

Before the coronavirus pandemic...

93% felt safe eating out
26% ate out several times a month



Once we 'return to normal'...

59% think they will feel safe going out to eat ↓ **37%** reduction
10% won't go out to eat ↑ **400%** increase
24% will eat out several times a month, however, the new norm will be that **27%** will eat out once a month ↑ **80%** increase



Before the coronavirus pandemic...

82% felt safe ordering a takeaway
27% ordered once a month

Currently, with the coronavirus measures in place...

55% still feel safe ordering a takeaway ↓ **33%** reduction
22% aren't ordering takeaways at all anymore
38% are ordering once a week ↑ **58%** increase

Once we 'return to normal'...

71% think they will feel safe ordering a takeaway ↓ **13%** reduction
13% won't feel safe but will order occasionally ↑ **117%** increase
15% won't order takeaways anymore

Takeaway frequency pretty much resumes to pre-pandemic, as **29%** are likely to order once a month, **24%** several times a month and **20%** once a week

Those that are currently ordering takeaways...

56% are using a combination of takeaways they've previously used as well as ordering from places that have previously not offered takeaways

29% have only been ordering takeaways from places they've used before the coronavirus pandemic

14% have only been ordering from places that have previously not offered takeaways

When thinking about those who didn't previously offer takeaways. When we 'return to normal'...

51% would use an equal combination of going to their establishment and ordering their takeaways

30% would be more likely to stop ordering their takeaways as they enjoy the physical establishment experience much more

18% would be more likely to continue to order takeaways from them rather than visit their establishment



71% think that eateries customer service/experience has improved during the coronavirus pandemic...

Delivery

Organised/efficient systems

Offer-takeaways **Variety-of-food**

Accommodating Attentive Great-service **Friendly**

High-end-food-delivery Thanked-for-custom

“ I think the service has improved as they are appreciating customers during this pandemic. I am extremely happy that some restaurants/cafes are offering takeaways as this is a lovely treat during the week ”

“ It's great that some of the restaurants have offered takeaway facilities especially the higher end ones. Nice to have the choice ”

“ Staff are more polite and understanding both on the phone and albeit distanced, face to face ”

92% agree or strongly agree in valuing the experience provided by an eatery establishment

What might an eatery do as a result of the coronavirus pandemic that would make consumers buy from them above anyone else in the future?



Sanitising-generally **Distance-between-tables**
Good/visible-hygiene/cleanliness **Don't-overcrowd**
Sanitising-tables-toilets-fixtures/fixings **Deliveries**
Excellent/friendly-customer-service **Value-for-money**
Quality/fresh food Local-produce Treat-staff-well