



## BACKGROUND

- ❑ We surveyed 175 Restaurant Owners and General Managers to understand business trends and kitchen equipment capex spend.

## FINDINGS:

- ❑ **Restaurant Capex Plans Have Been Negatively Impacted.**
- ❑ **Respondents primarily buy new, but expect to rely on used more in 2020 than 2021 and 2022.**
- ❑ **Respondents primarily buy from Webstaurant and Restaurant Depot and prefer Hobart, Kitchenaid, and Vulcan most.**
- ❑ **Owners are expecting to spend less on maintenance and repair in 2020.**
- ❑ **Restaurants expect to be under full capacity for a while, around 10-13% may permanently shutter.**
- ❑ **The length of time before "back to normal" will significantly impact capex spending decisions.**
- ❑ **80% of restaurants reduced hours or laid off staff (25% of these owners think employees will want to remain on unemployment).**
- ❑ **76% of restaurants expect revenue to come in lower in 2020 and the expect revenue to trend lower than normal throughout 4Q21 (expecting big losses in 2020).**
- ❑ **Restaurants expect to shift more production in-house this year.**



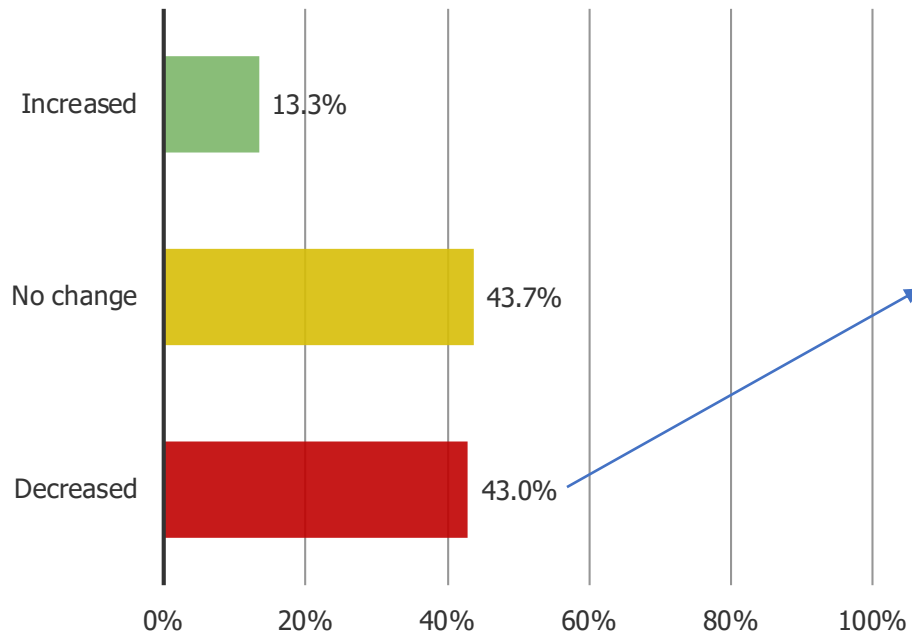
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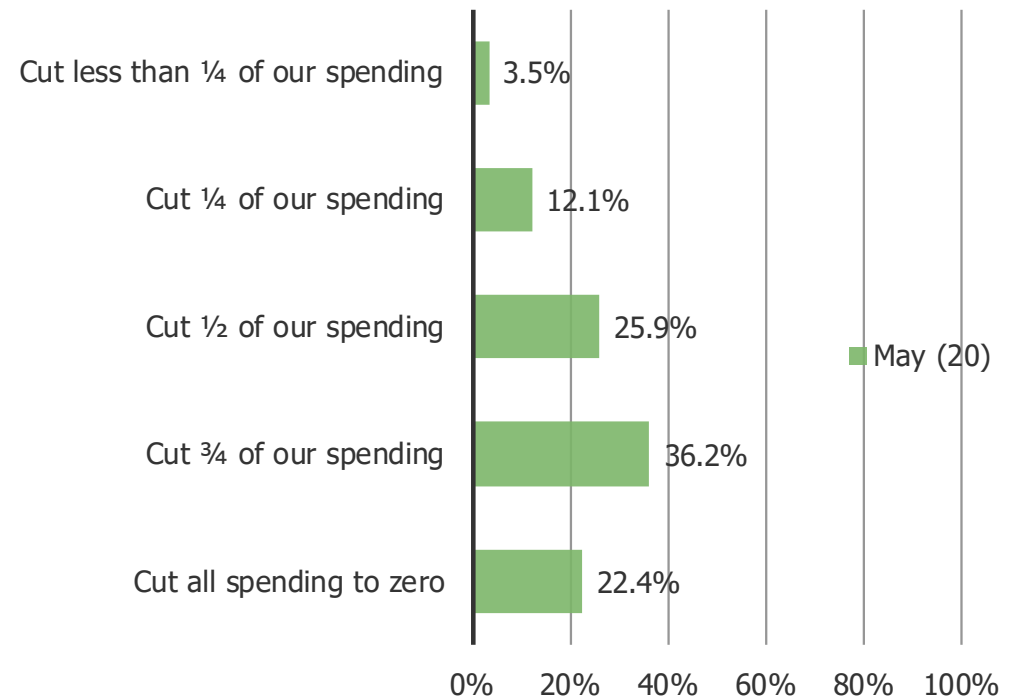


## Have you recently changed how much you plan to spend on kitchen and food service equipment this year?

*Posed to respondents who order or maintain kitchen equipment when necessary.*



### How much did you decrease spending by?

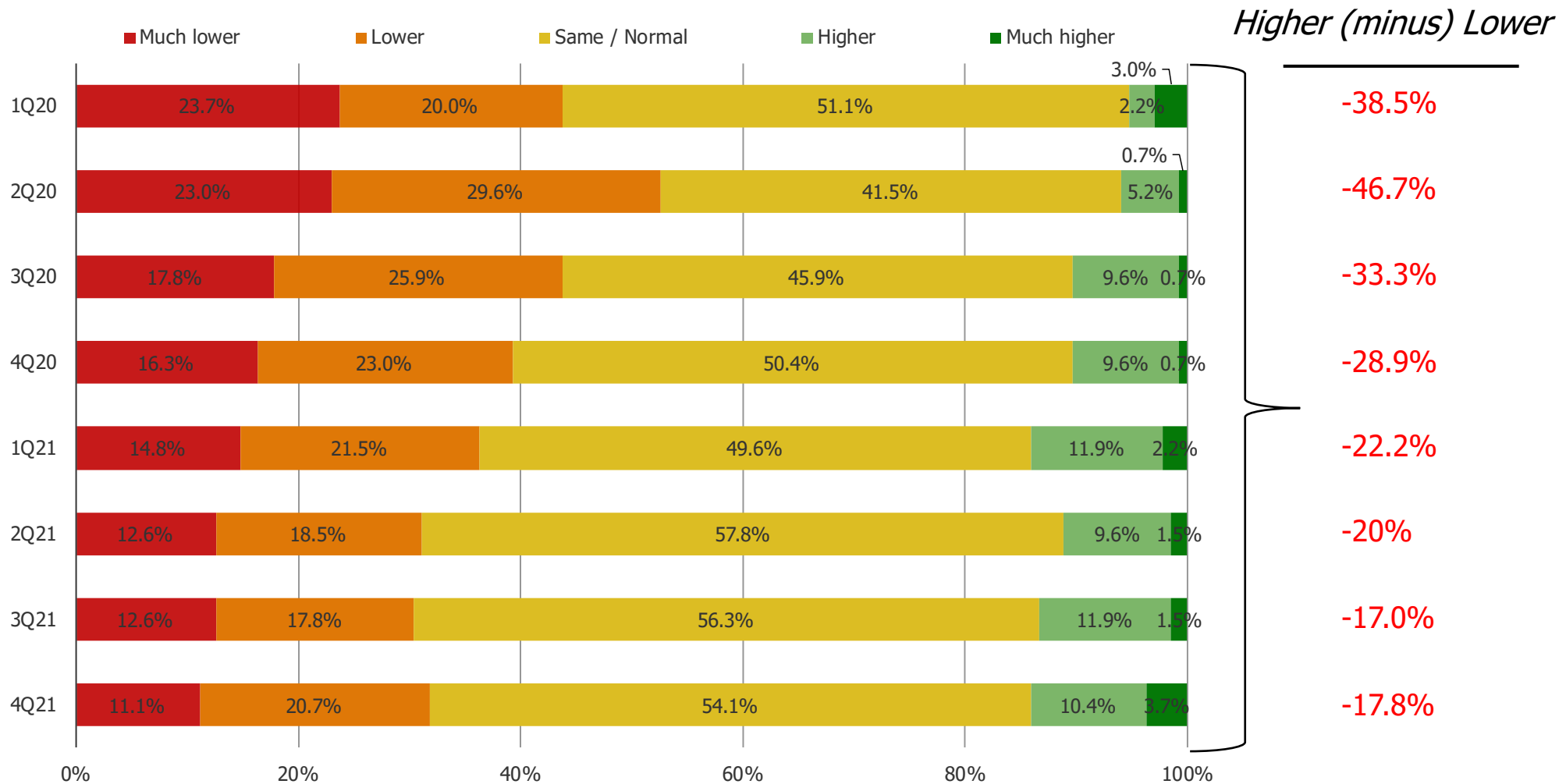


n=135



**Please estimate your kitchen and food service equipment budget will be relative to typical spending levels for your restaurant for the following time periods:**

*Posed to respondents who order or maintain kitchen equipment when necessary.*

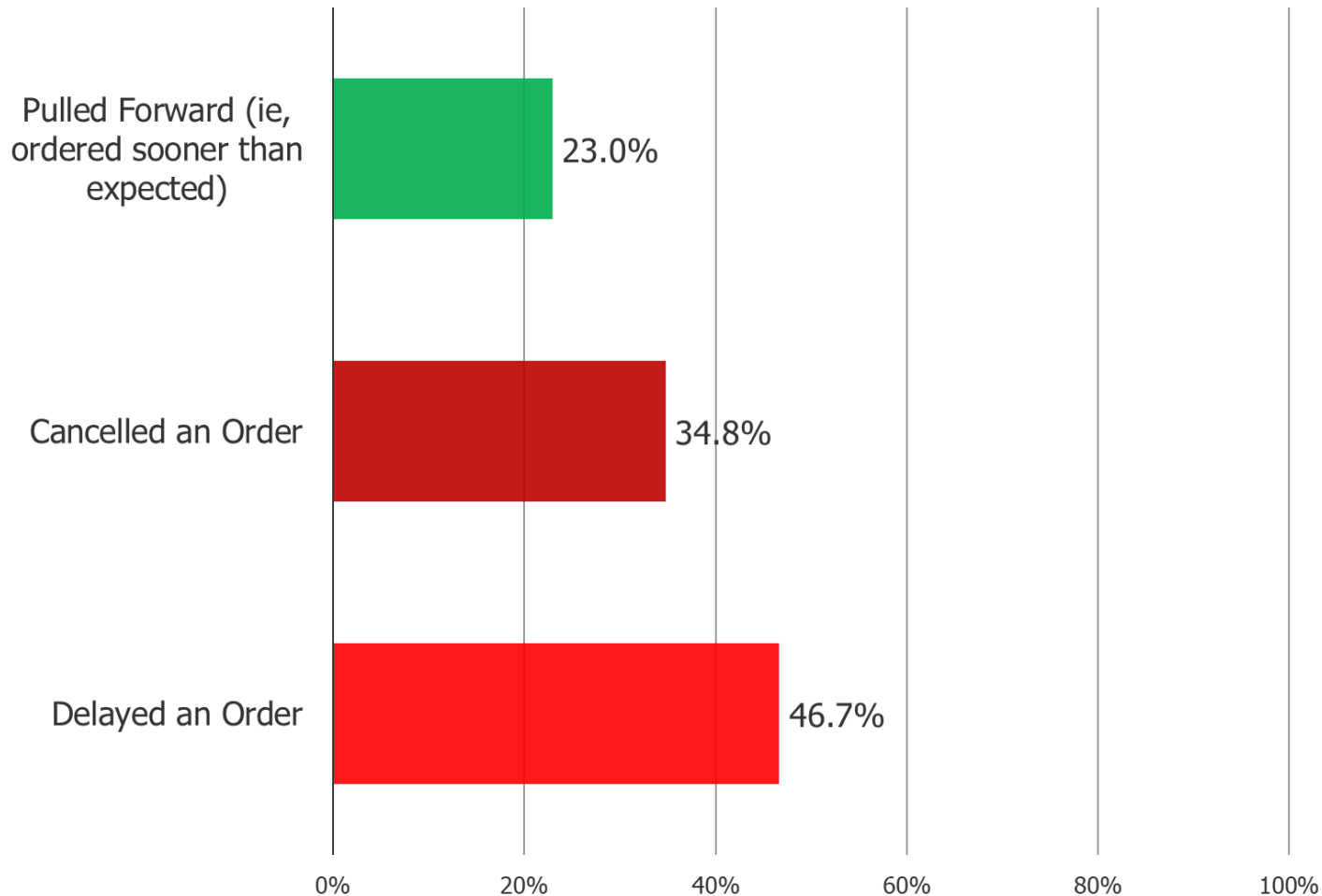


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## Have you done either of the following in the past two months for kitchen and food service equipment?

*Posed to respondents who order or maintain kitchen equipment when necessary.*

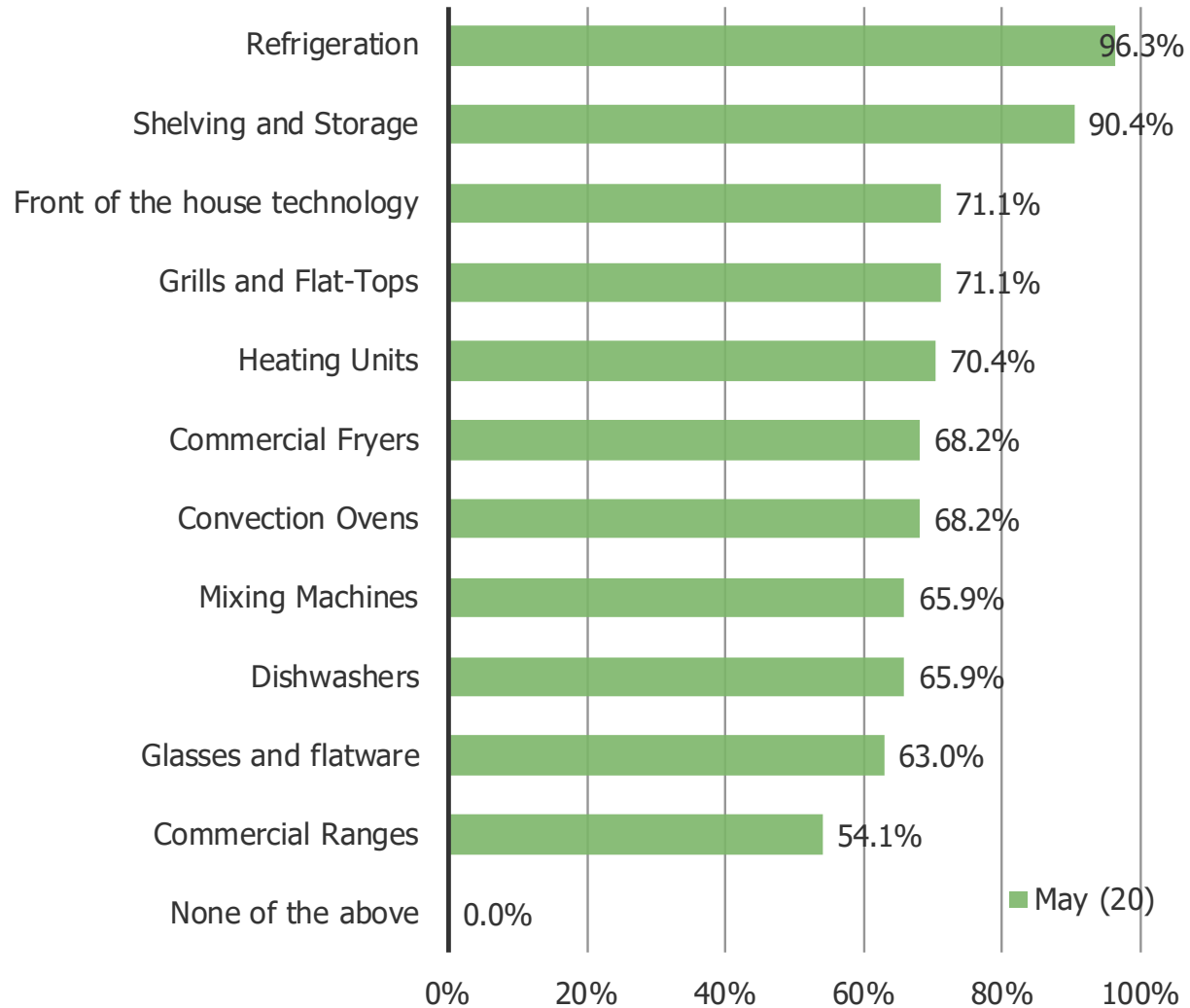


n=135



**What types of kitchen and food service equipment does your restaurant use? (Select ALL that apply)**

*Posed to respondents who order or maintain kitchen equipment when necessary.*

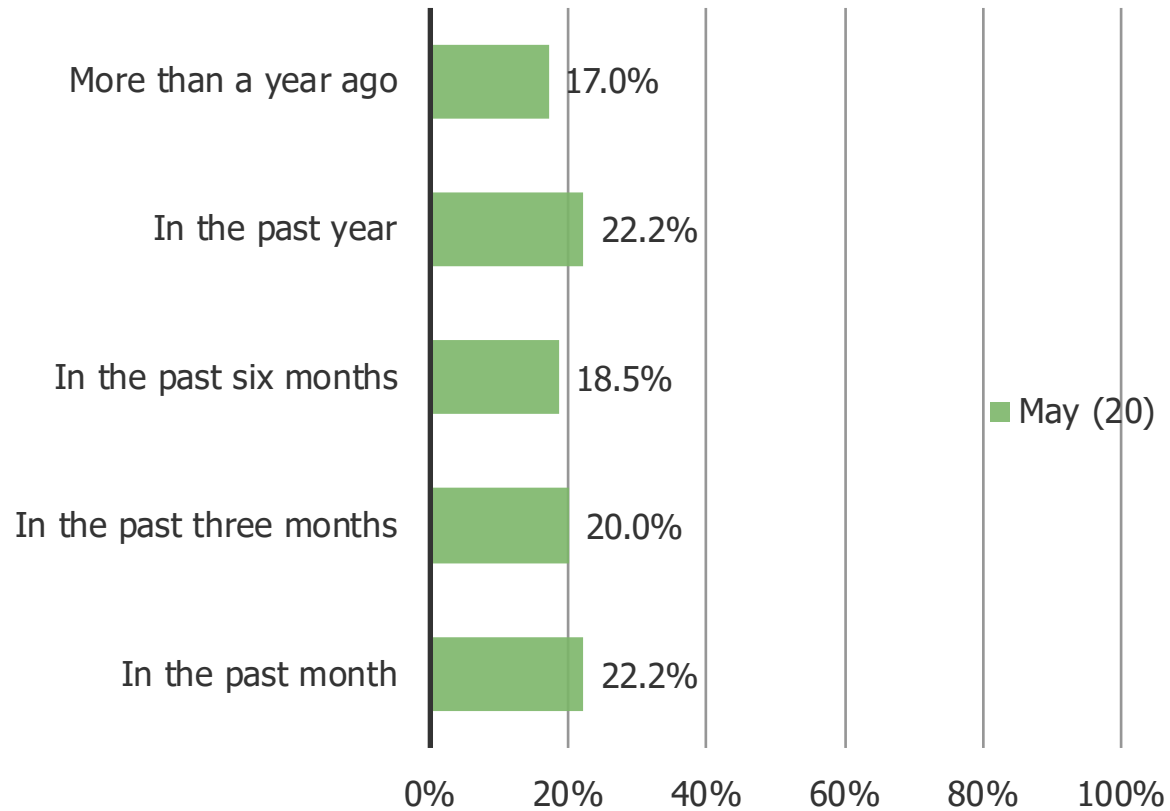


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### When is the last time you made a purchase of kitchen or food service equipment?

*Posed to respondents who order or maintain kitchen equipment when necessary.*



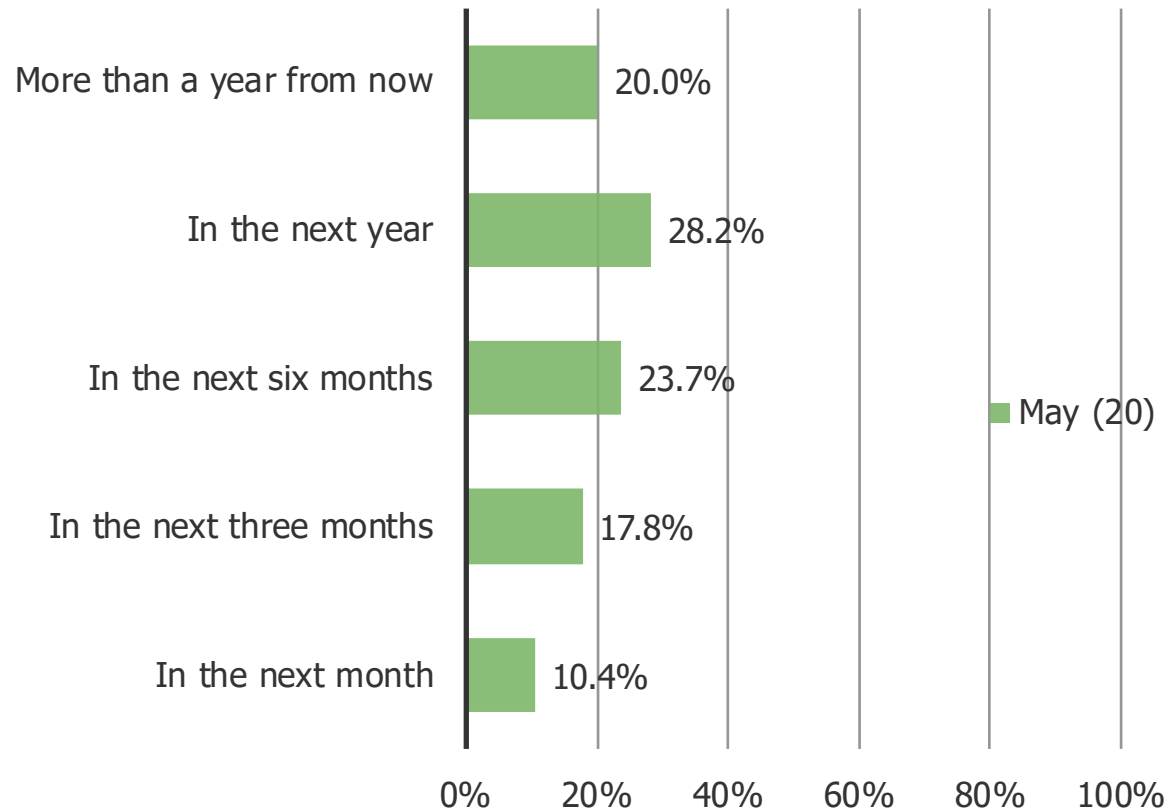
n=135





### When do you expect to place another kitchen or food service equipment order?

*Posed to respondents who order or maintain kitchen equipment when necessary.*

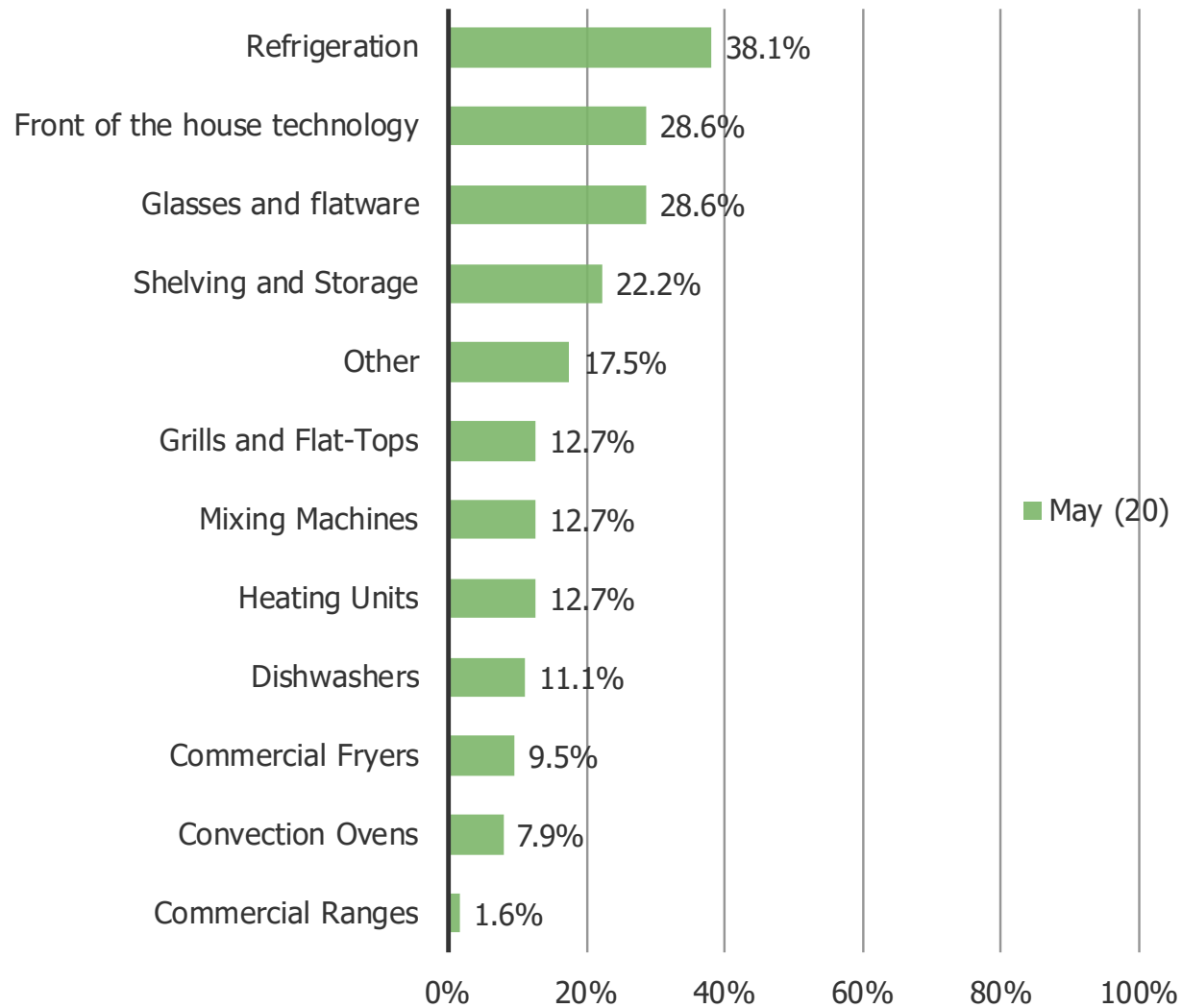


n=135



### Which types of items did you delay? (Select ALL that apply)

*Posed to respondents who order or maintain kitchen equipment when necessary and who delayed an order.*

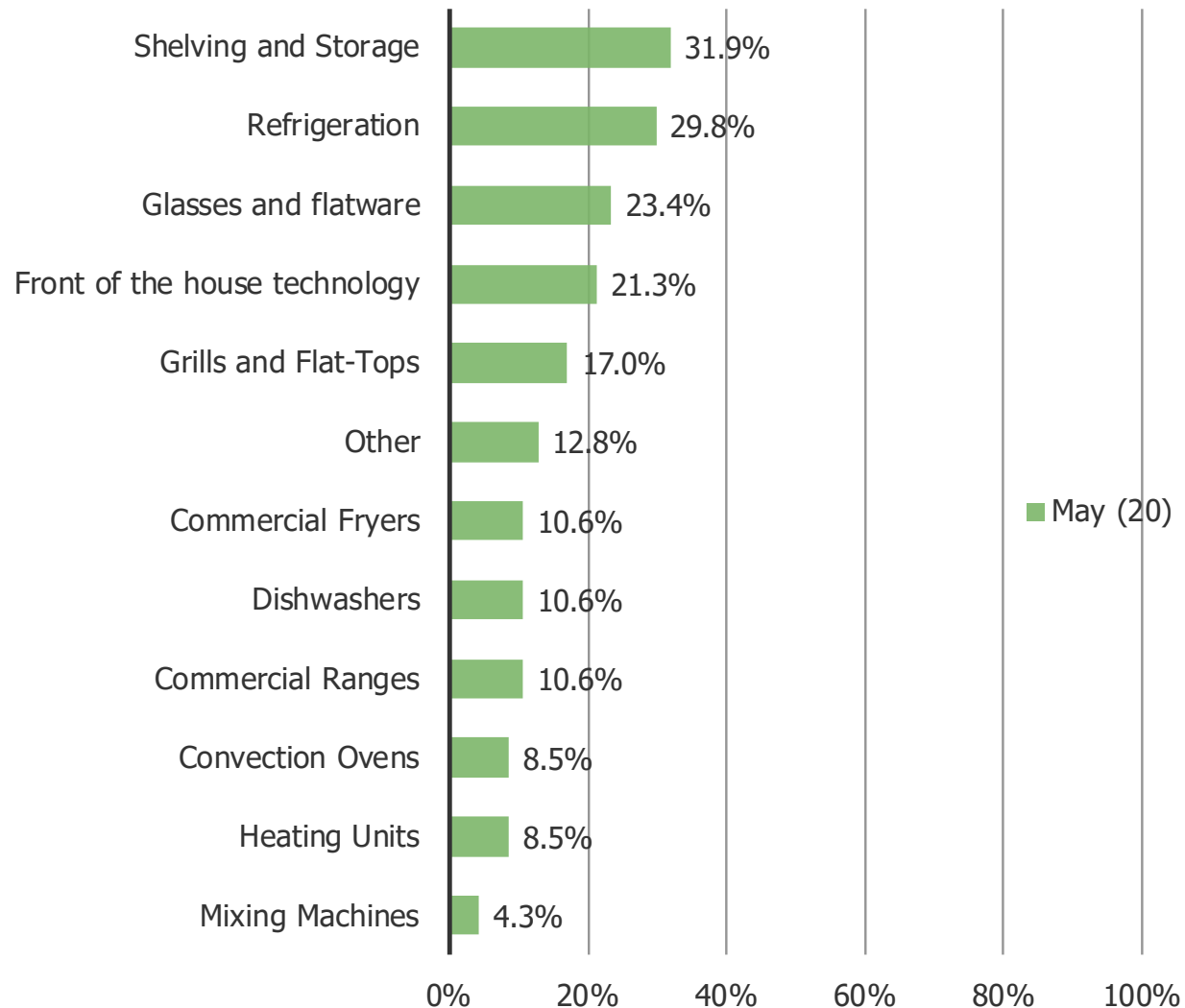


n=63



### Which types of items did you cancel? (Select ALL that apply)

*Posed to respondents who order or maintain kitchen equipment when necessary and who cancelled an order.*

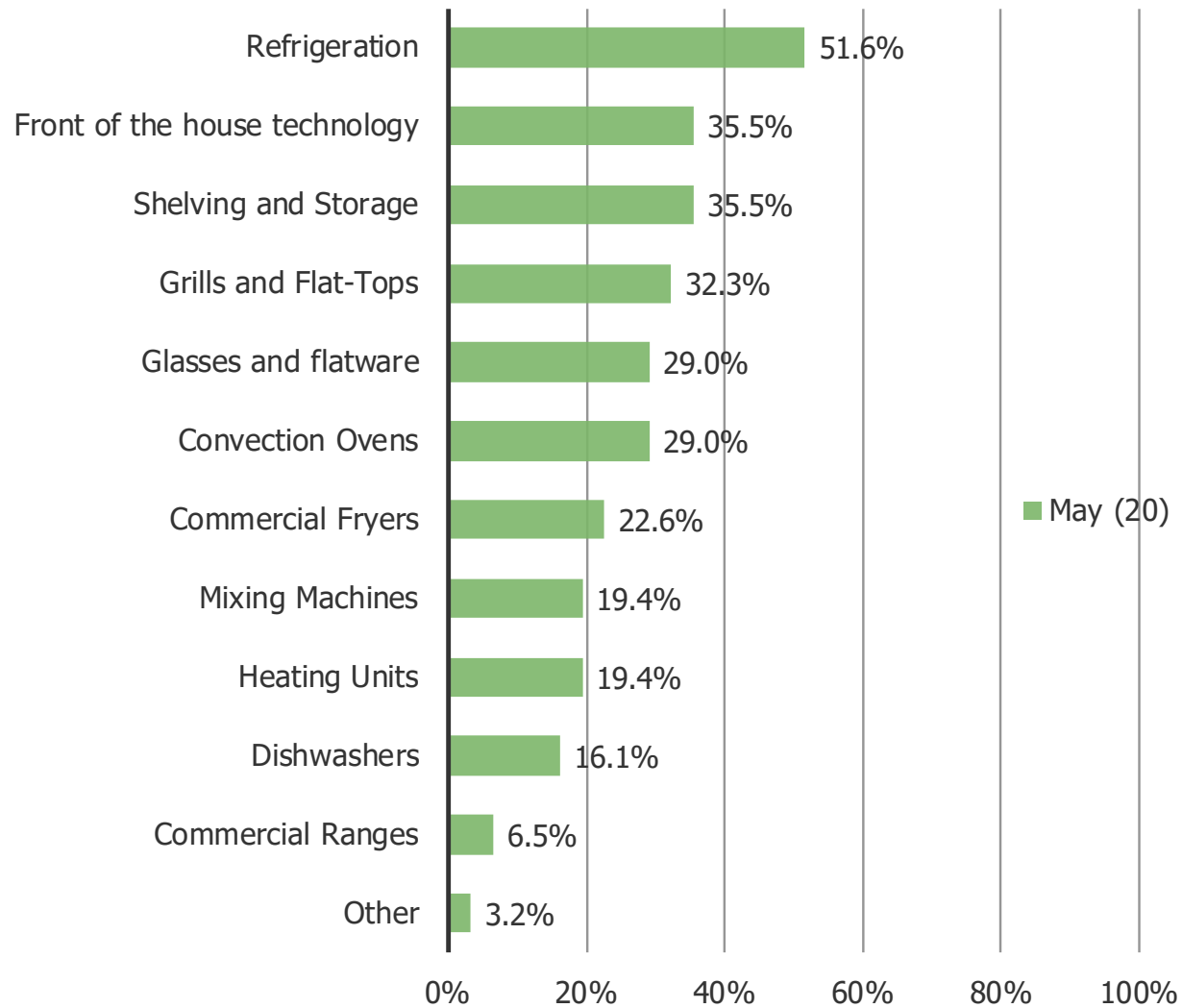


n=47



### Which types of items did you pull forward? (Select ALL that apply)

*Posed to respondents who order or maintain kitchen equipment when necessary and who pulled an order forward.*



n=31



## Sections:

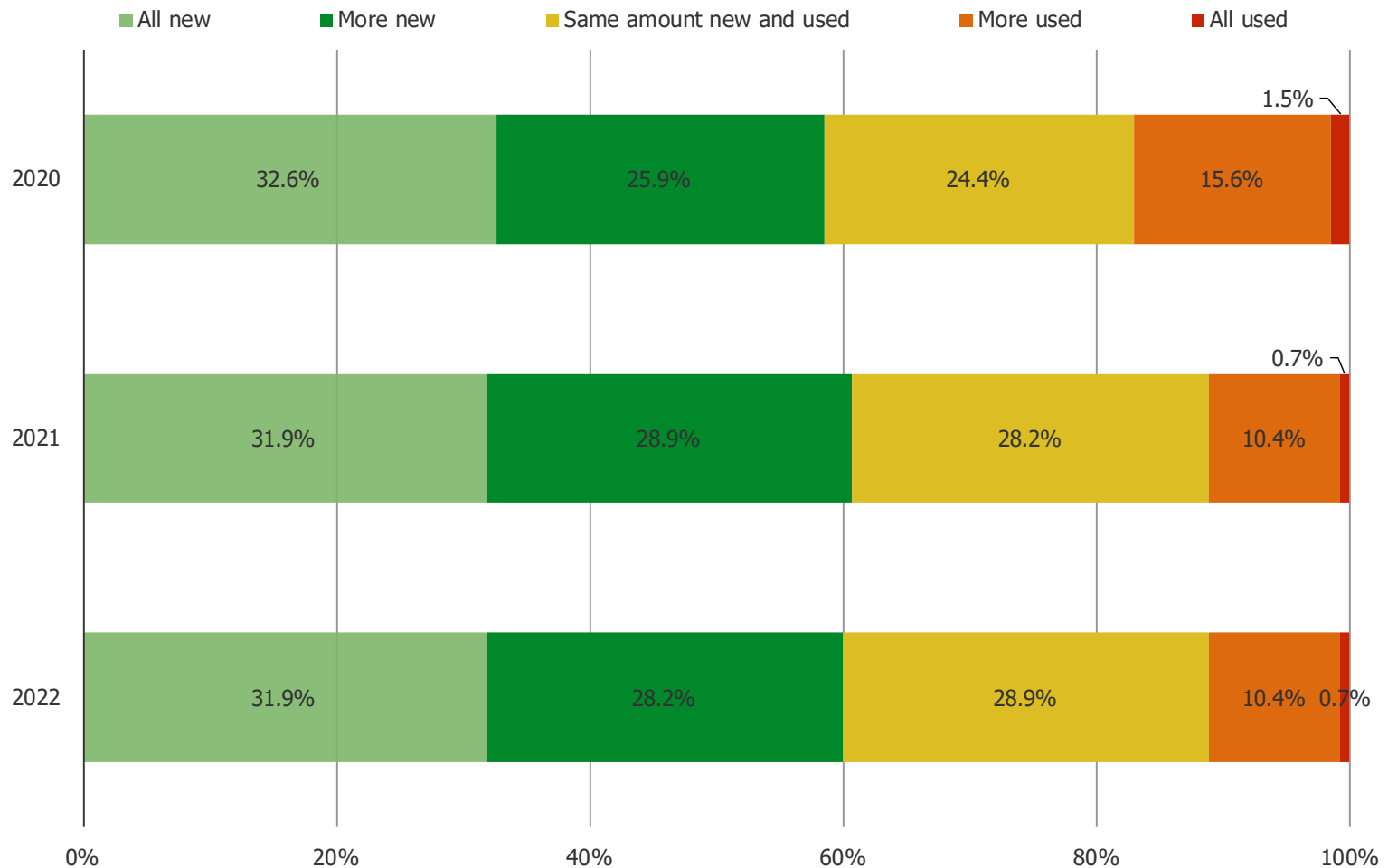
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**If you needed to buy kitchen equipment during the following years, what percentage would you spend on new vs. used?**

*Posed to respondents who order or maintain kitchen equipment when necessary.*

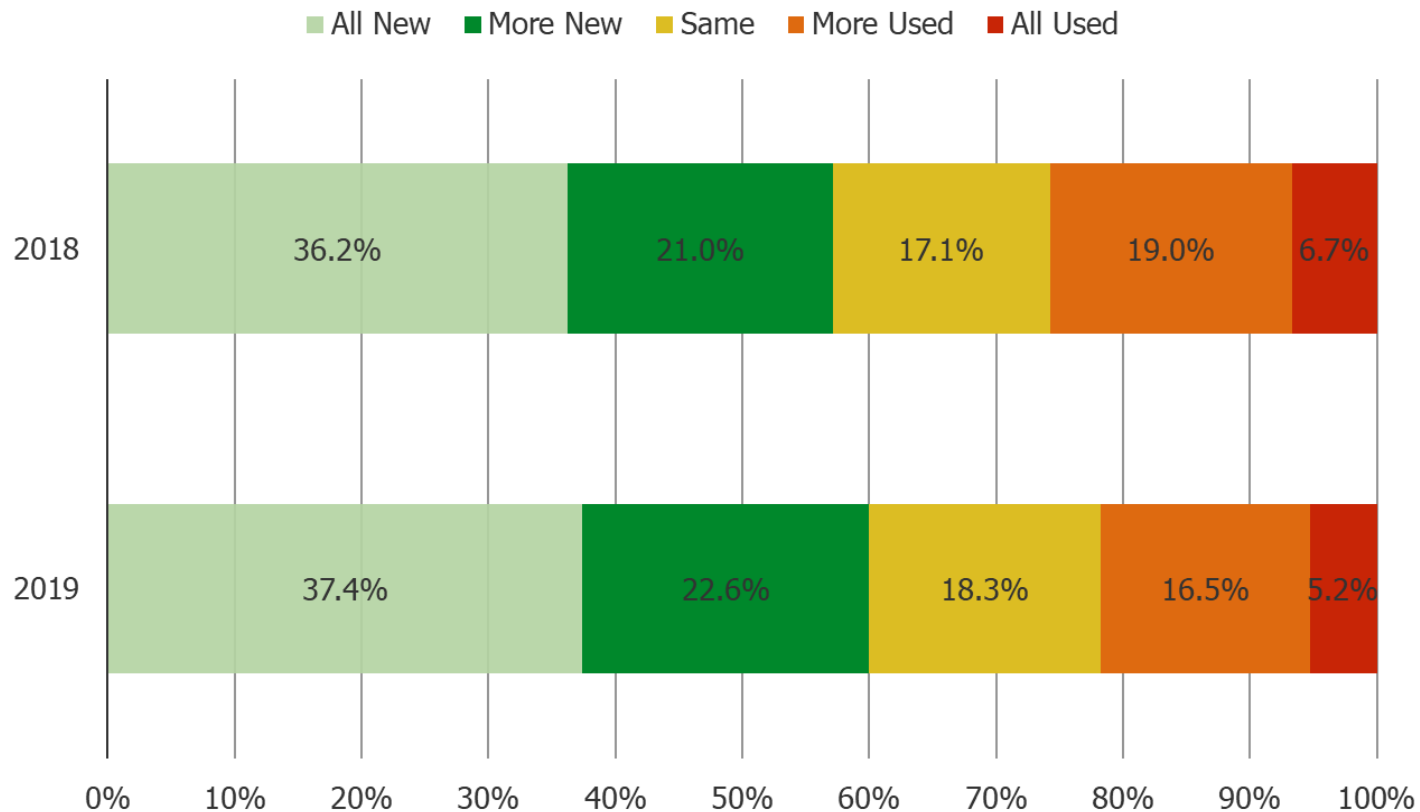


n=135



## What percentage of your kitchen and food service equipment was spent on new vs. used equipment in...?

*Posed to respondents who order or maintain kitchen equipment when necessary.*



n=135



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**Where do you typically order your kitchen and food service equipment from? (ie, the entity you purchase through)**

*Posed to respondents who order or maintain kitchen equipment when necessary.*



n=135





## Sections:

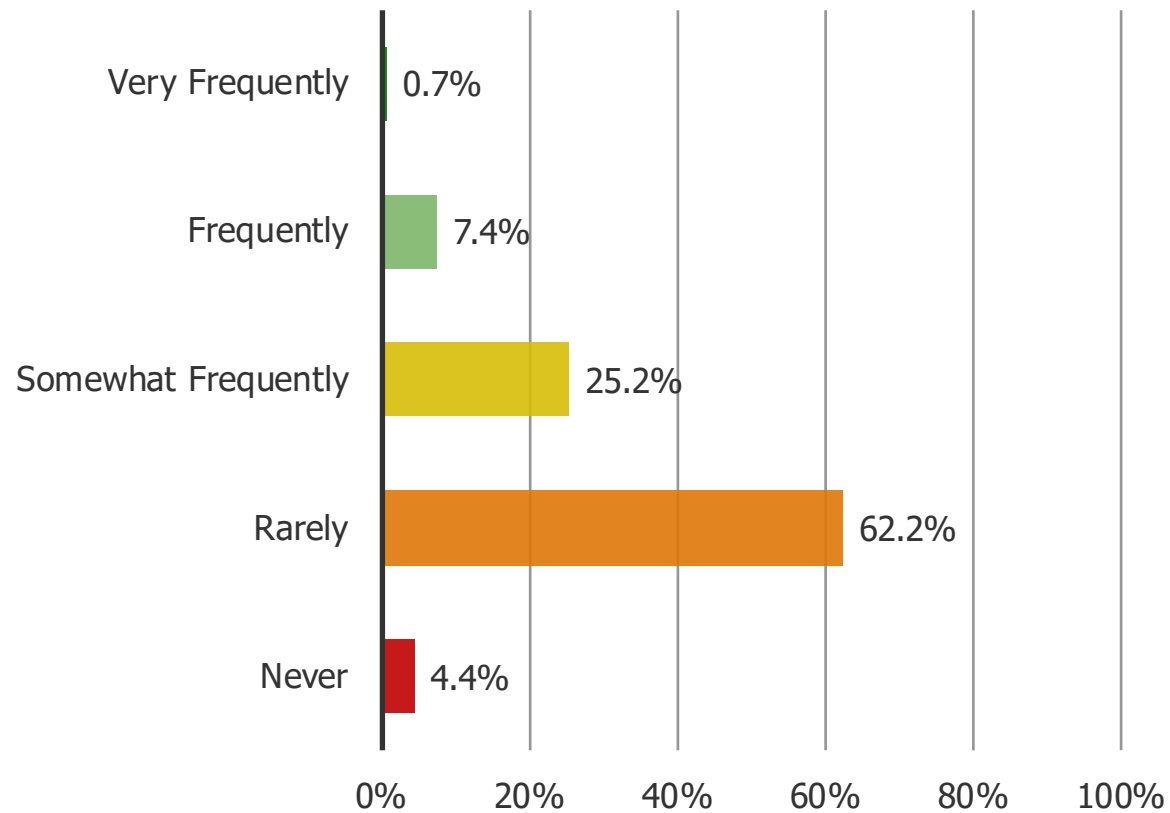
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## How often does your kitchen and food service equipment require you to pay to have it repaired or have maintenance done?

*Posed to respondents who order or maintain kitchen equipment when necessary.*

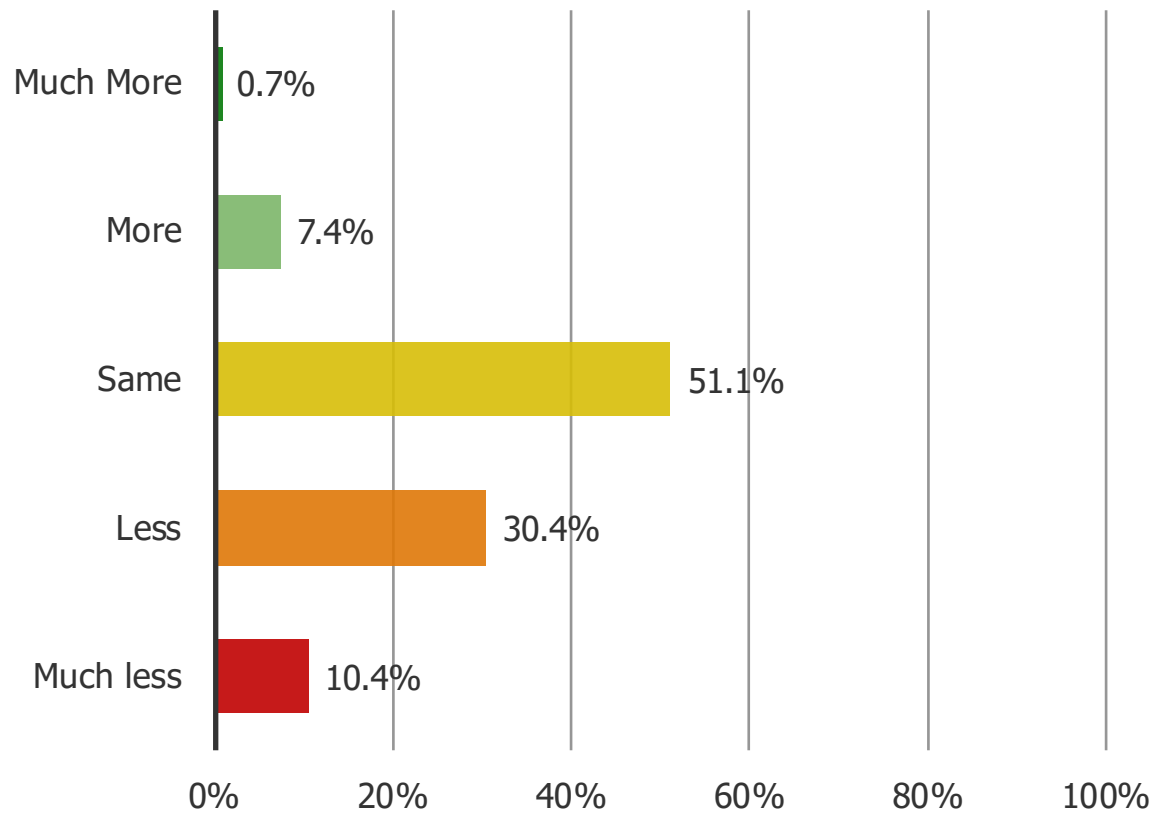


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## Do you expect to spend more or less on kitchen equipment maintenance and repair in 2020 than normal/planned?

*Posed to respondents who order or maintain kitchen equipment when necessary.*



n=135



## Sections:

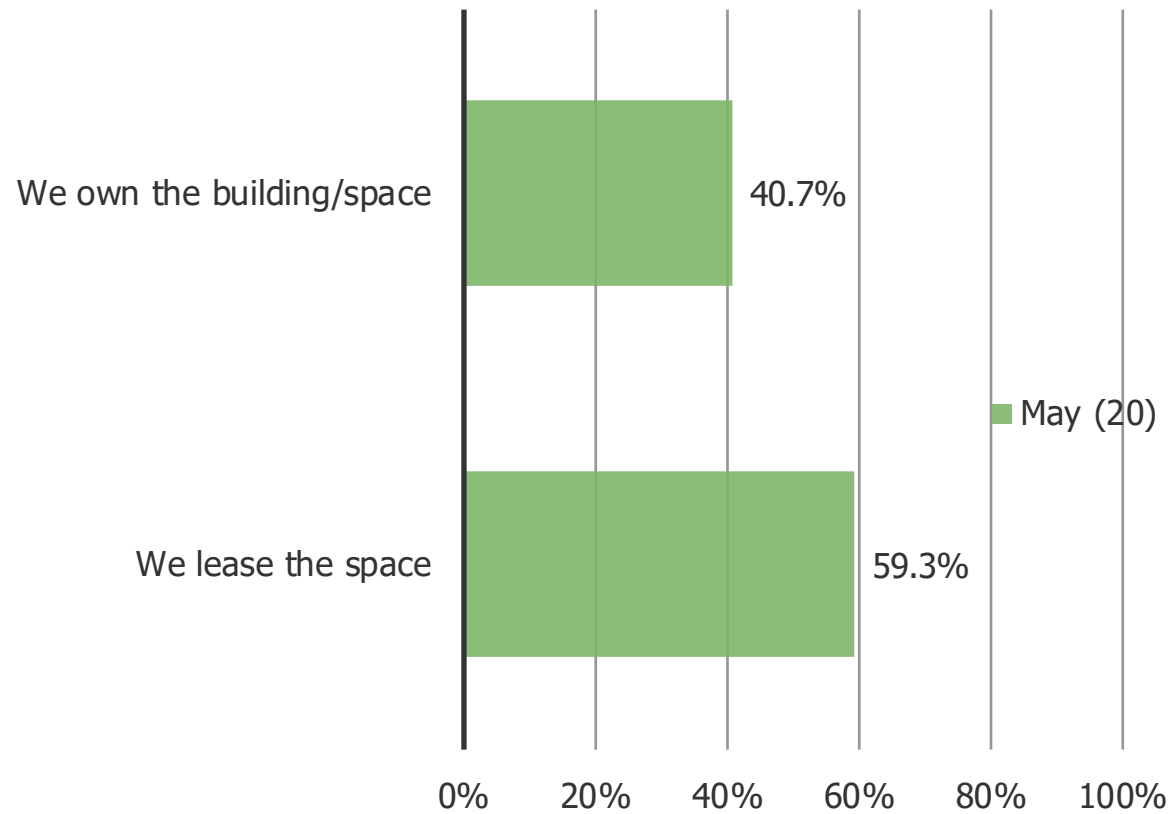
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### Do you / the restaurant own or lease the space for your restaurant?

*Posed to respondents who order or maintain kitchen equipment when necessary.*

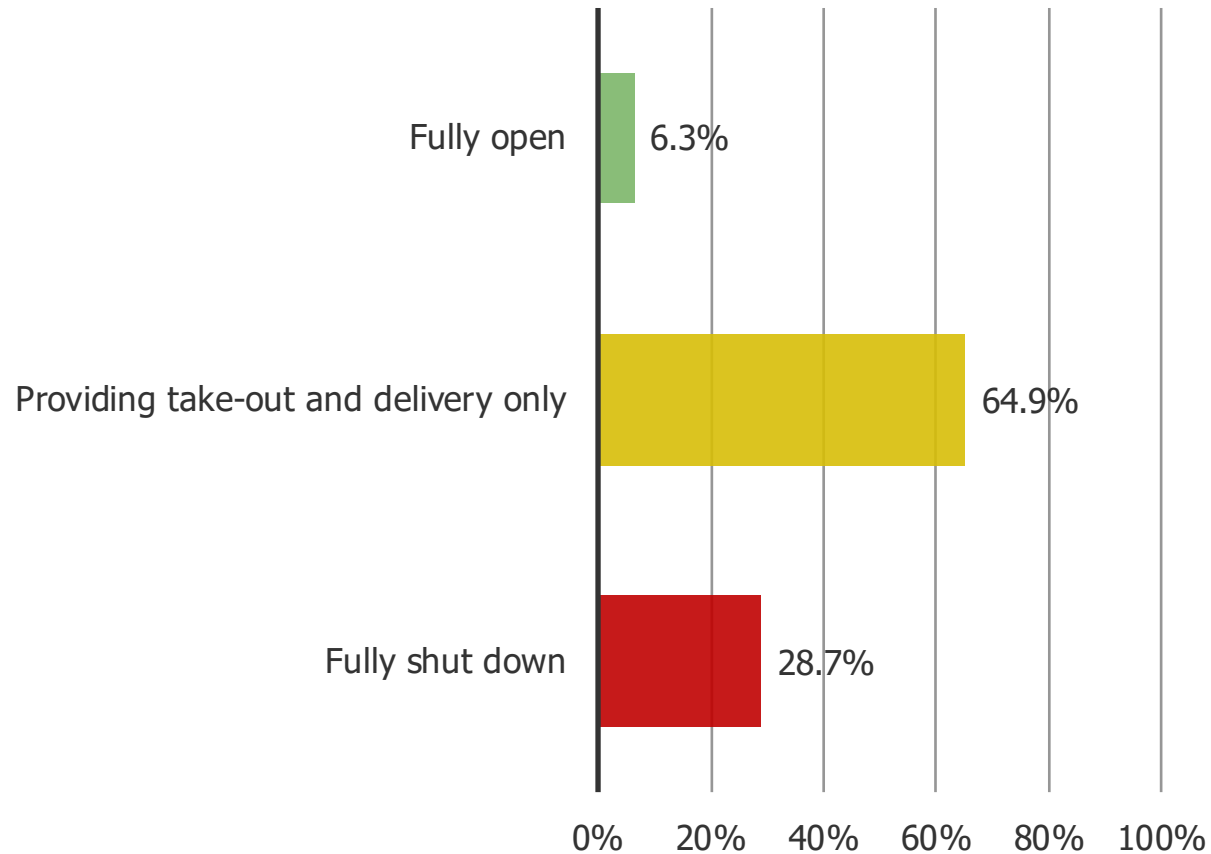


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### Which of the following best describes the current status of your restaurant?

*Posed to all respondents.*



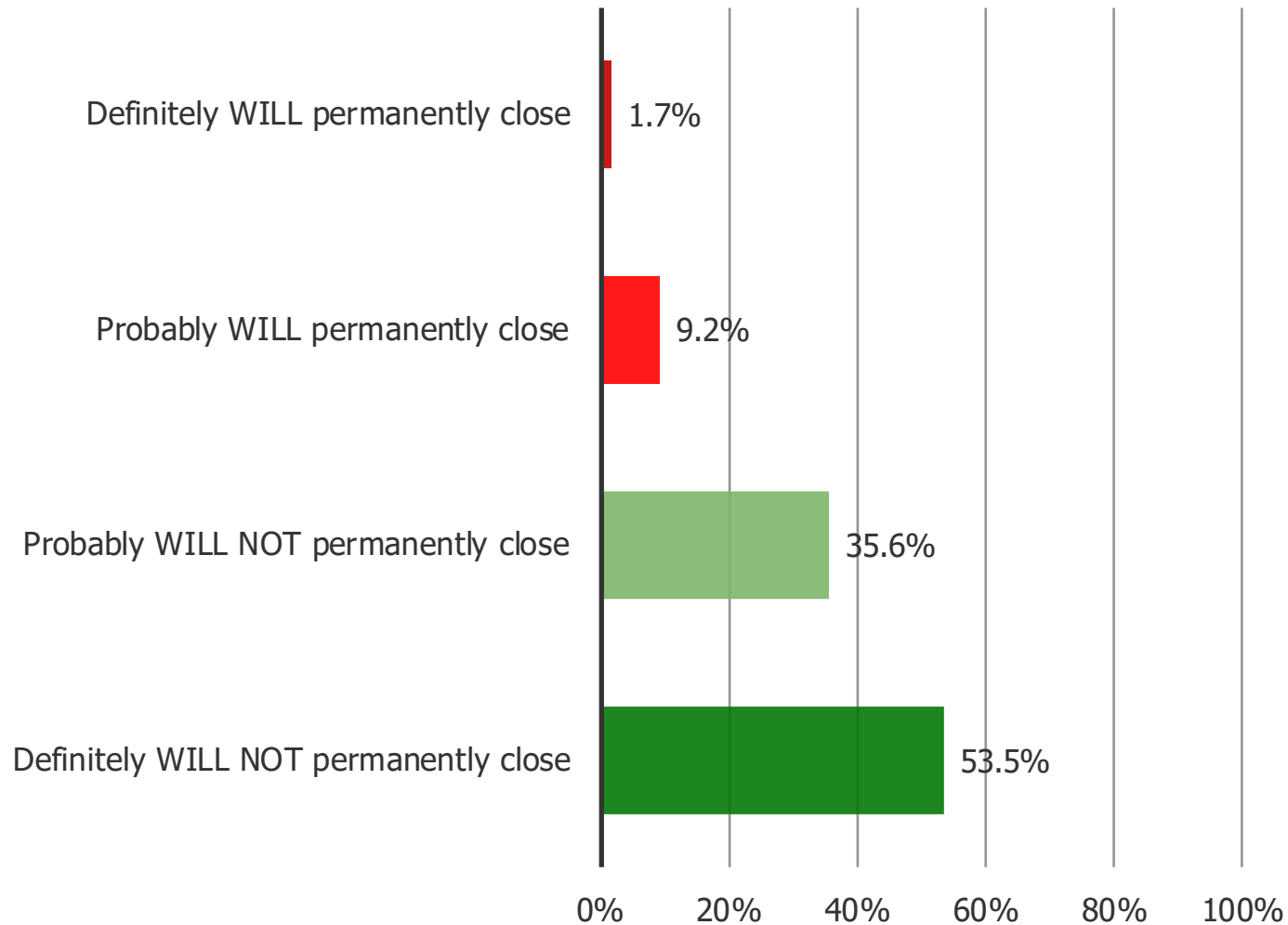
n=174





## What are the chances that your restaurant will permanently close at some point in 2020?

*Posed to all respondents.*

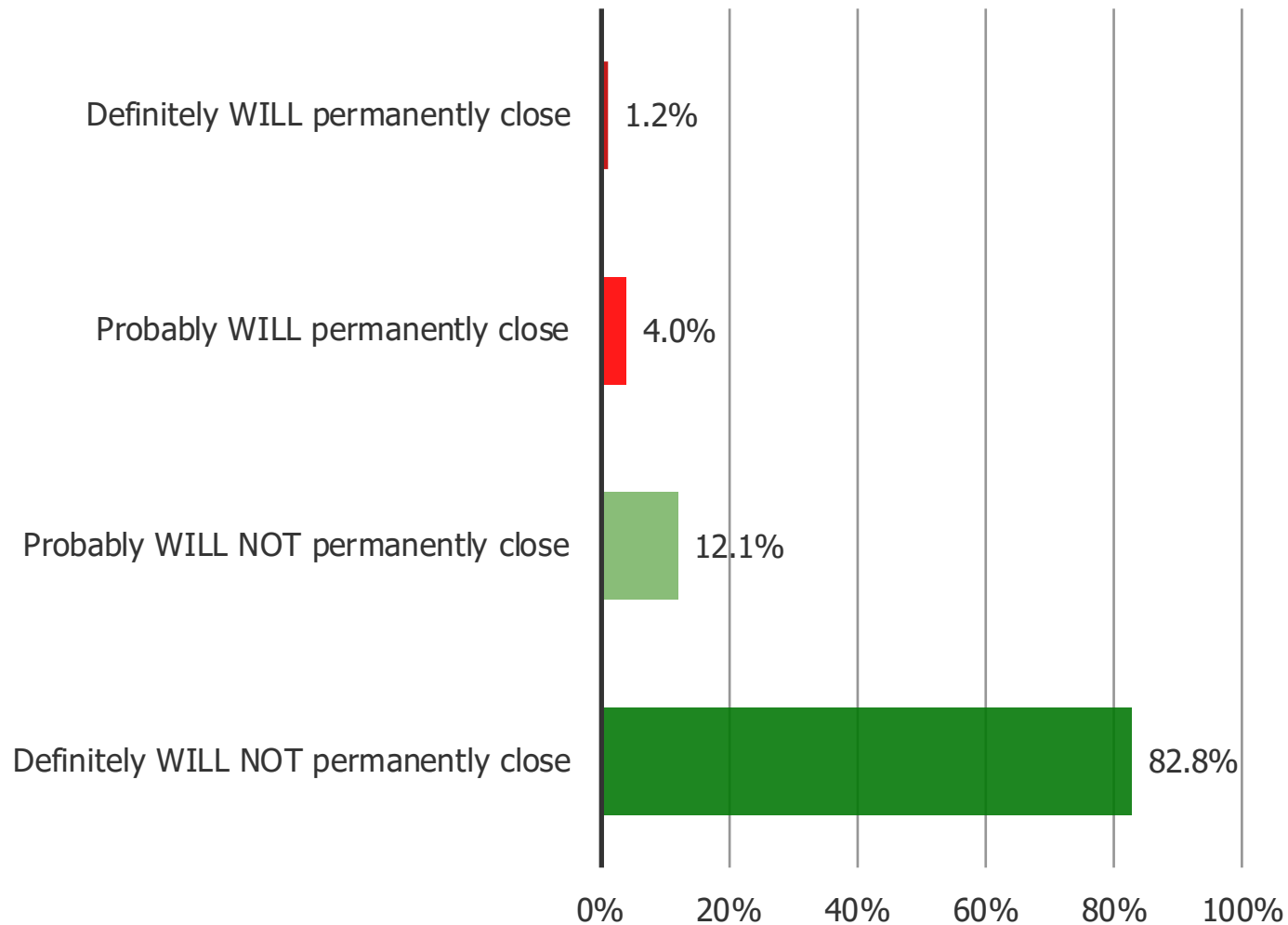


n=174



**If we asked you BEFORE coronavirus and social distancing issues arose how likely it would be that your restaurant would close permanently in 2020, what would you have said at that time?**

*Posed to all respondents.*

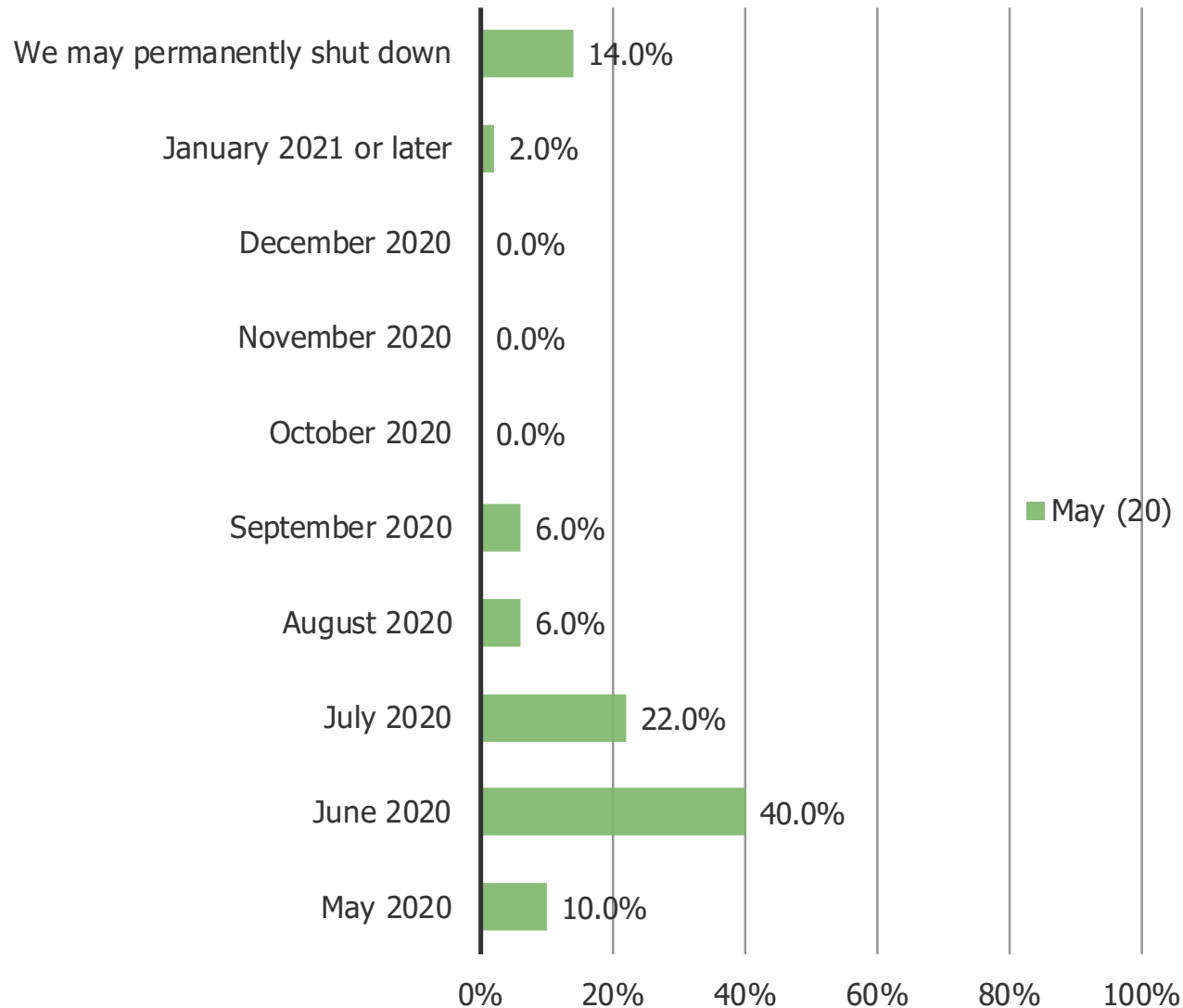


n=174



### When do you expect to open your restaurant again?

*Posed to respondents whose restaurants are fully shut down.*

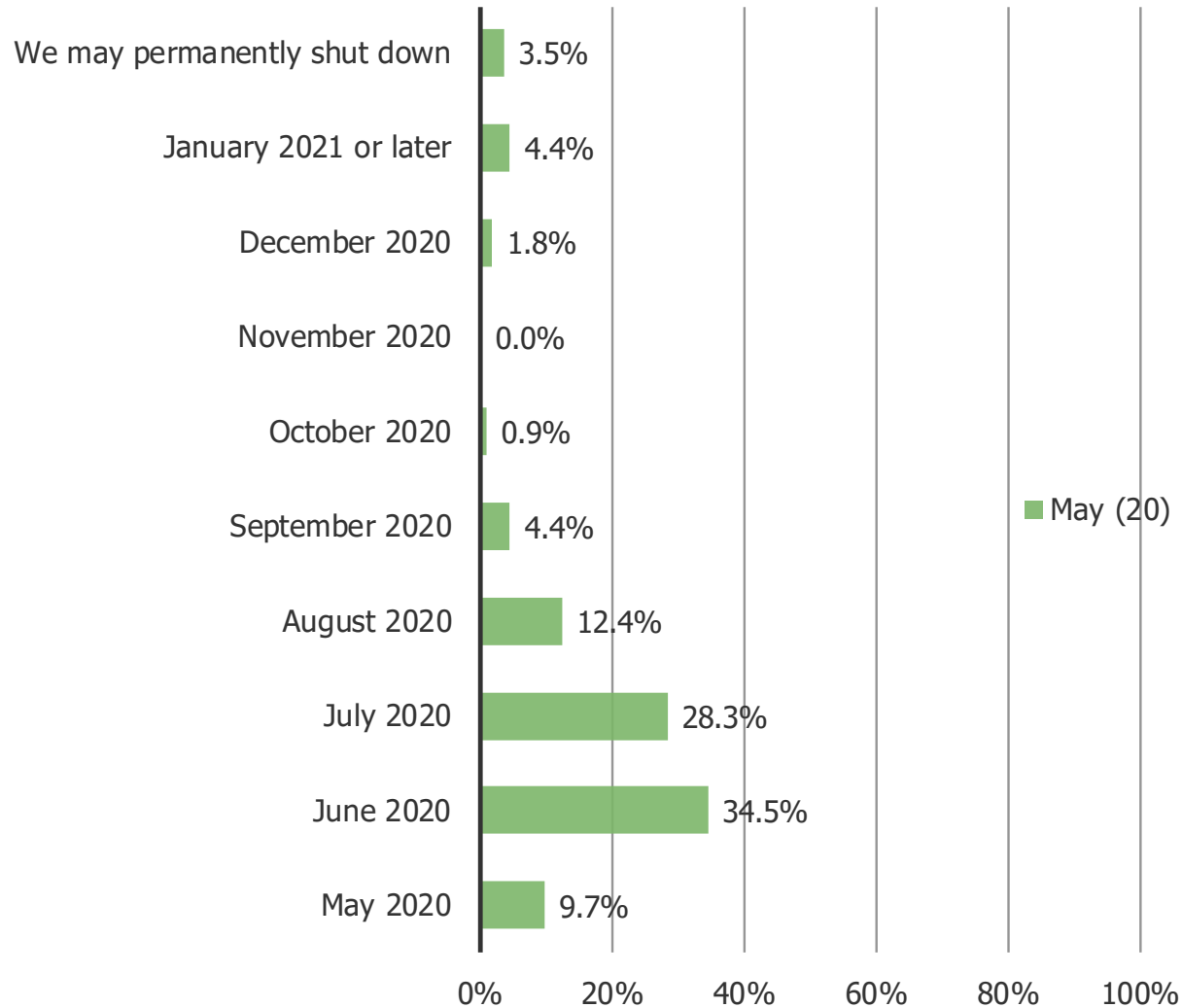


n=50



## When do you expect to fully open your restaurant again? (allowing people to dine-in and take out)

*Posed to respondents whose restaurants are fully shut down or providing take-out and delivery only*

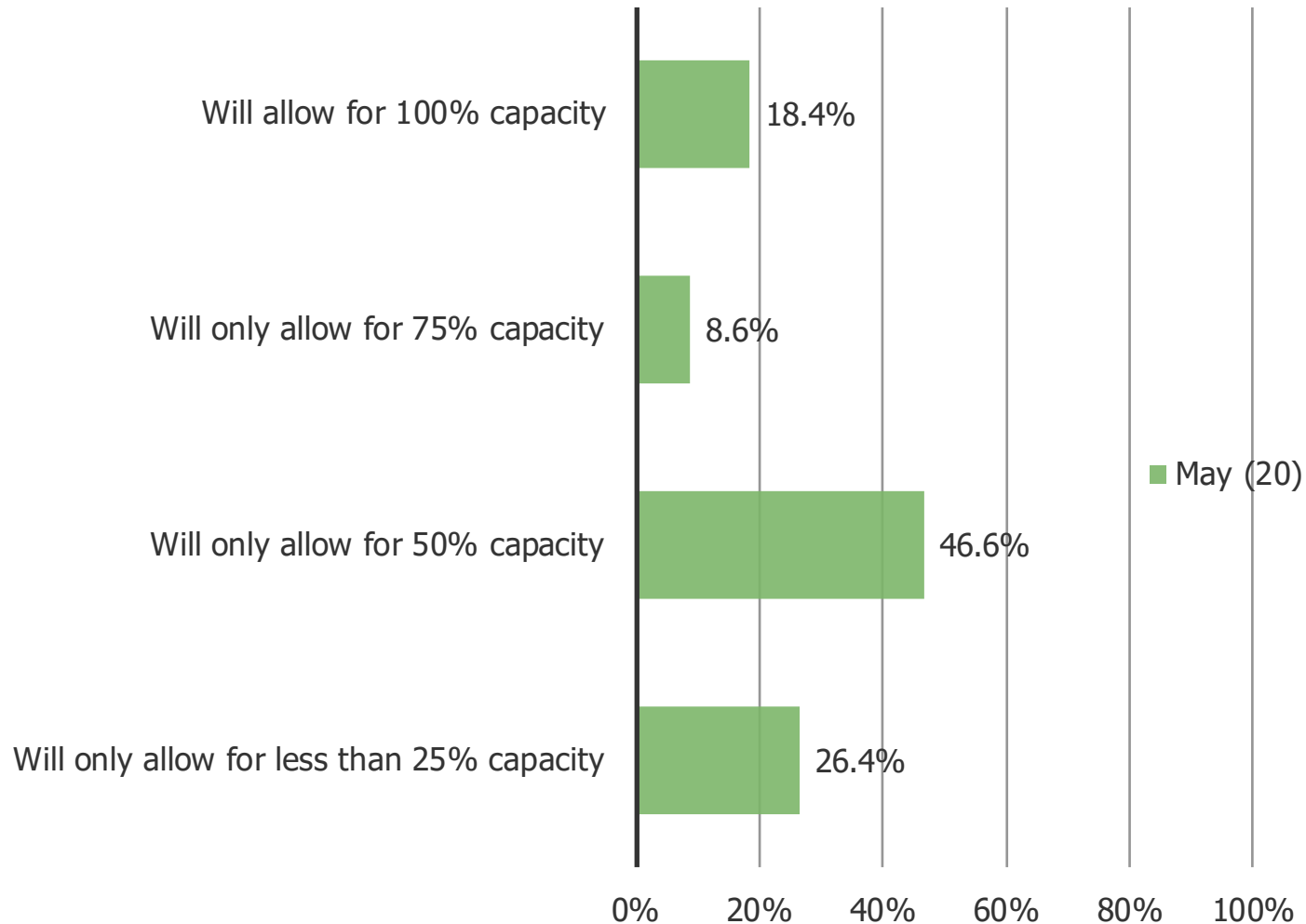


n=113



**If you are currently fully open or if not, when you are fully open again, will you only allow a certain percentage of your restaurant to be full at any given time?**

*Posed to all respondents.*

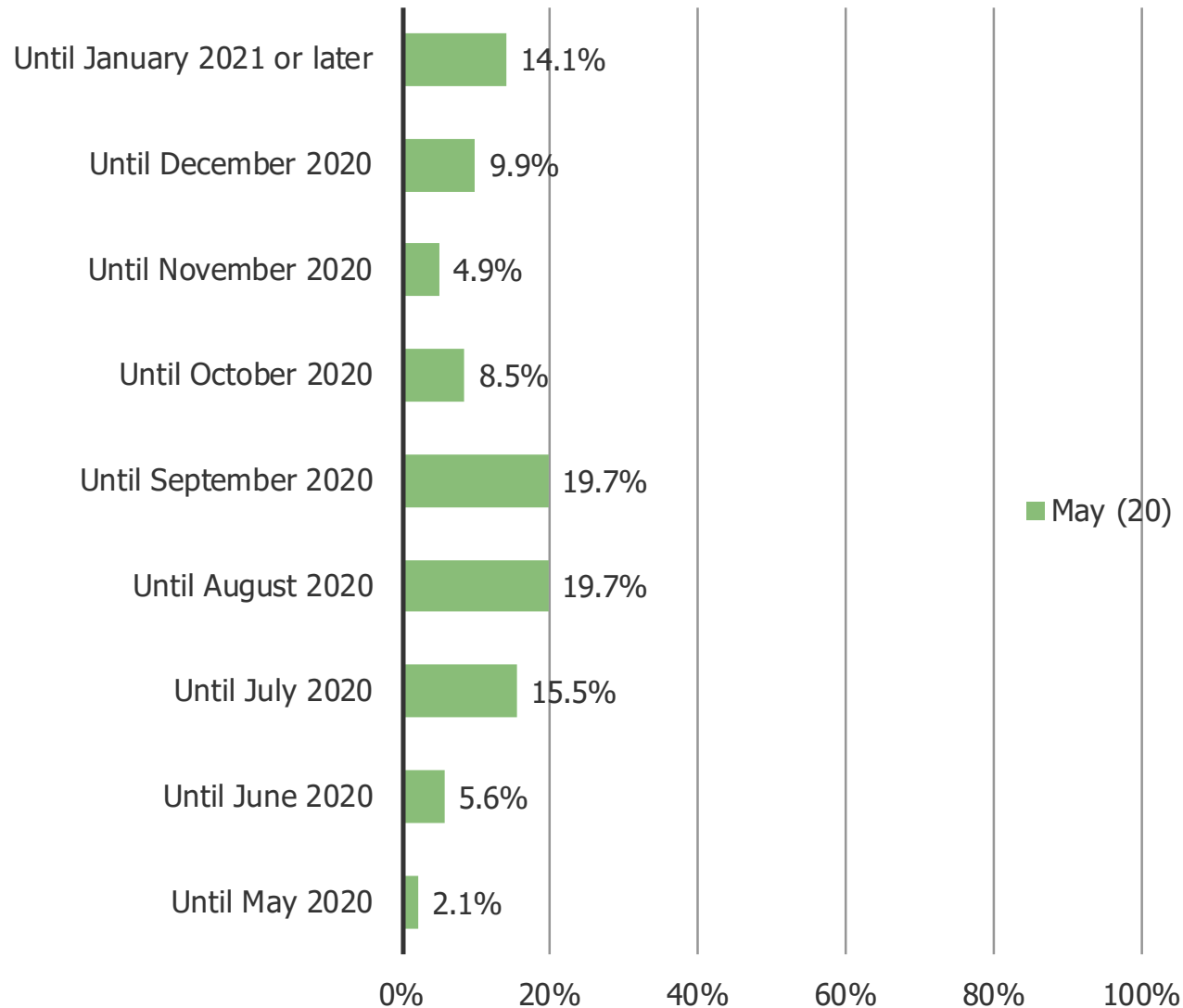


n=174



**For how long do you intend to keep the restaurant below full capacity?**

*Posed to respondents who intend to limit restaurant capacity for a given time when fully open again*



n=142



## Sections:

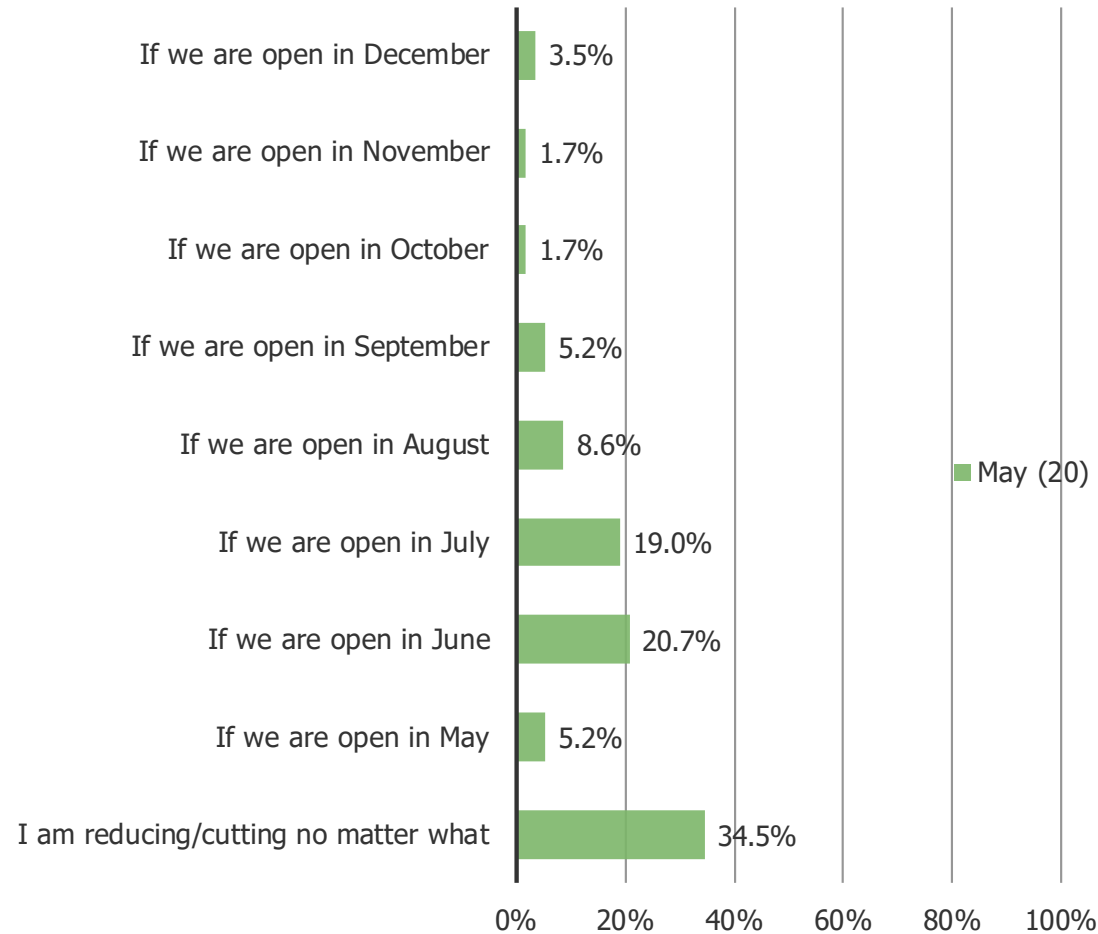
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**When would you have to re-open and have business “back to normal” by in order to change your mind and keep your original kitchen and food service equipment spend plans in-tact for the year?**

*Posed to respondents who order or maintain kitchen equipment when necessary and who plan to decrease spending this year.*



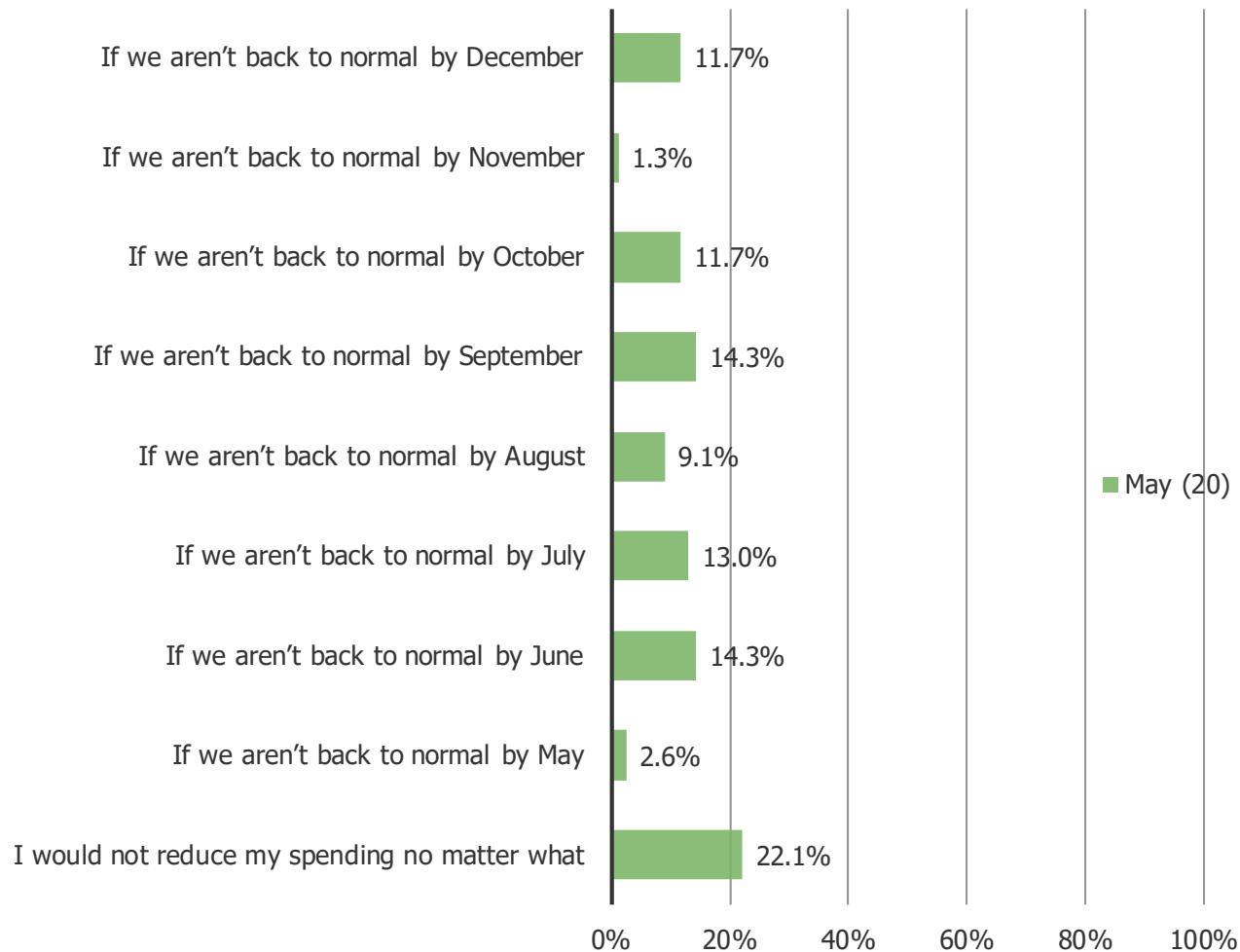
n=58





**How long would shutdowns and revenue being below normal levels would it take for you to change your mind and cut kitchen and food service equipment budget for this year?**

*Posed to respondents who order or maintain kitchen equipment when necessary and who DO NOT plan to decrease spending this year.*



n=77



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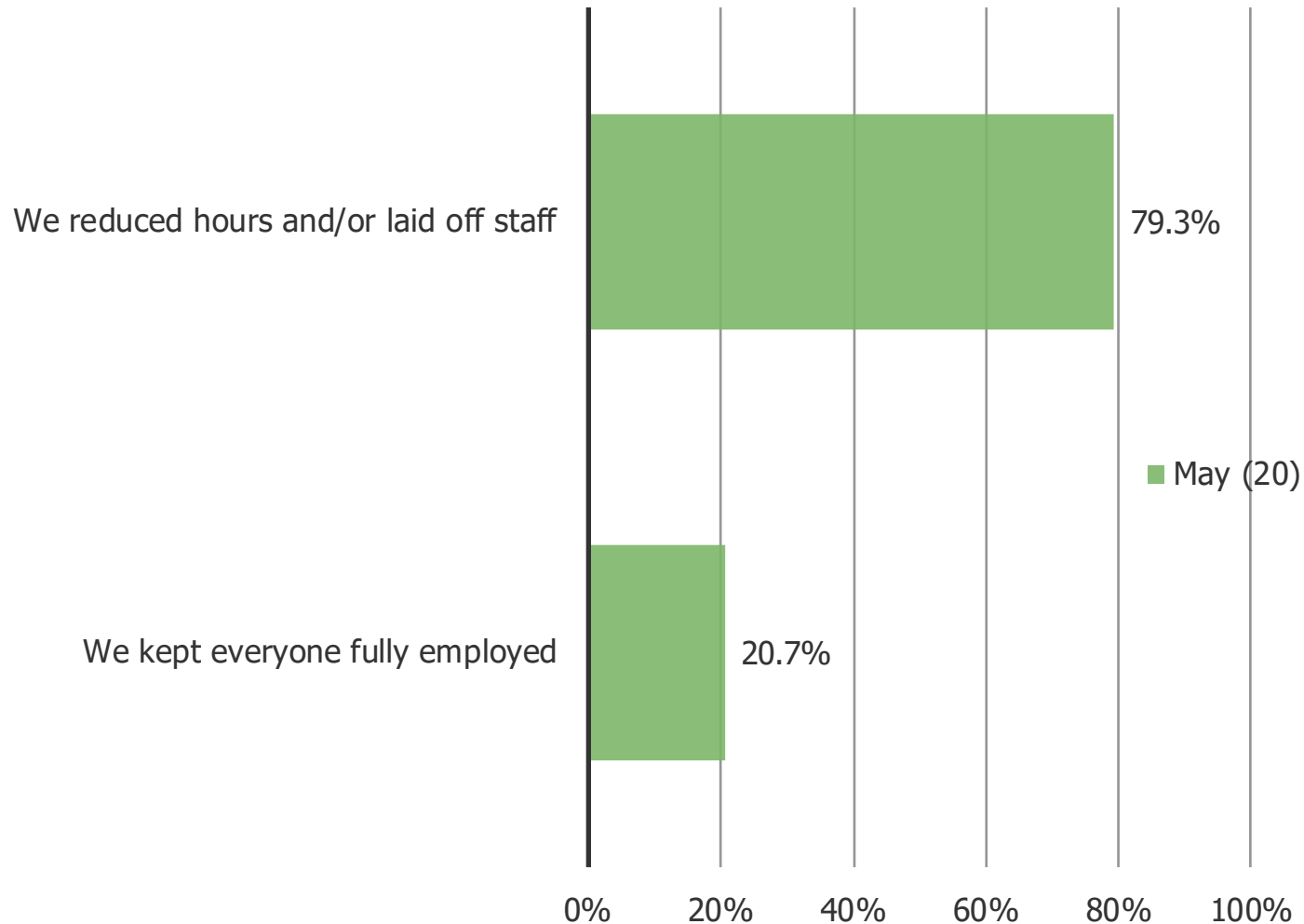
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## Which best describes what you have done with your employees in the past two months?

*Posed to all respondents.*

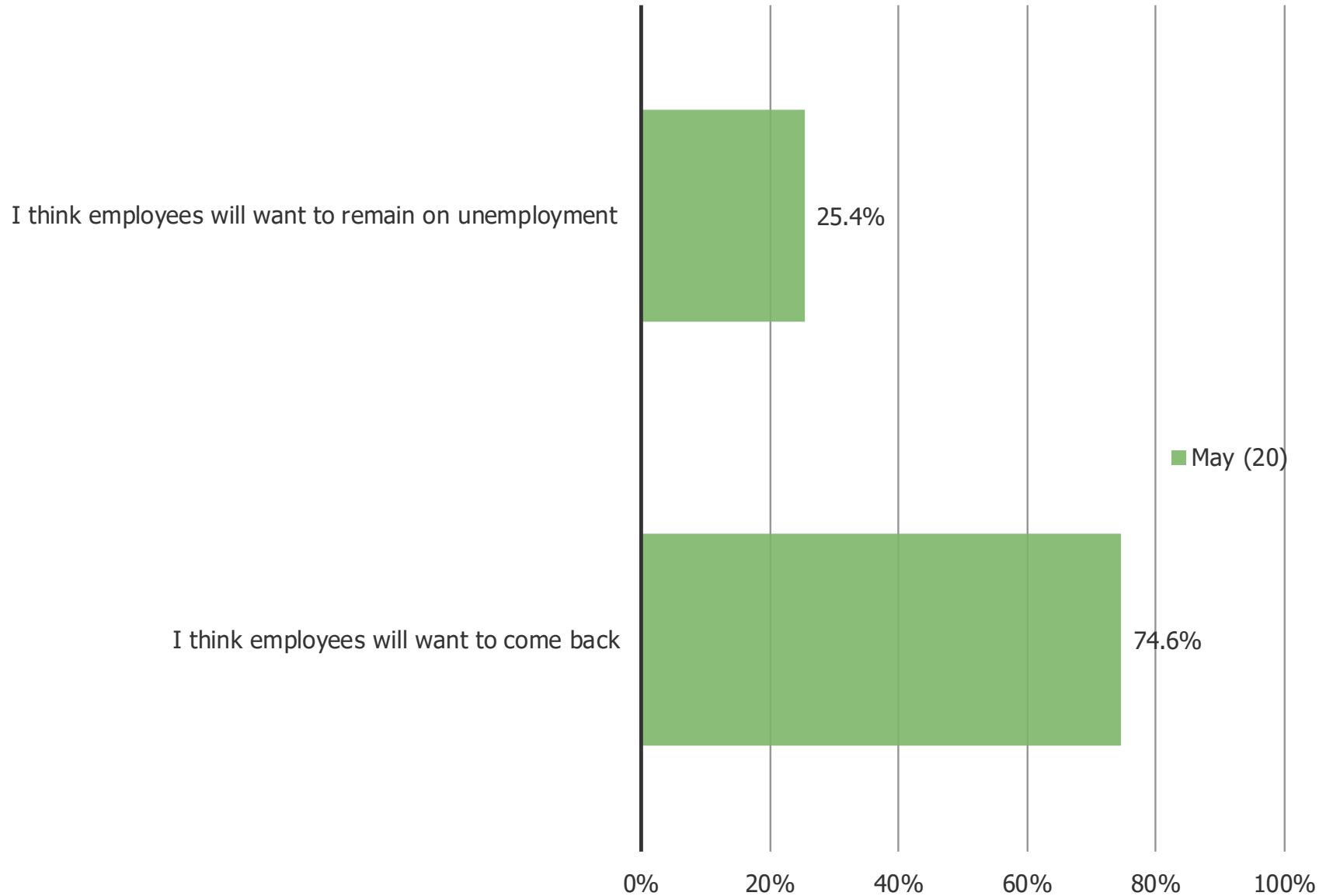


n=174



### How difficult / easy do you anticipate it will be to re-hire staff when you need to?

*Posed to respondents who reduced hours and/or laid off staff in the past two months.*



n=138



## Sections:

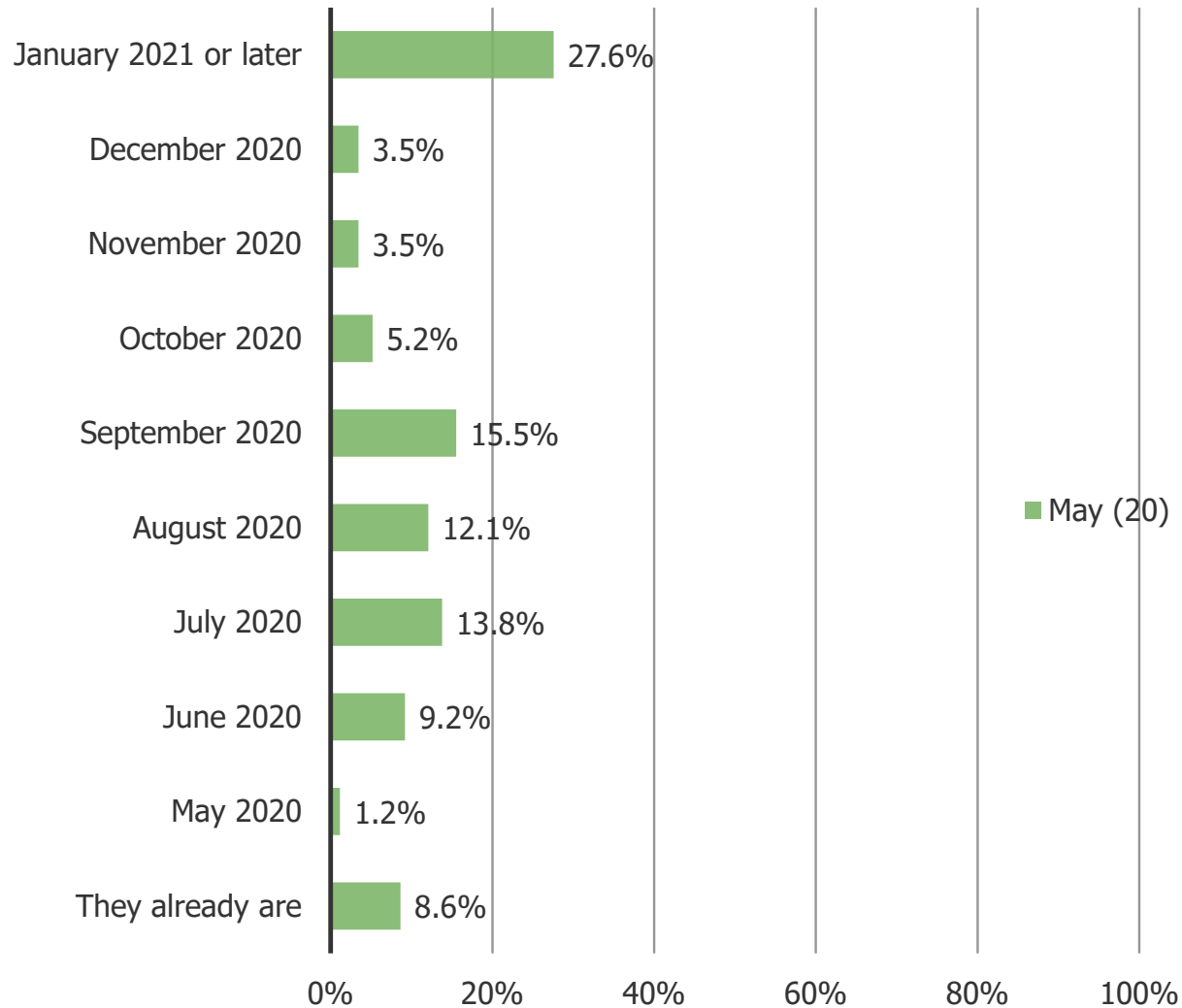
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### When do you expect customer traffic in your restaurant to be back to normal levels? (pre-coronavirus)

*Posed to all respondents.*

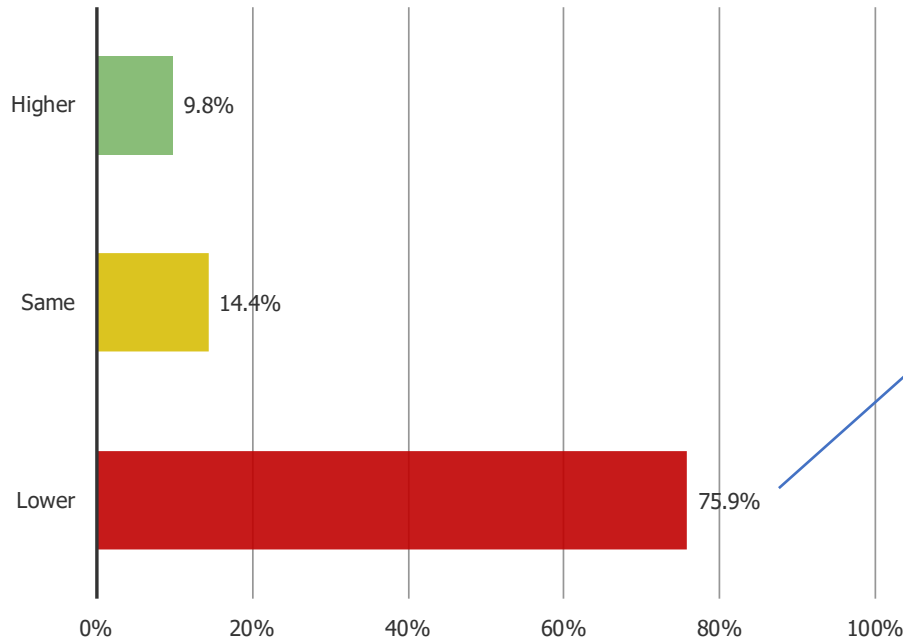


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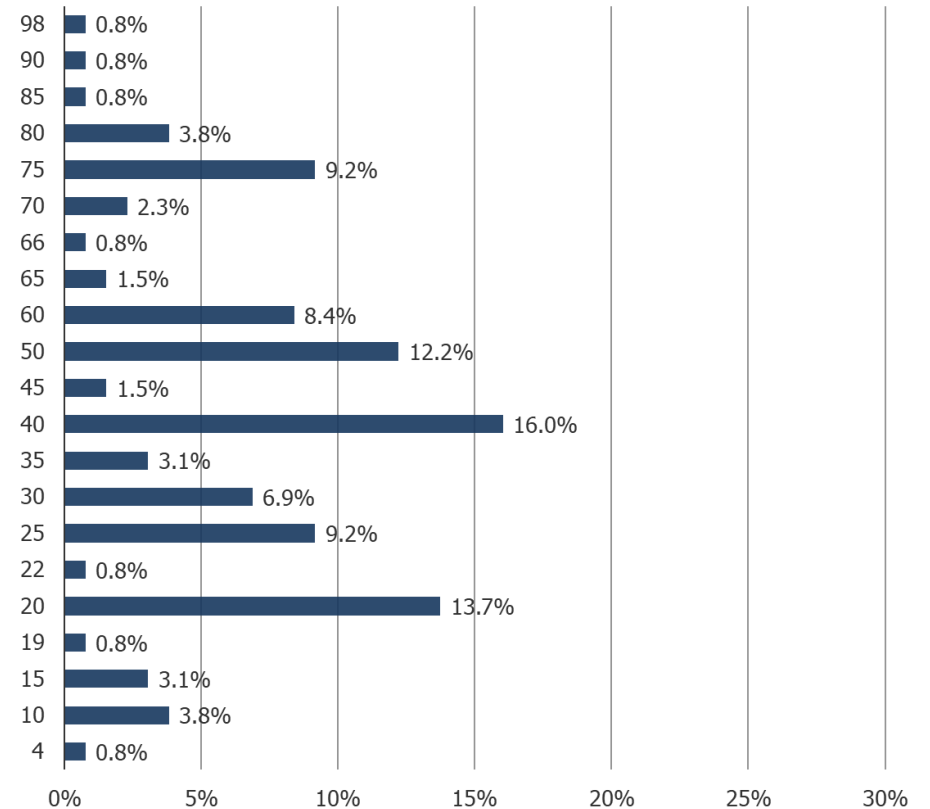
# How do you expect revenues to come in for 2020 compared to 2019?

*Posed to all respondents.*



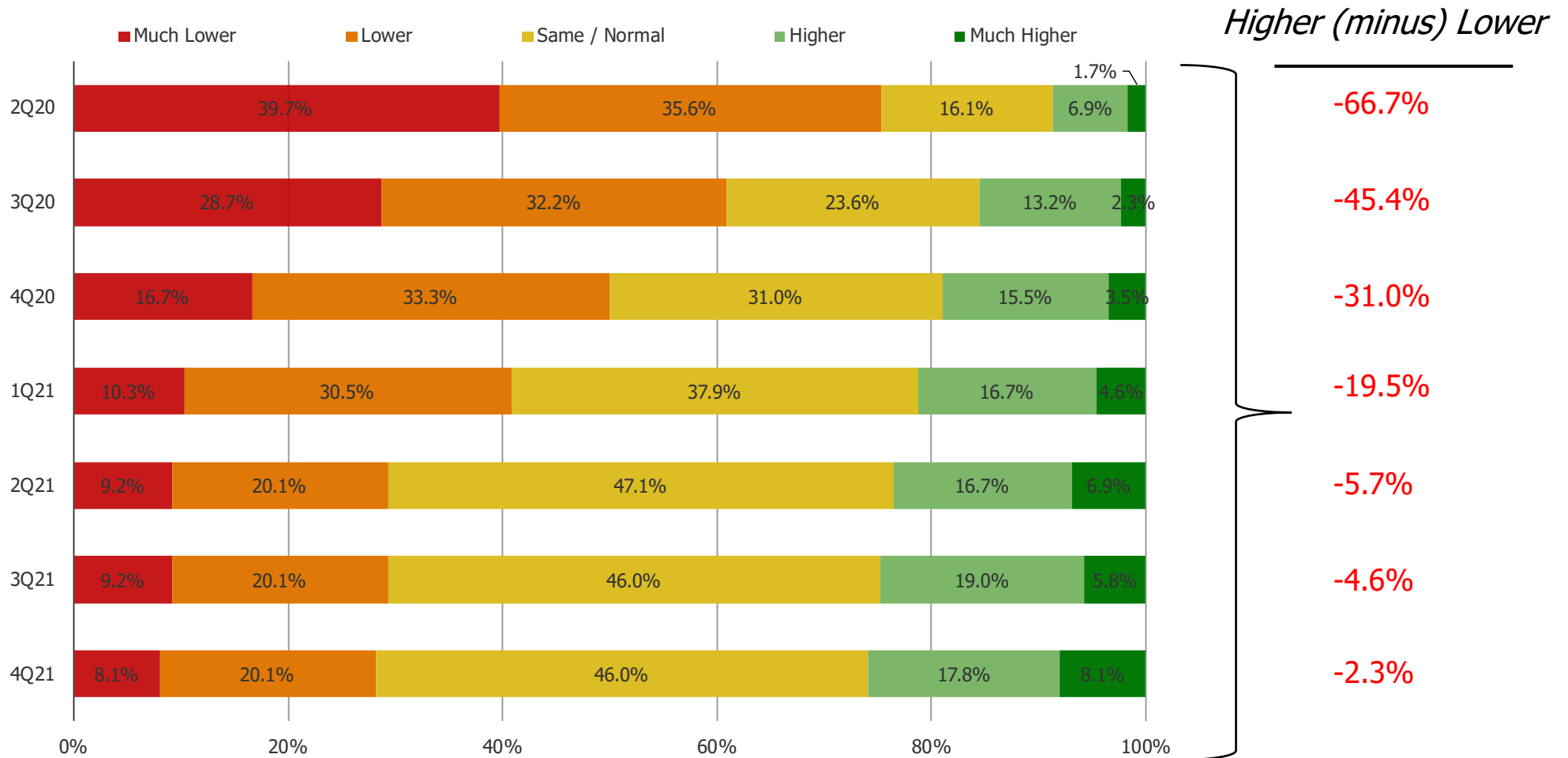
n=174

*Percentage Decline (Mean Response = 42.7%)*



# How do you expect revenue to trend compared to what would be considered normal?

*Posed to all respondents.*



n=174





## Sections:

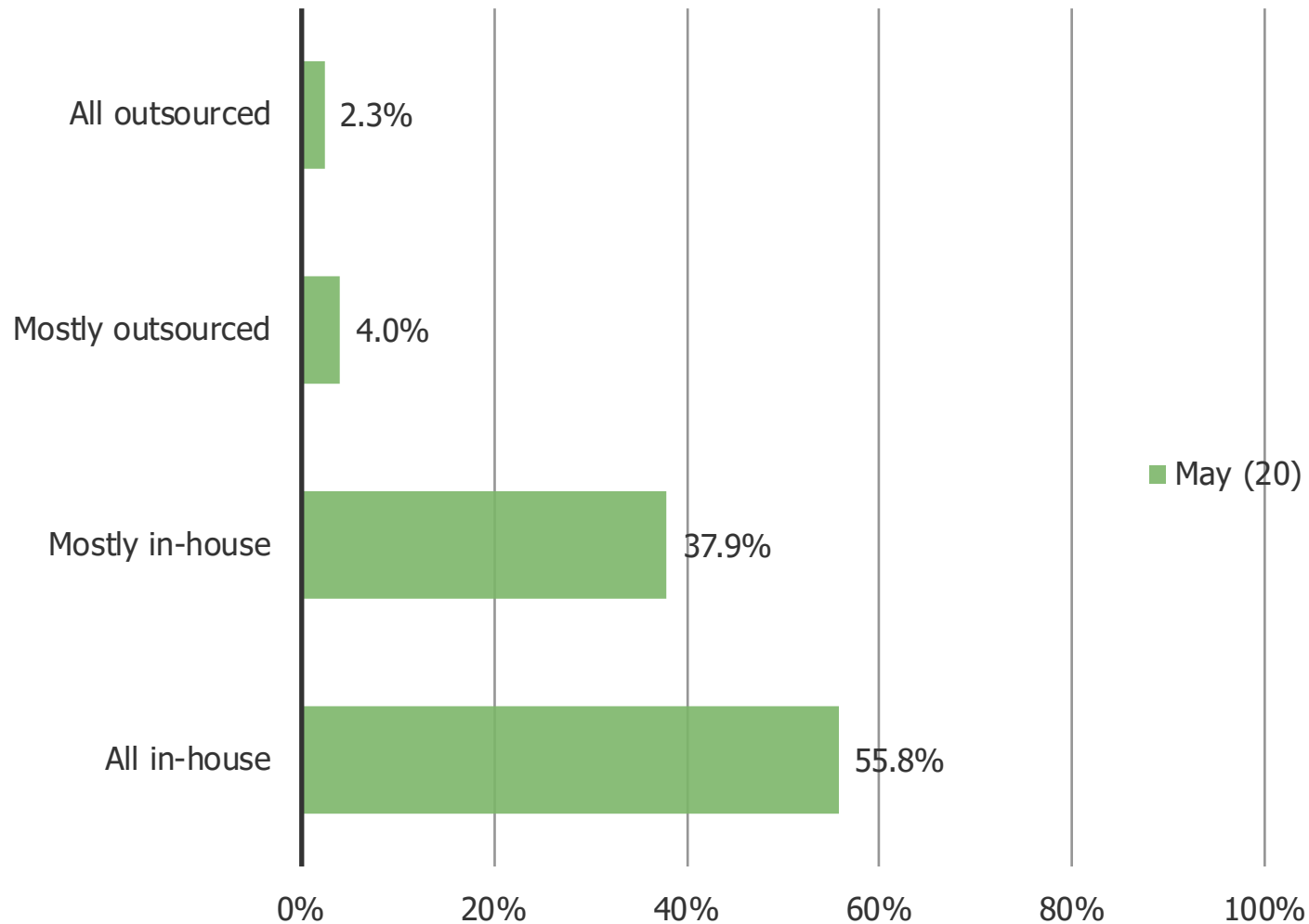
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### What percentage of your food production is done in-house vs. outsourced?

*Posed to all respondents.*

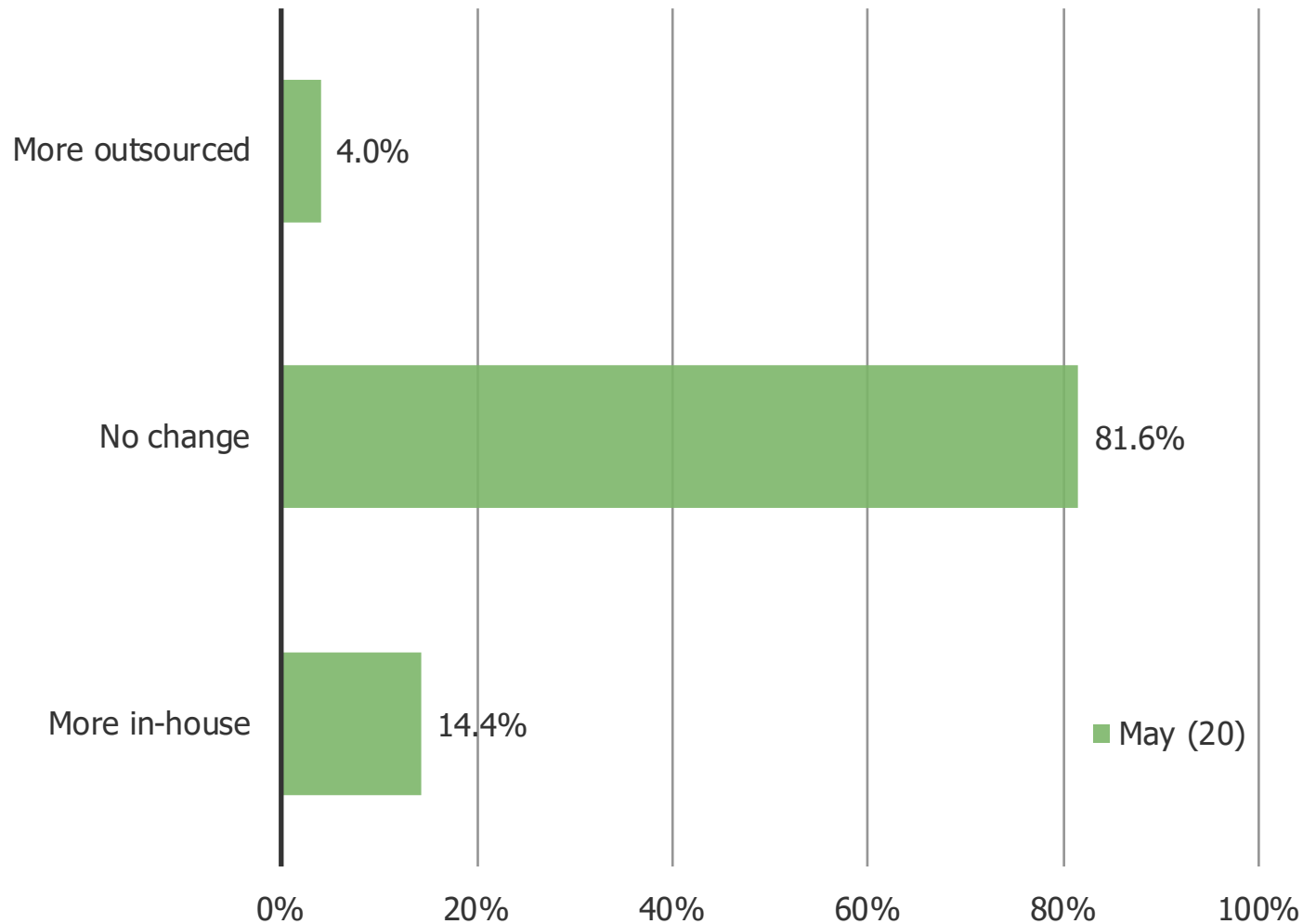


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### Over the next year, do you expect to shift the mix of your food production?

*Posed to all respondents.*



n=174



## Sections:

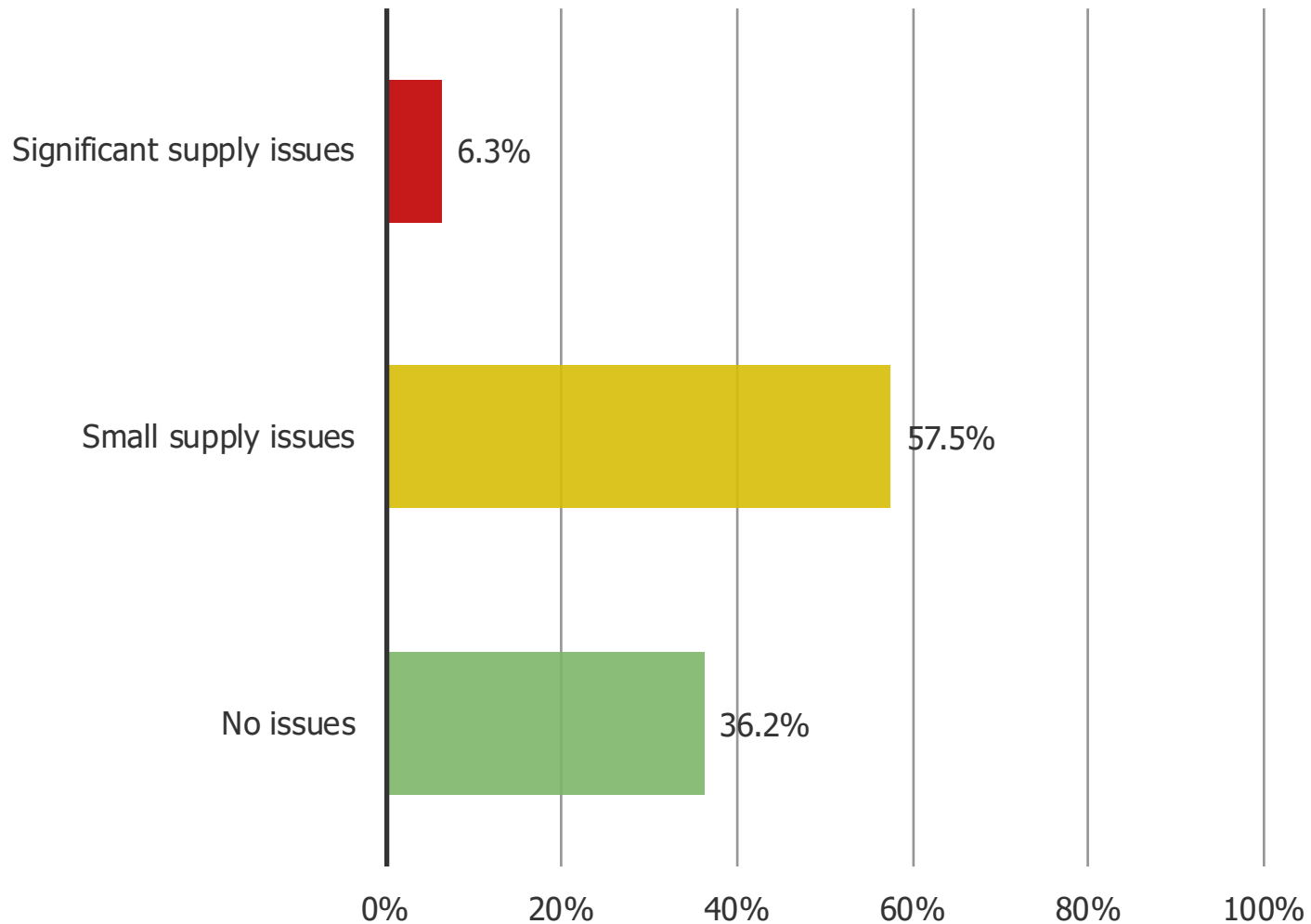
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- IX. Restaurants report running into supply issues. A majority call out food price increases.



### Have you recently had any difficulty getting food supplies?

*Posed to all respondents.*

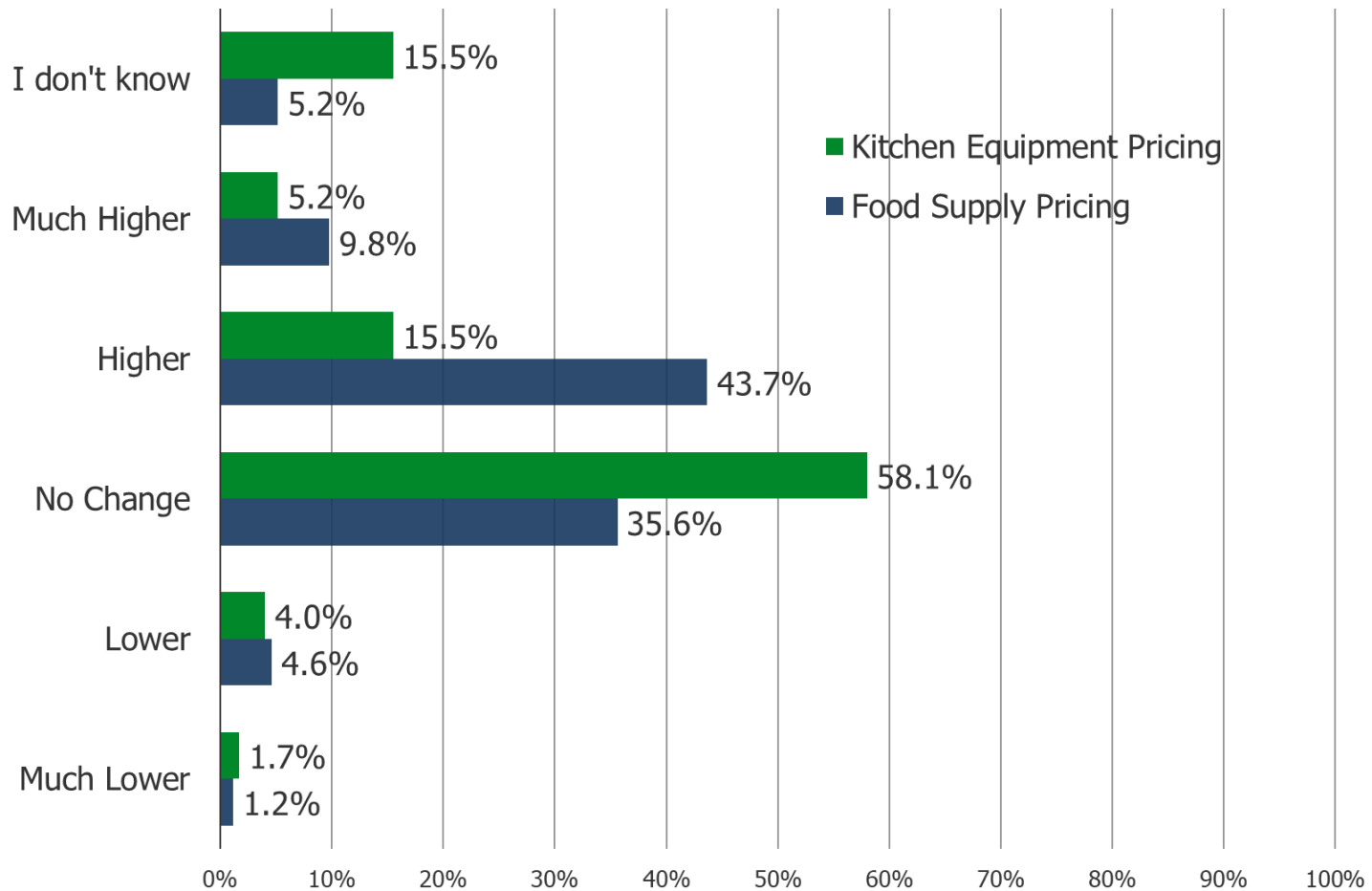


n=174



## Have you noticed any changes in costs recently related to the following?

*Posed to all respondents.*



n=174



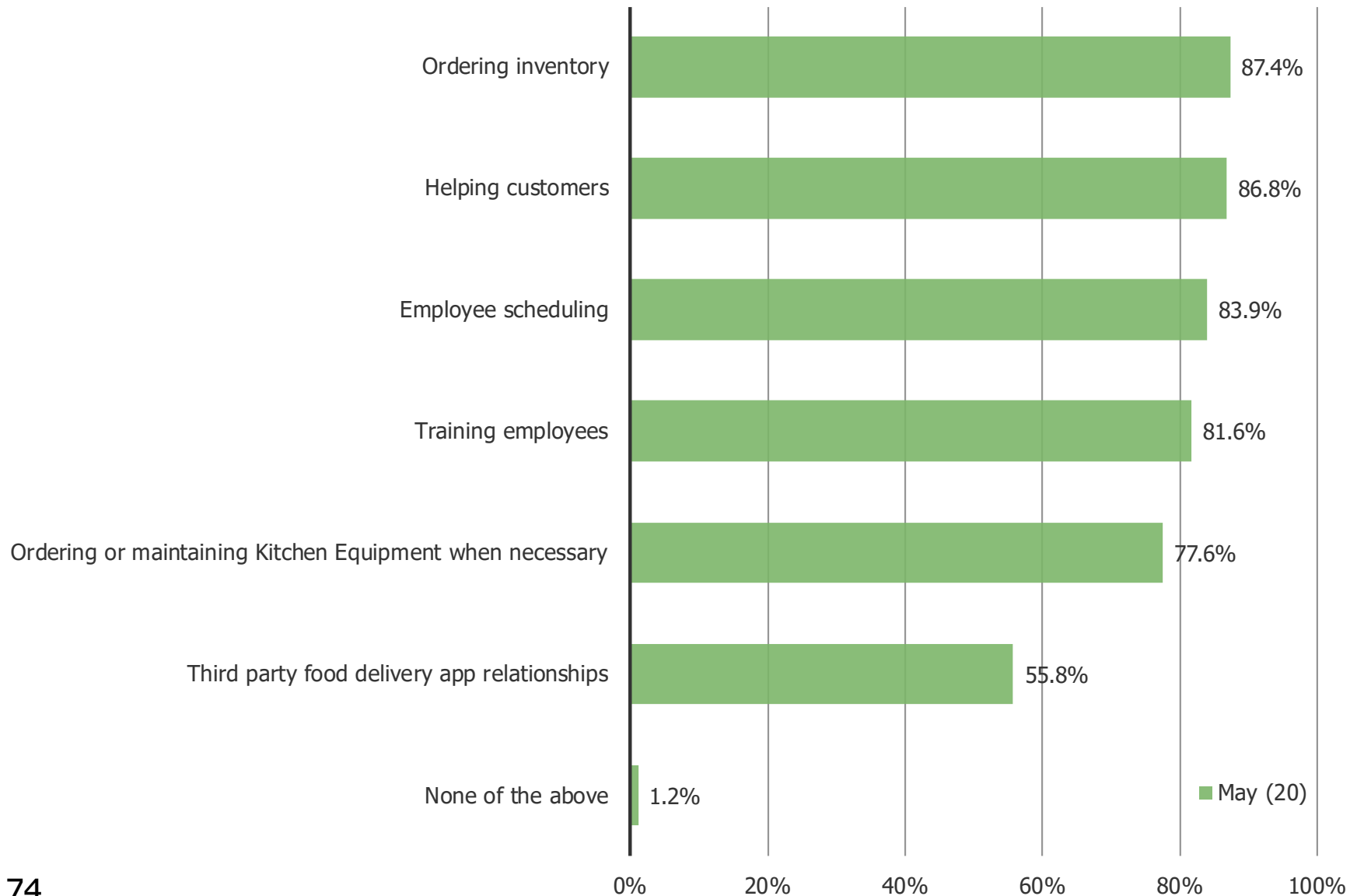
## Appendix: Background

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**Which of the following would be tasks that you would be responsible for / help with if they needed to be done? (Select ALL that apply)**

*Posed to all respondents.*



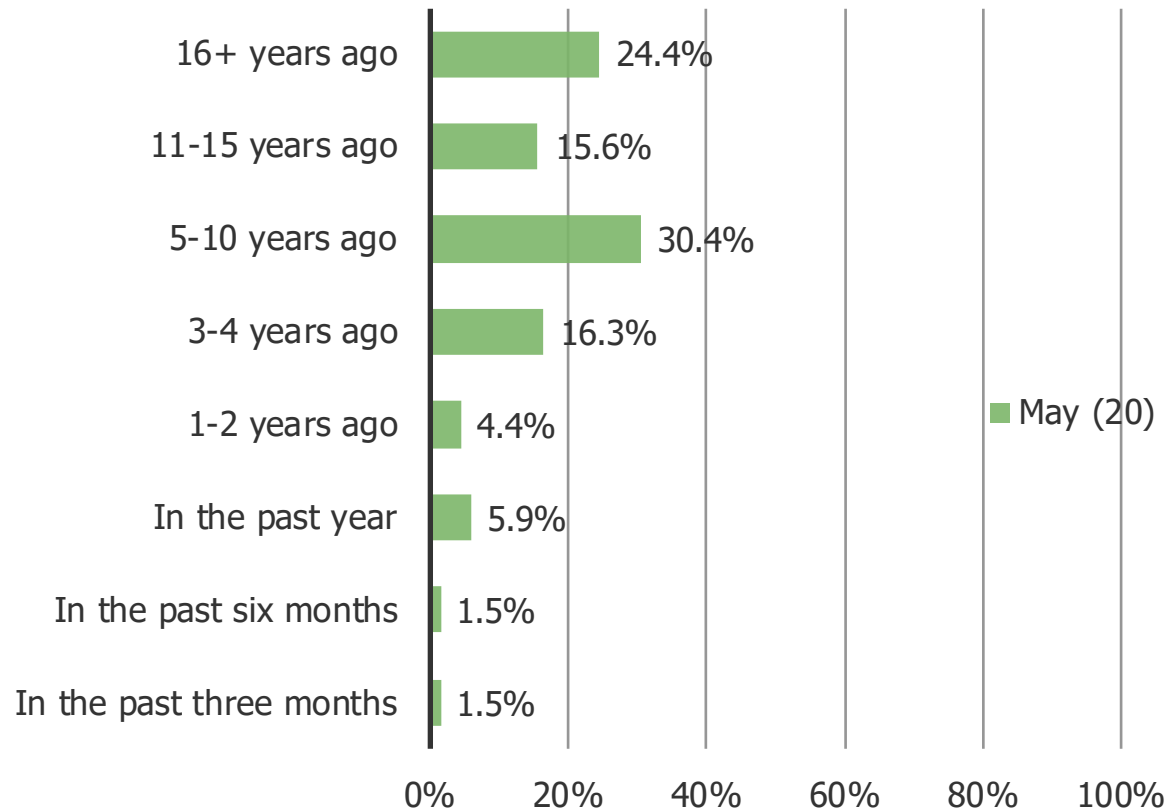
n=174





### When did your restaurant/establishment open for the first time?

*Posed to respondents who order or maintain kitchen equipment when necessary.*

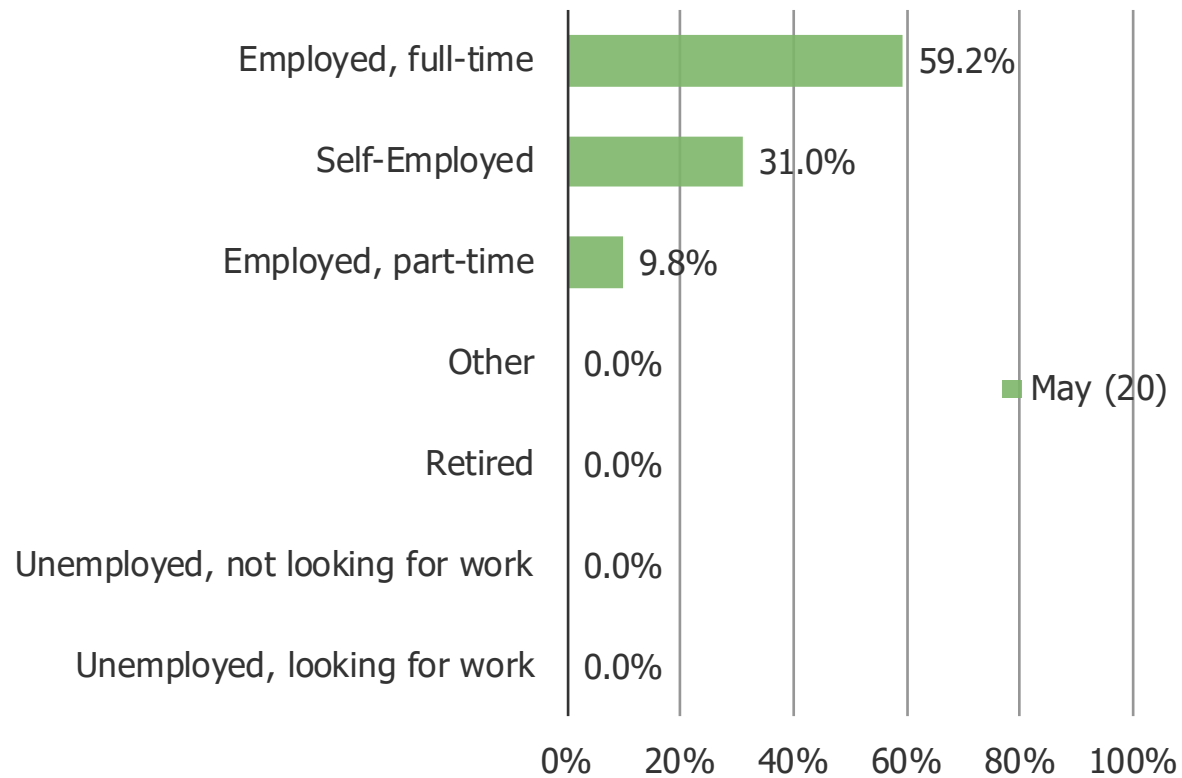


n=135



### What is your current employment status?

*Posed to all respondents.*

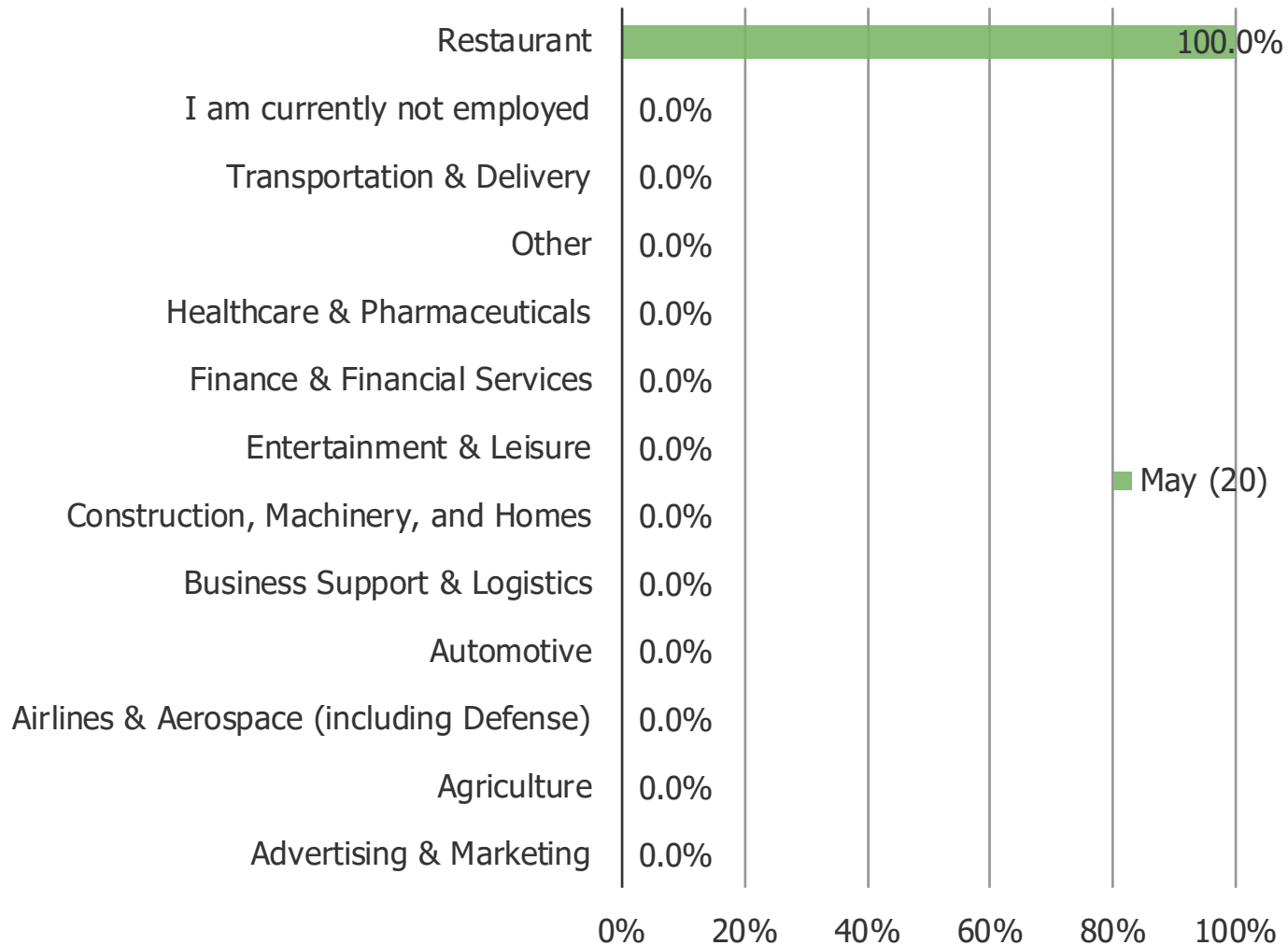


n=174



**Which of the following best describes the principal industry of your organization?**

*Posed to all respondents.*

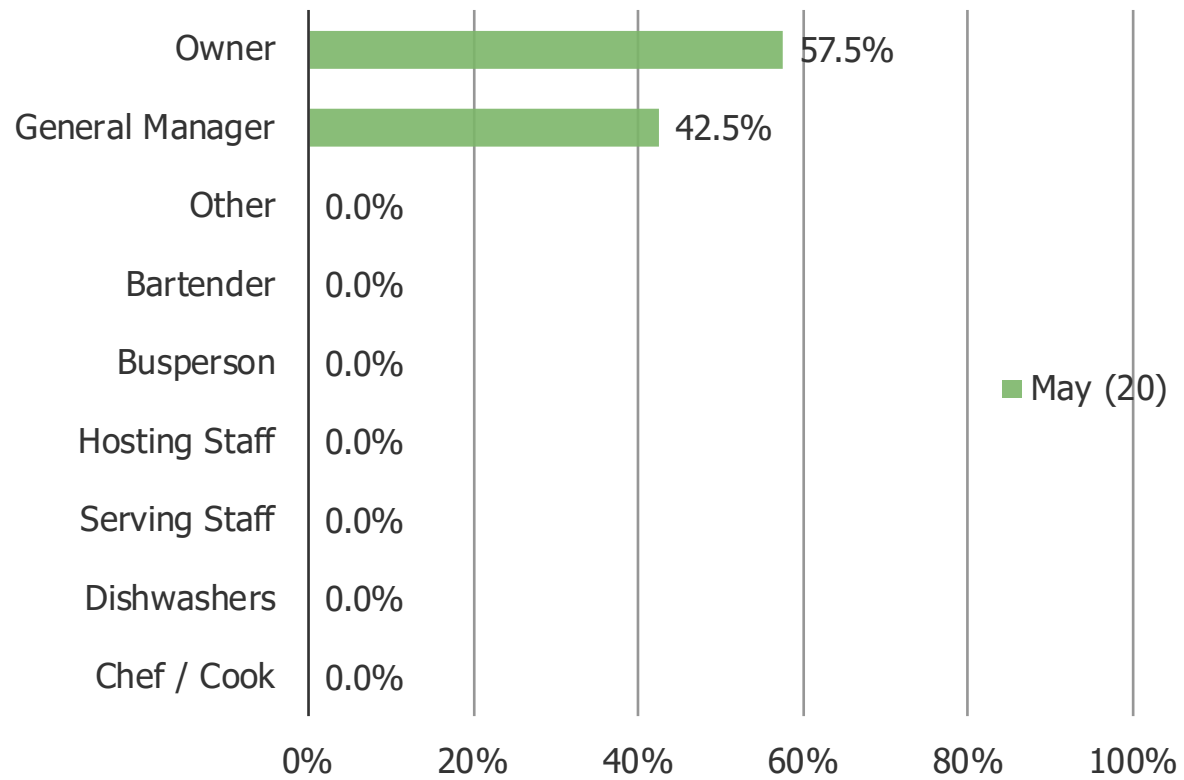


n=174



### What is your job title/function?

*Posed to all respondents.*

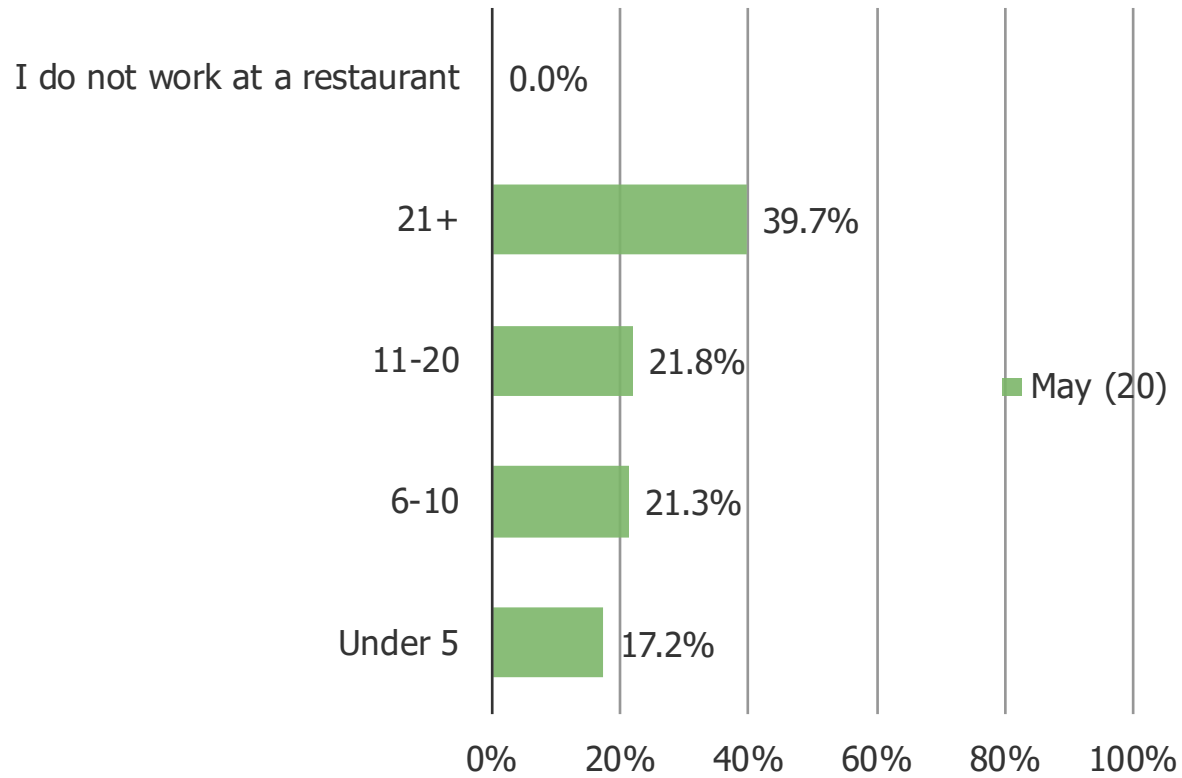


n=174



### How many employees does your restaurant employ?

*Posed to all respondents.*

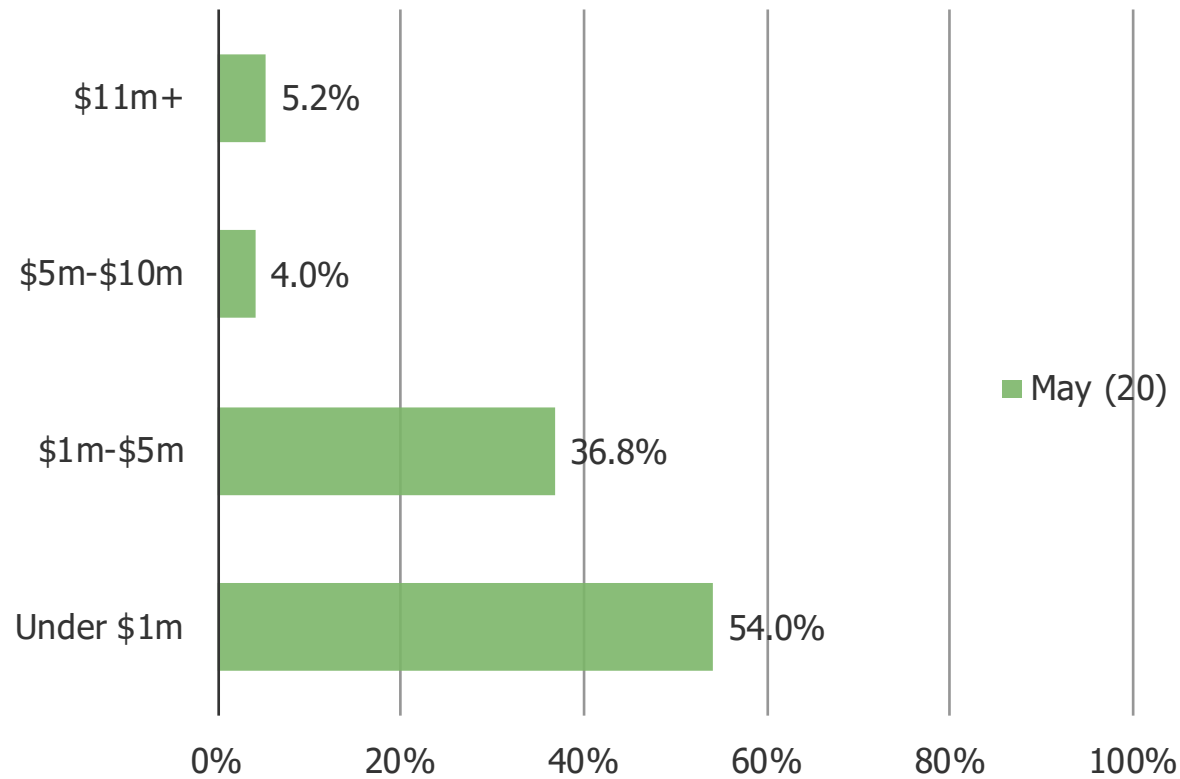


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### Approximately how large is your restaurant in terms of annual revenue?

*Posed to all respondents.*

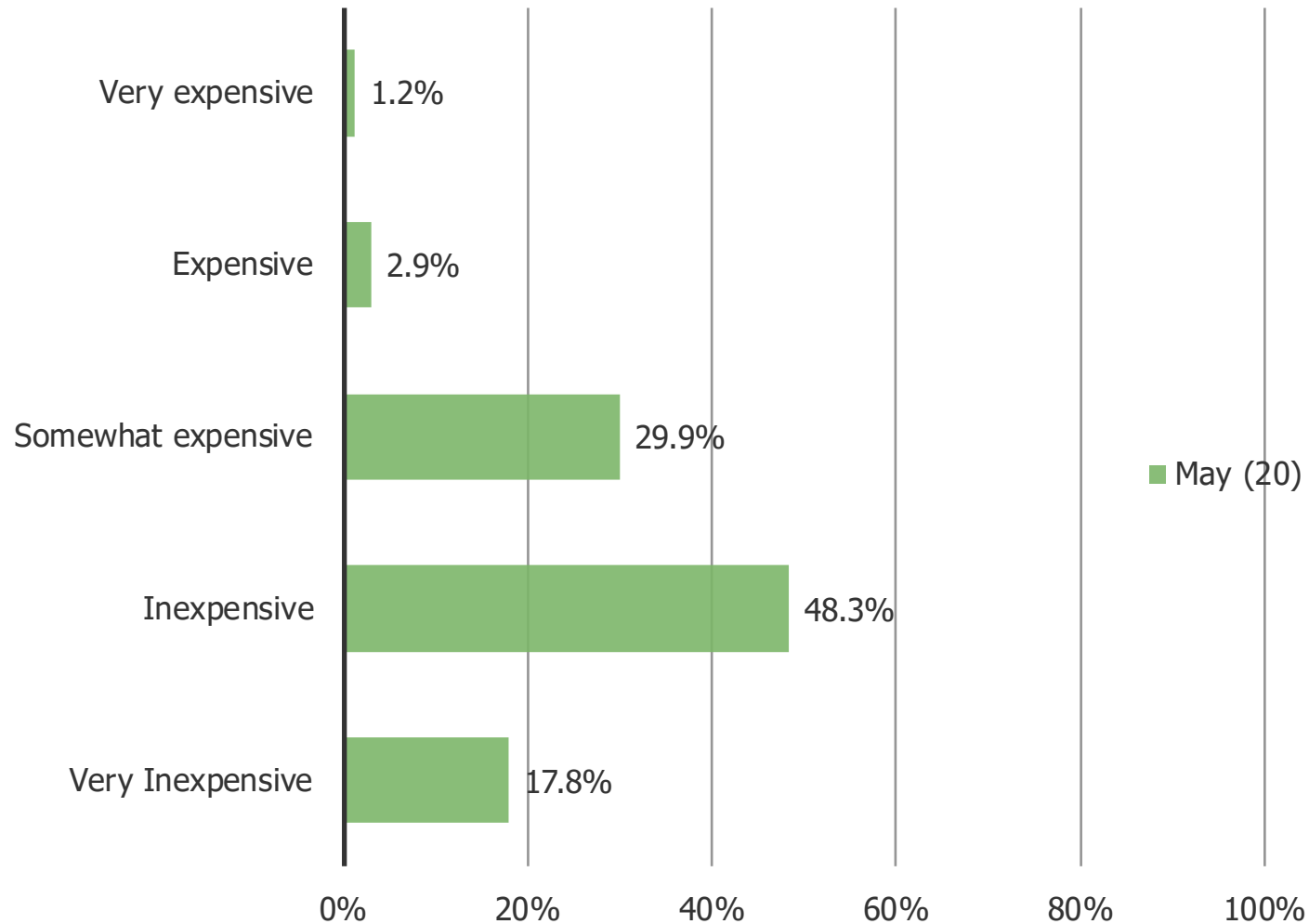


n=174



### How would you characterize your restaurant in terms of cost to dine for the consumer?

*Posed to all respondents.*



n=174

