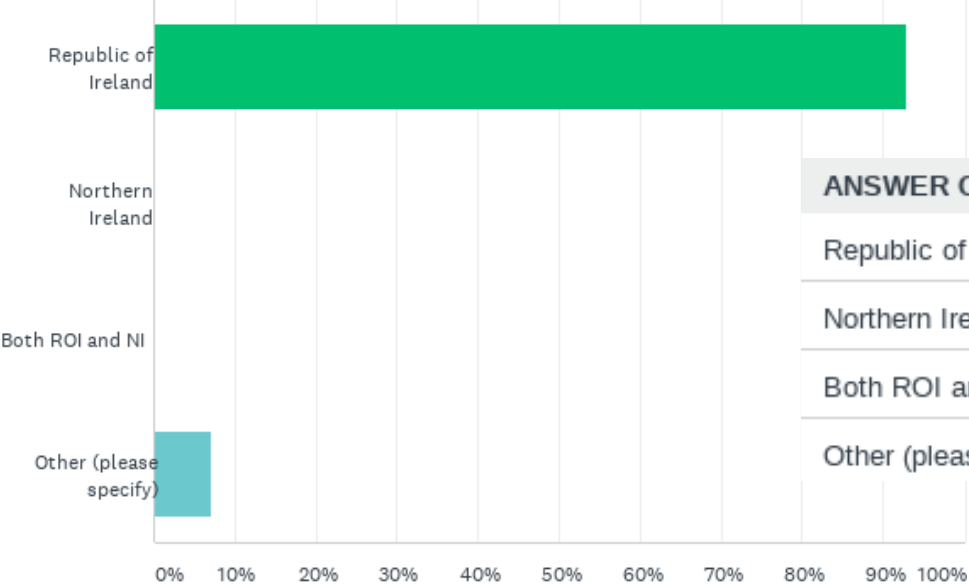


Q1: What Sector Category do you operate in?



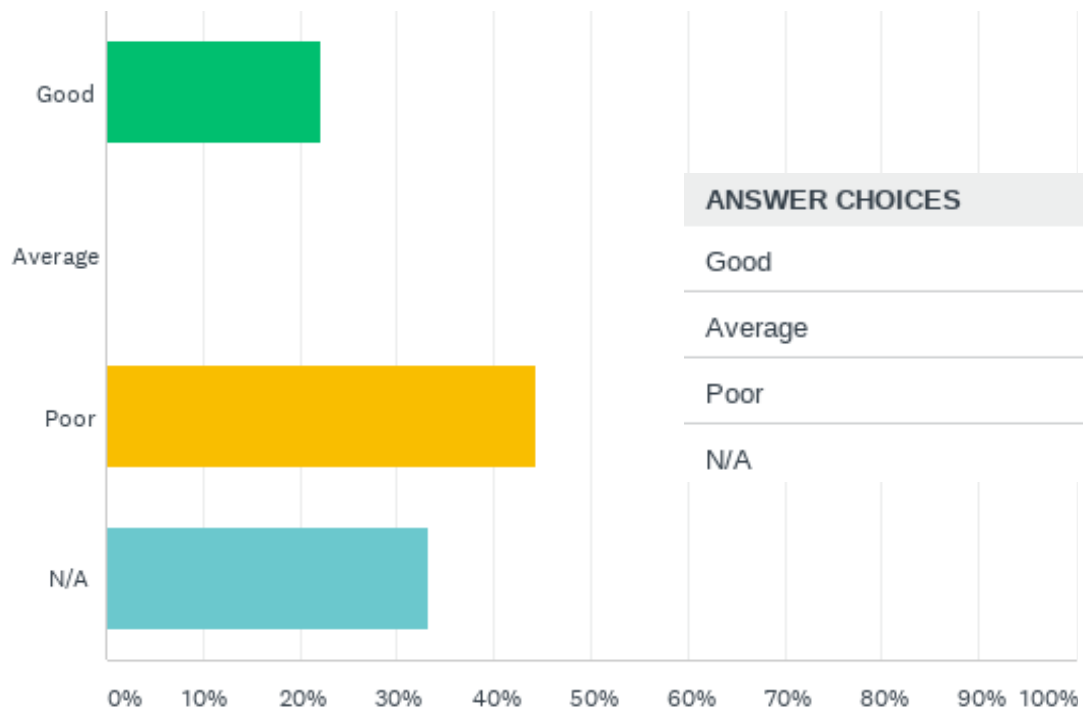
ANSWER CHOICES	RESPONSES
Restaurant	21.43%
Hotel	28.57%
Cafe / Coffee Shop	7.14%
Contract Caterer	0.00%
Contract Cleaner	0.00%
Pub / Winebar / Club	7.14%
Healthcare	0.00%
Education	7.14%
Bakery	7.14%
Butcher	0.00%
Forecourt / Foodservice in Retail Setting	0.00%
Premises & Facilities Management	0.00%
Interior Designer	0.00%
Cash & Carry	0.00%
Wholesaler	7.14%
Other (please specify)	21.43%

Q2: What jurisdiction do you operate in?



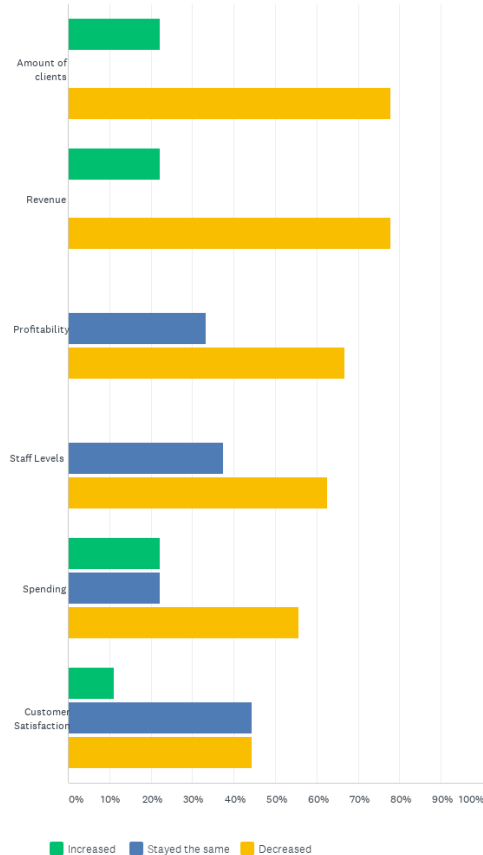
ANSWER CHOICES	RESPONSES
Republic of Ireland	92.86%
Northern Ireland	0.00%
Both ROI and NI	0.00%
Other (please specify)	7.14%

Q3: How would you describe the overall performance of your business over the LAST 6 months?



ANSWER CHOICES	RESPONSES
Good	22.22%
Average	0.00%
Poor	44.44%
N/A	33.33%

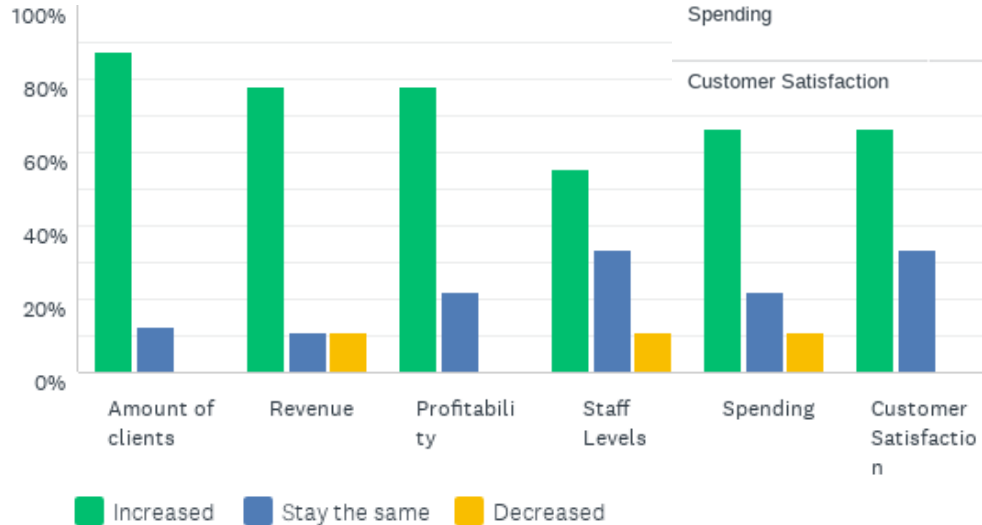
Q4: Please indicate the performance of your business for each of the criteria below over the LAST 6 months:



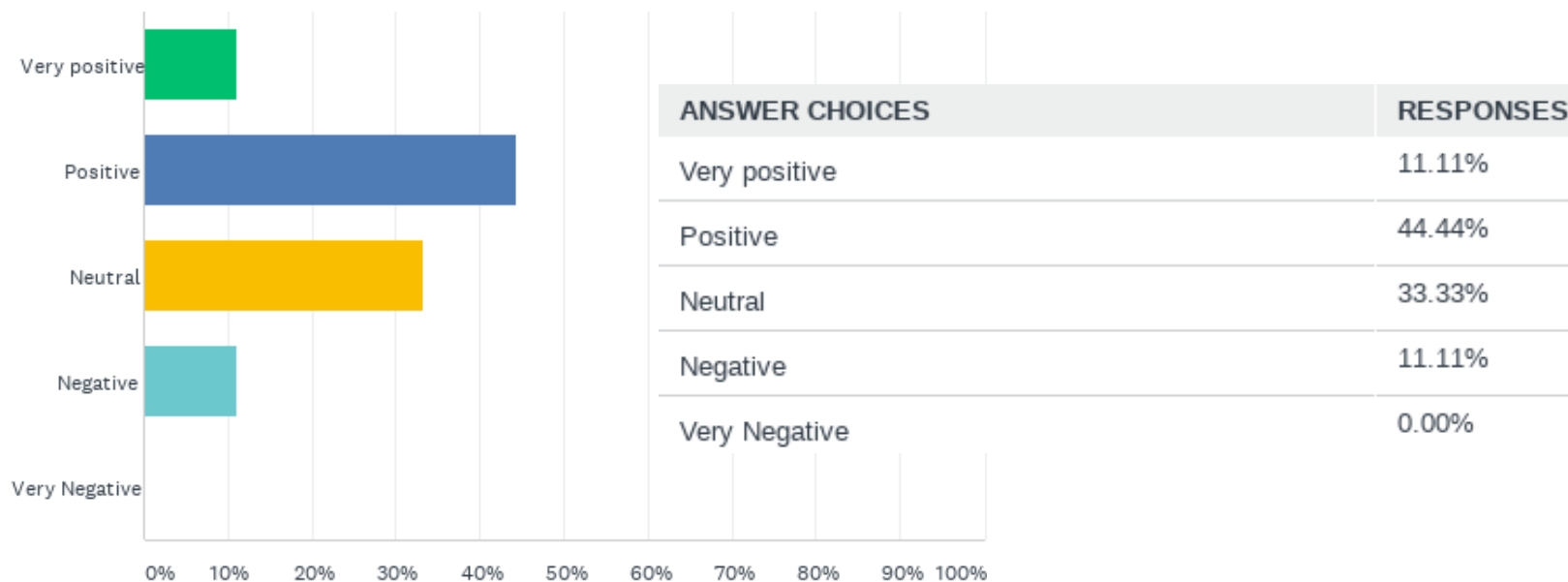
	INCREASED	STAYED THE SAME	DECREASED
Amount of clients	22.22%	0.00%	77.78%
Revenue	22.22%	0.00%	77.78%
Profitability	0.00%	33.33%	66.67%
Staff Levels	0.00%	37.50%	62.50%
Spending	22.22%	22.22%	55.56%
Customer Satisfaction	11.11%	44.44%	44.44%

Q5: Please indicate the EXPECTED performance of your business for each of the criteria below over the NEXT 6 months:

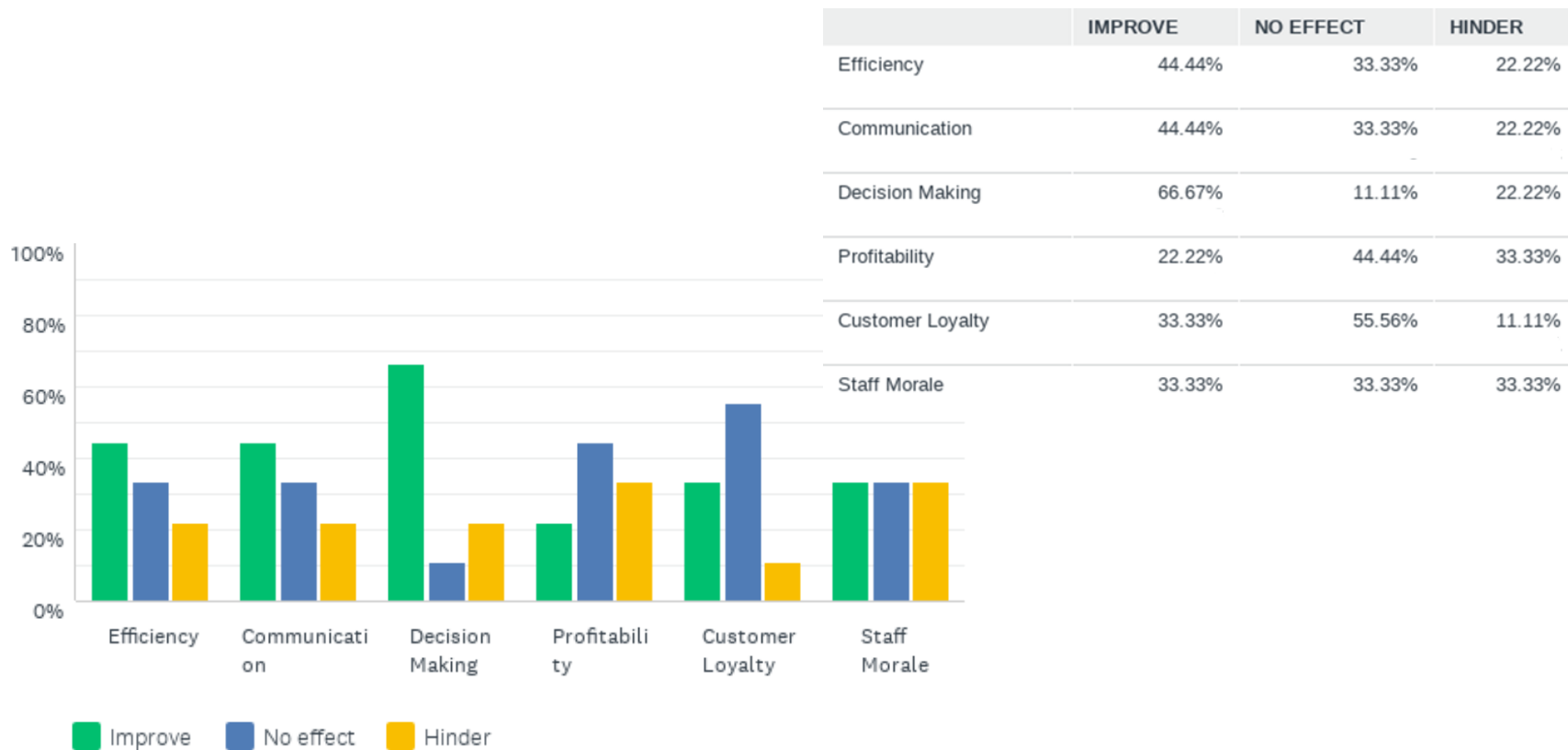
	INCREASED	STAY THE SAME	DECREASED
Amount of clients	87.50%	12.50%	0.00%
Revenue	77.78%	11.11%	11.11%
Profitability	77.78%	22.22%	0.00%
Staff Levels	55.56%	33.33%	11.11%
Spending	66.67%	22.22%	11.11%
Customer Satisfaction	66.67%	33.33%	0.00%



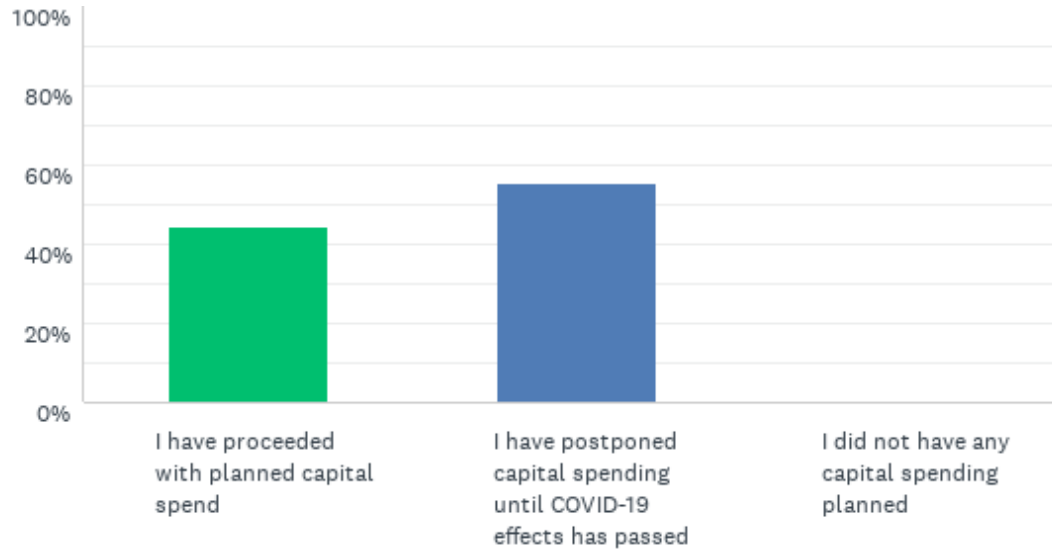
Q6: What is your attitude to the direction of the industry over the NEXT MONTH?



Q7: How do you feel the current conditions will effect the following areas of your business?

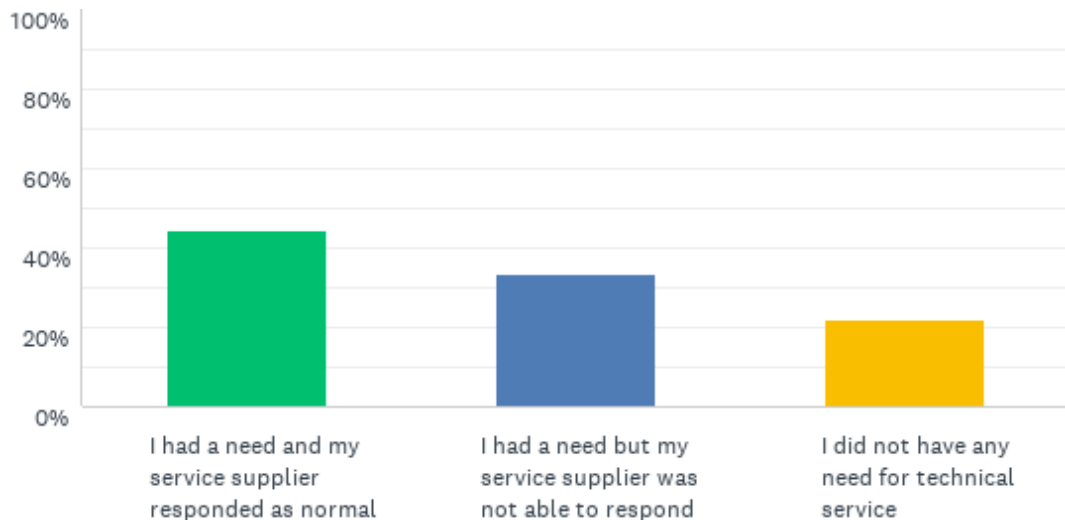


Q8: How has COVID-19 effected your planned capital expenditure on catering / foodservice equipment ?



ANSWER CHOICES	RESPONSES
I have proceeded with planned capital spend	44.44%
I have postponed capital spending until COVID-19 effects has passed	55.56%
I did not have any capital spending planned	0.00%

Q9: Have COVID-19 restrictions effected your technical service supplier ability to service your catering equipment?

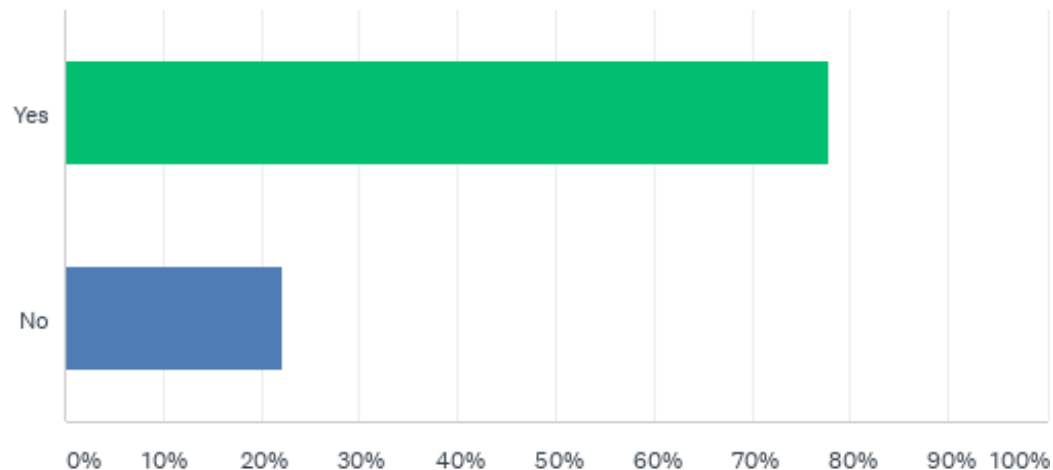


ANSWER CHOICES	RESPONSES
I had a need and my service supplier responded as normal	44.44%
I had a need but my service supplier was not able to respond	33.33%
I did not have any need for technical service	22.22%

Q10: In the current climate, what is your attitude (right now) to the following?

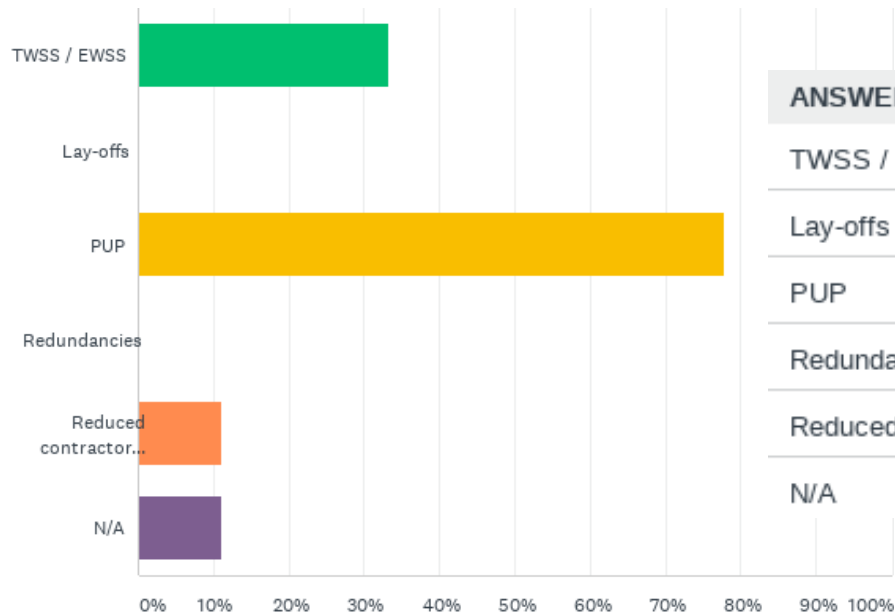


Q11: Have you had to reduce your workforce due to current trading conditions?



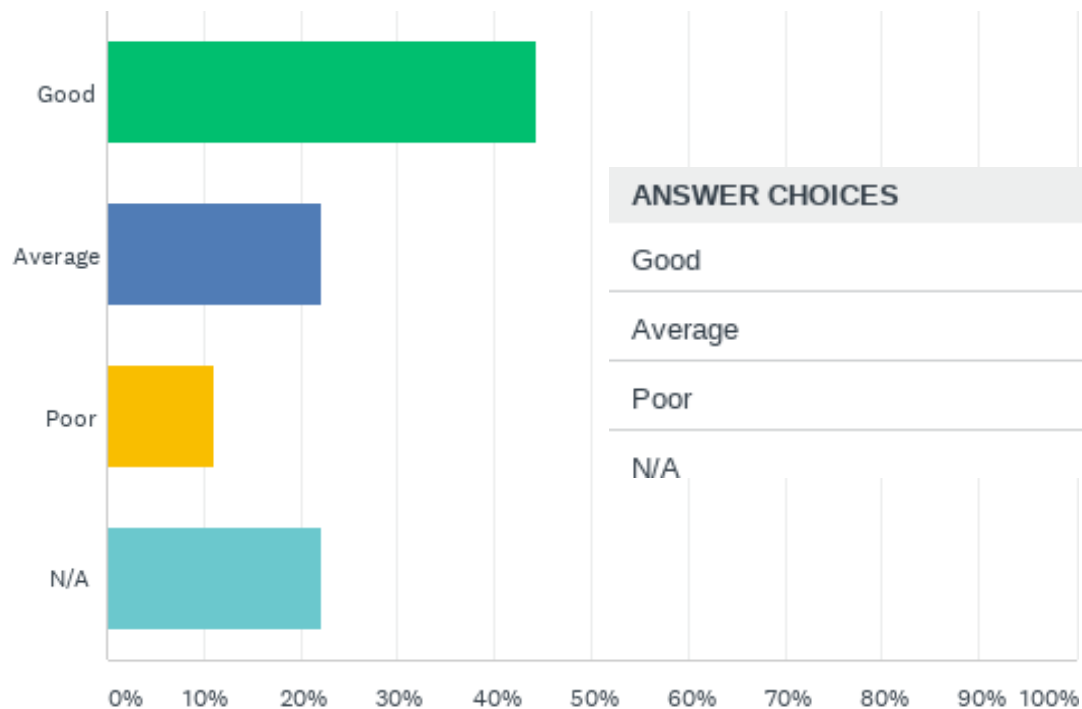
ANSWER CHOICES	RESPONSES
Yes	77.78%
No	22.22%

Q12: If you have had to reduce or implement supports for your workforce, what mechanisms have your implemented to assist with this?



ANSWER CHOICES	RESPONSES
TWSS / EWSS	33.33%
Lay-offs	0.00%
PUP	77.78%
Redundancies	0.00%
Reduced contractor hours	11.11%
N/A	11.11%

Q13: How would you describe the overall performance of your team over the last 6 months?



ANSWER CHOICES

RESPONSES

Good

44.44%

Average

22.22%

Poor

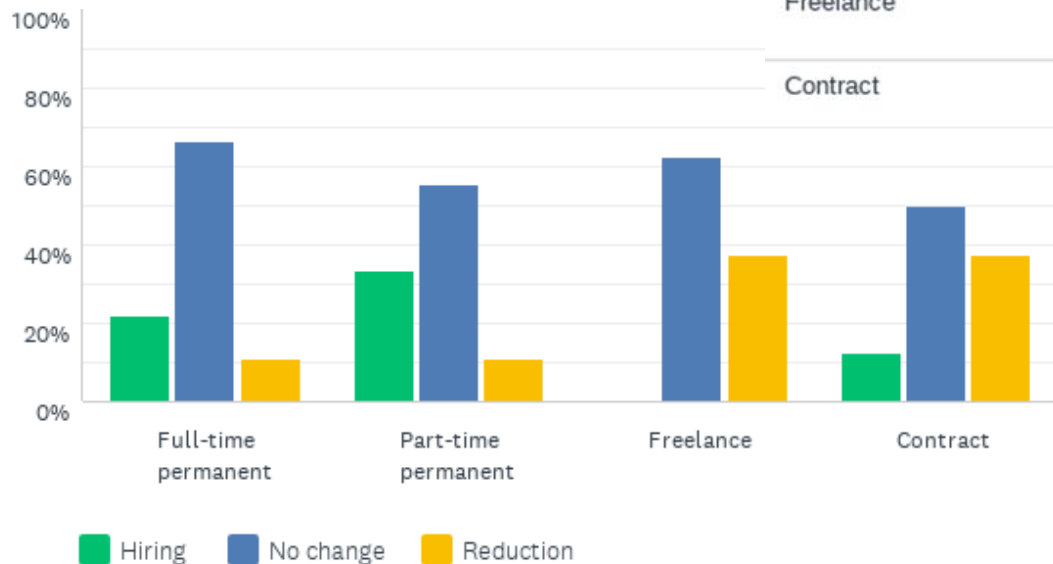
11.11%

N/A

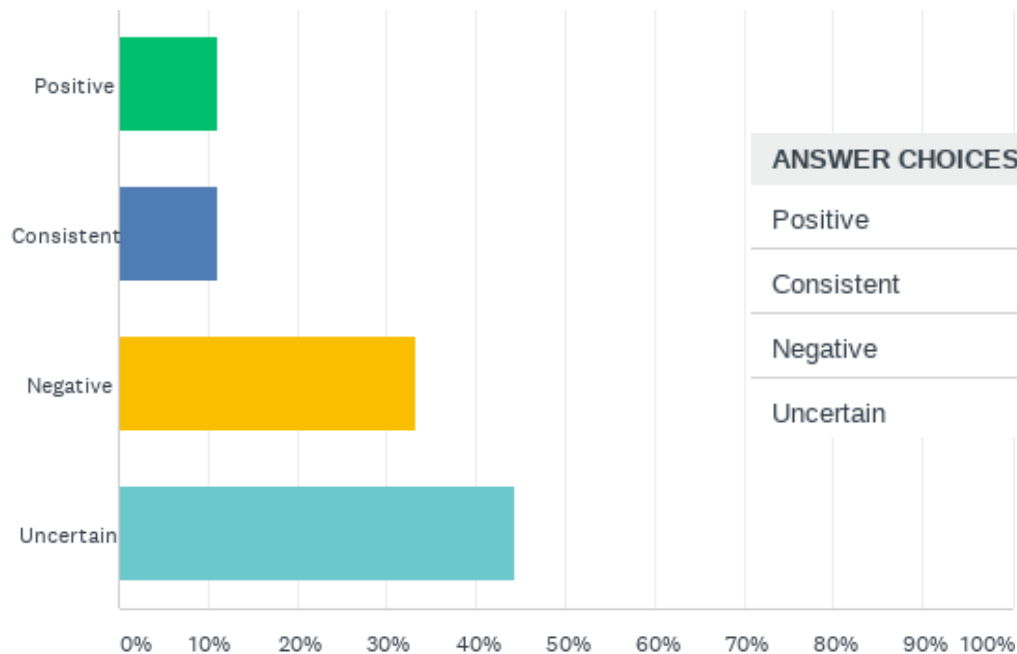
22.22%

Q14: What are your current hiring plans for each type of staff?

	HIRING	NO CHANGE	REDUCTION
Full-time permanent	22.22%	66.67%	11.11%
Part-time permanent	33.33%	55.56%	11.11%
Freelance	0.00%	62.50%	37.50%
Contract	12.50%	50.00%	37.50%



Q15: How would you describe your overall perception of the hospitality sector right now?



ANSWER CHOICES

RESPONSES

Positive

11.11%

Consistent

11.11%

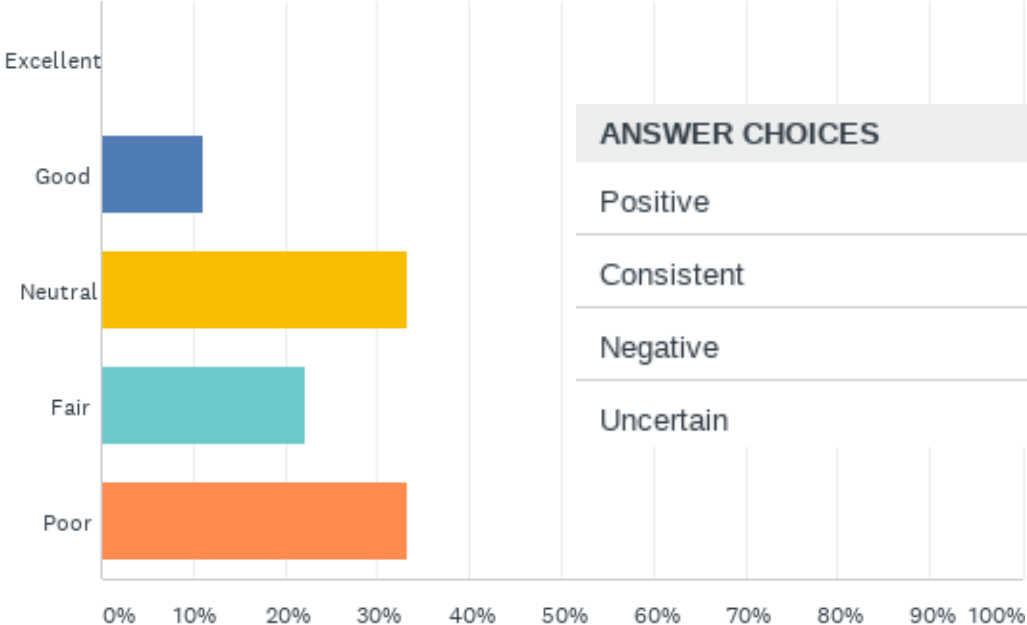
Negative

33.33%

Uncertain

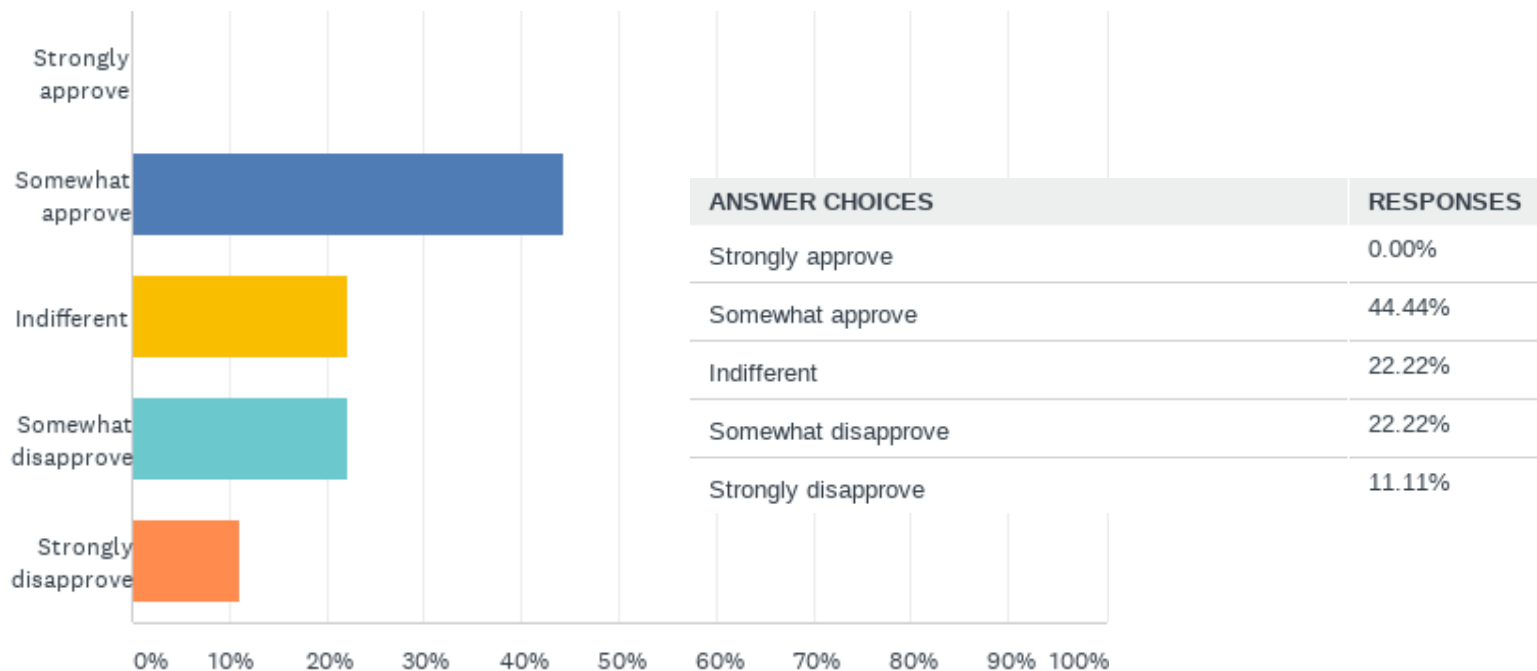
44.44%

Q16: What is your opinion of the current economic climate?

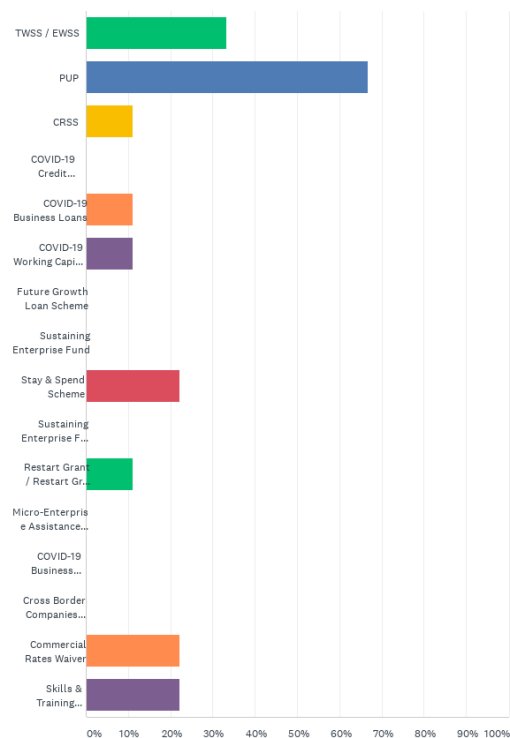


ANSWER CHOICES	RESPONSES
Positive	11.11%
Consistent	11.11%
Negative	33.33%
Uncertain	44.44%

Q17: Do you approve or disapprove of the way the current government is operating?

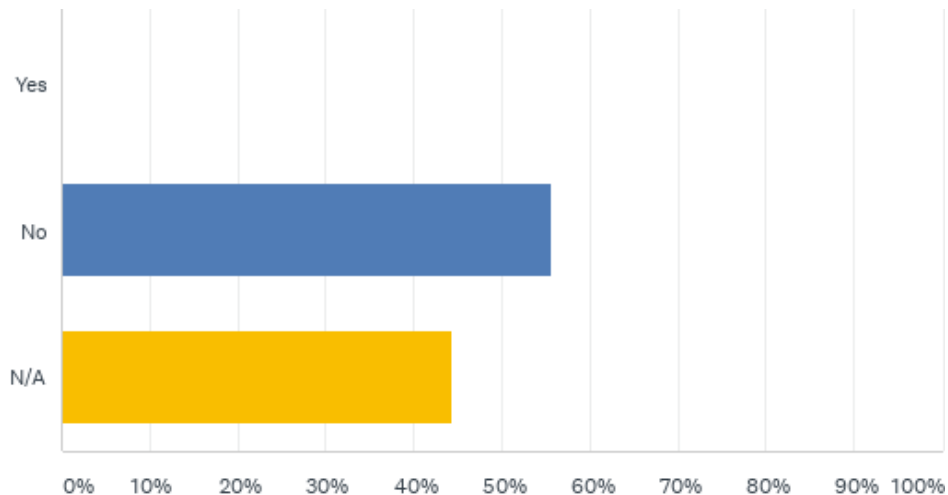


Q18: What if any Government supports have you availed of in the LAST 6 months?



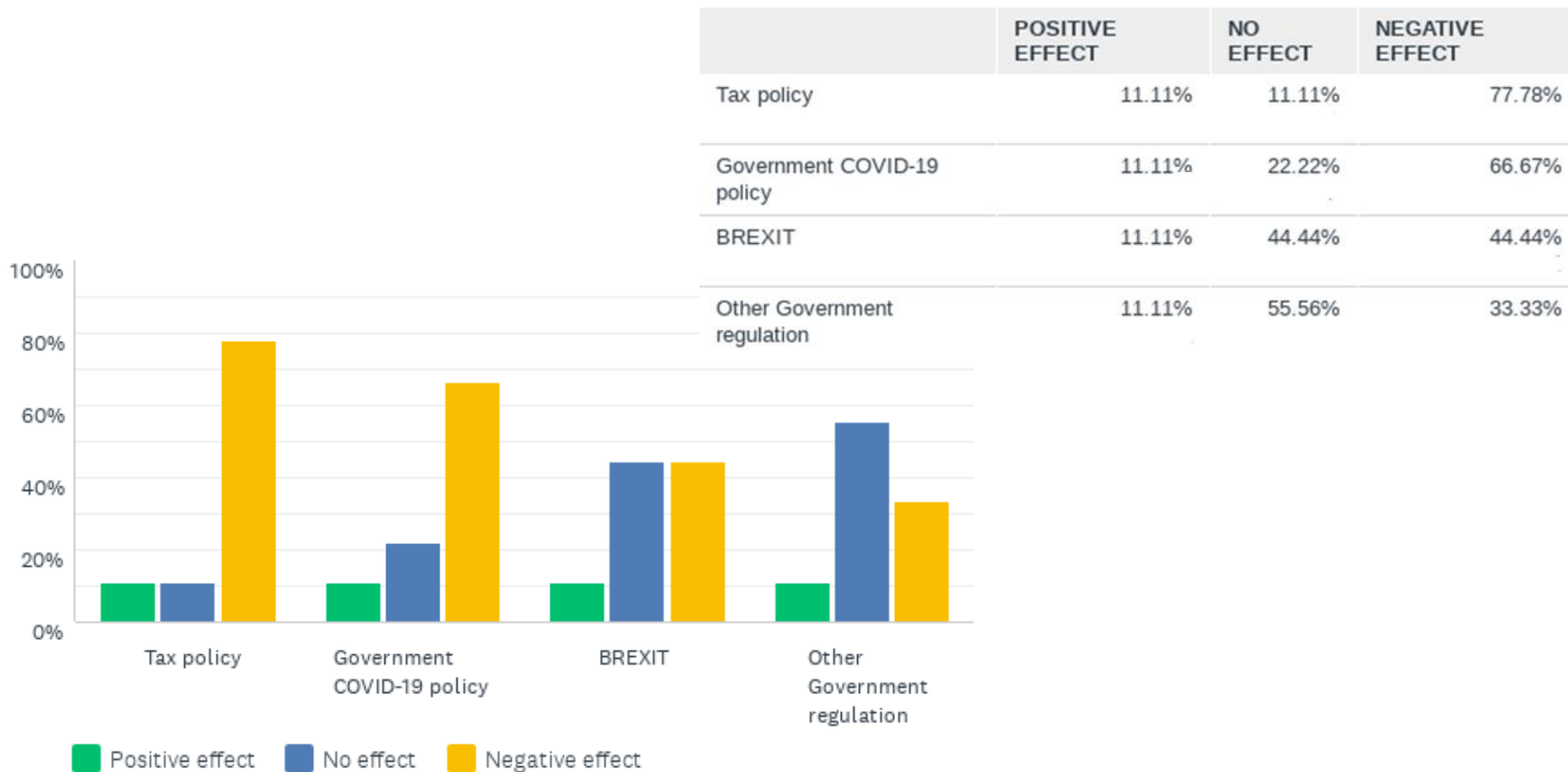
ANSWER CHOICES	RESPONSES
TWSS / EWSS	33.33%
PUP	66.67%
CRSS	11.11%
COVID-19 Credit Guarantee Scheme	0.00%
COVID-19 Business Loans	11.11%
COVID-19 Working Capital Scheme	11.11%
Future Growth Loan Scheme	0.00%
Sustaining Enterprise Fund	0.00%
Stay & Spend Scheme	22.22%
Sustaining Enterprise Fund for Small Enterprise	0.00%
Restart Grant / Restart Grant Plus	11.11%
Micro-Enterprise Assistance Fund	0.00%
COVID-19 Business Financial Planning Grant	0.00%
Cross Border Companies Emergency Business Solutions	0.00%
Commercial Rates Waiver	22.22%
Skills & Training Supports from LEO, Skillnet, Enterprise Ireland	22.22%

Q19: If you have not yet availed of any Government supports, do you plan to look at these options in the NEXT 6 months?



ANSWER CHOICES	RESPONSES
Yes	0.00%
No	55.56%
N/A	44.44%

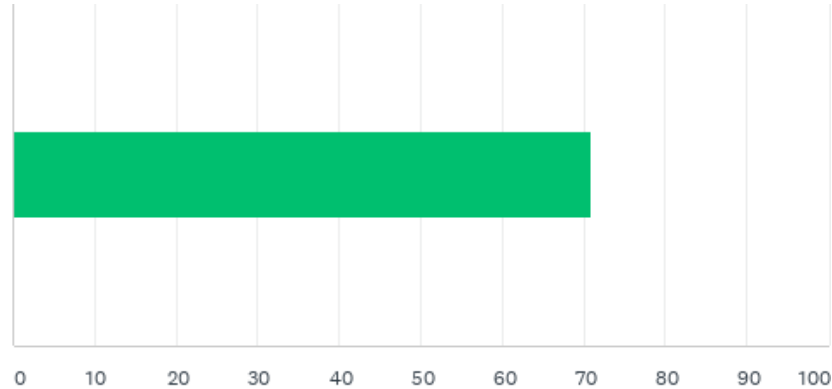
Q20: In the NEXT 6 months do you expect the following issues to have a positive effect, no effect or a negative effect on your business?



Q22: What you like to see Industry representatives doing on your behalf in order to assist your business in the current trading environment??

- Nothing except trying to justify their ridiculous salaries by talking bs and nit picking on media interviews
 - Being positively informed and honest
 - Additional restart grants, vouchers for hospitality
 - Encourage business owners to open up so employees can get back to work
 - Reduce the Vat rate, allow outdoor dining (close roads, footpath dining etc.) without increasing rates
 - Keep the reduction in food VAT in place. Lobby for decreased VAT on drink sales for licenced premises whilst increasing that on off licence sales
-

Q22: To what extent do you think the current working environment has affected your mental health and the mental health of your team?



ANSWER CHOICES

AVERAGE NUMBER

71

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