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Kroll's Business Sentiment Survey of Restaurants & Hospitality – 2023 Edition

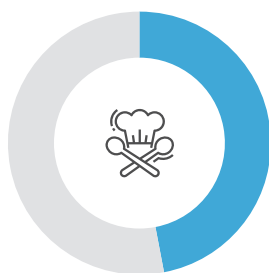


Kroll's Business Sentiment Survey of Restaurants & Hospitality – 2023 Edition

Kroll conducted a survey of business sentiment amongst Ireland's hospitality sector. This survey was supported by the Restaurants Association of Ireland (RAI). 133 business owners participated in the survey and the results are as follows:

Question 1:

How would you best describe your business?



48%
Licensed restaurant



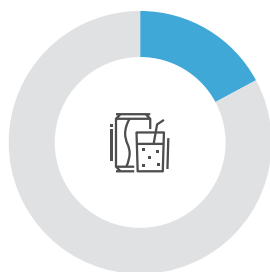
7%
Hotel restaurant



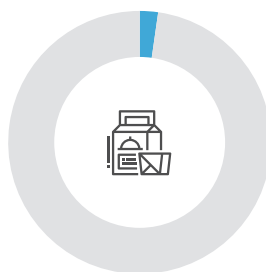
22%
Coffee shop/café



1%
Wine bar



17%
Gastropub



2%
Quick foodservice/
food to go



3%
Others

Question 2:

Which of the following best describes your business location?



49%
City/town centre



20%
Rural



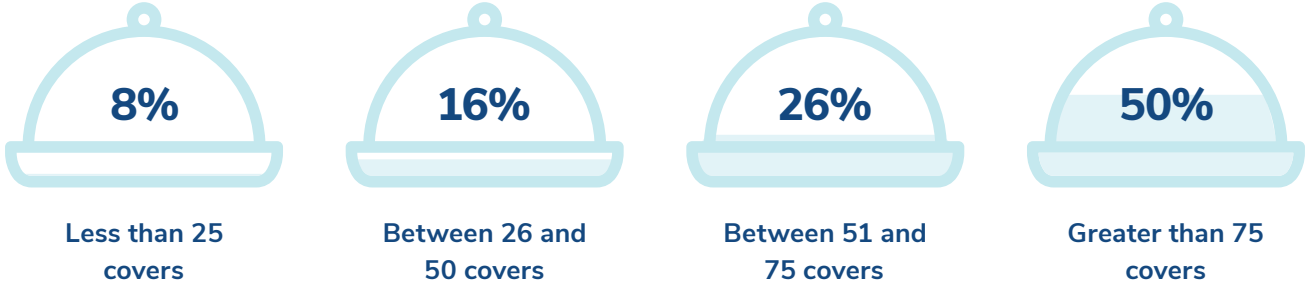
19%
Suburbs



12%
Tourist place

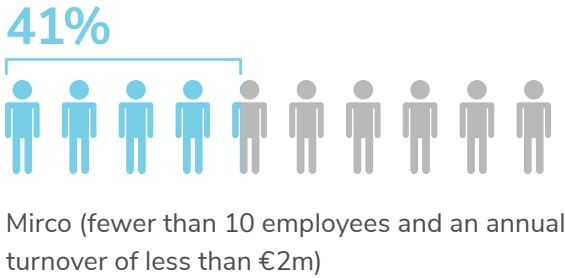
Question 3:

Which of the following daily averages is more applicable to your business?



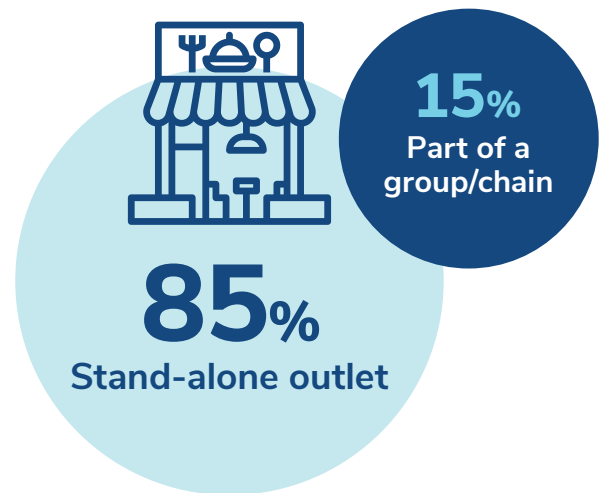
Question 4:

Which best describe the size of your business?



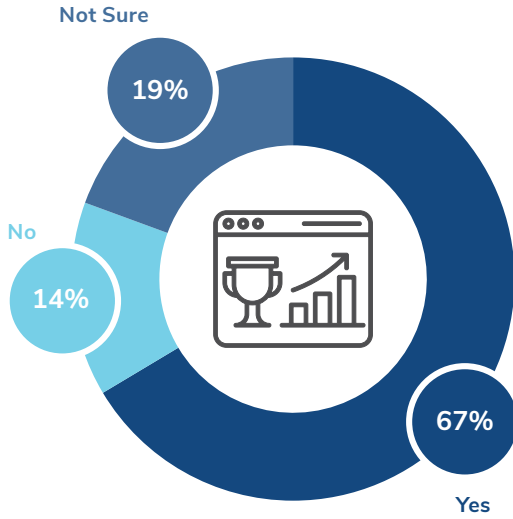
Question 5:

Is your business a stand-alone outlet or part of a group/chain?



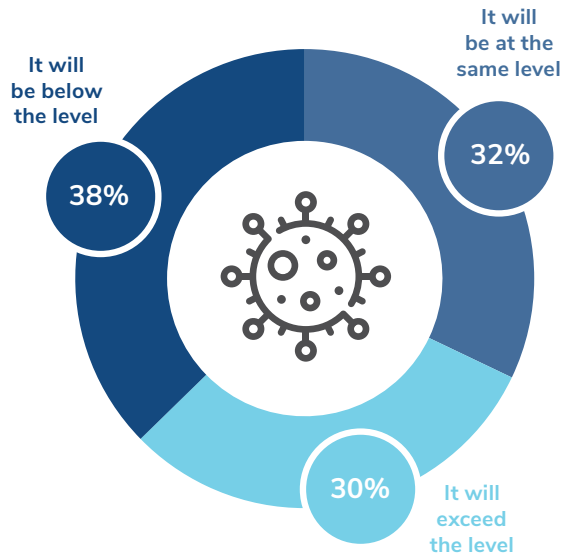
Question 6:

Do you feel that comments/rankings on third party websites impacts your business?



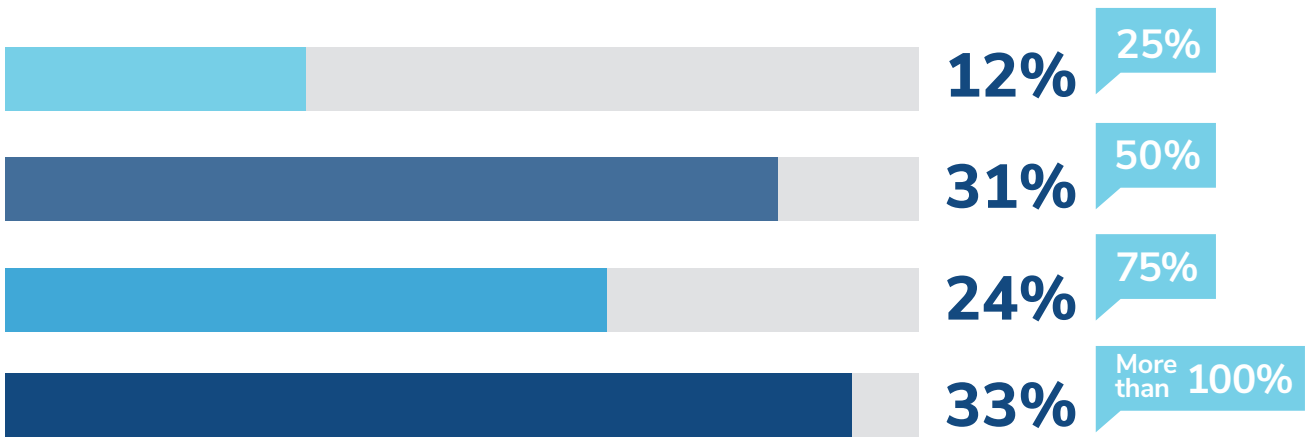
Question 7:

What do you anticipate your 2023 trading performance will be compared to pre-COVID-19 levels?



Question 8:

What percentage increase have you seen in your energy bills in the last six months?



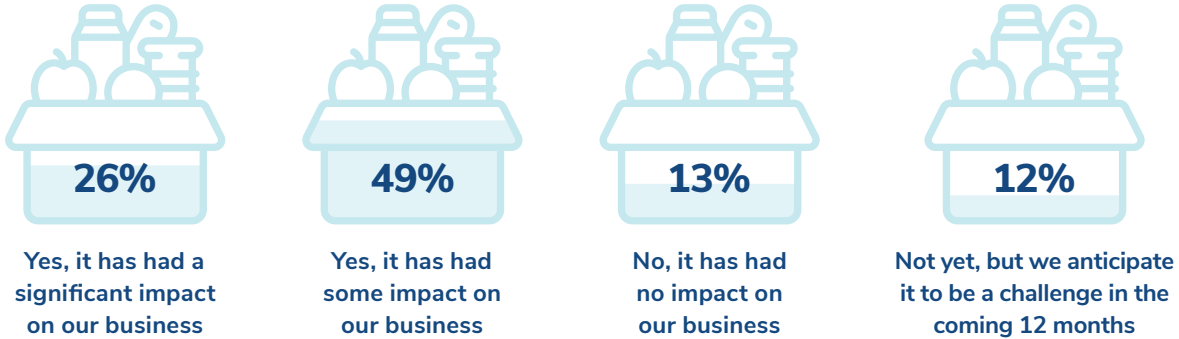
Question 9:

What impact will rising energy costs have on your business in the coming 12 months? (select whichever is applicable)



Question 10:

Have supply chain shortages/delays had an impact on your business?



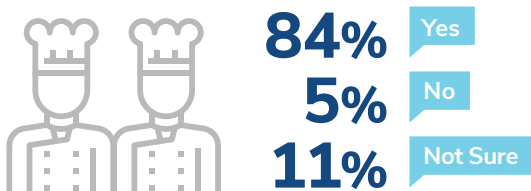
Question 11:

At present, what challenges are you facing in relation to staffing?



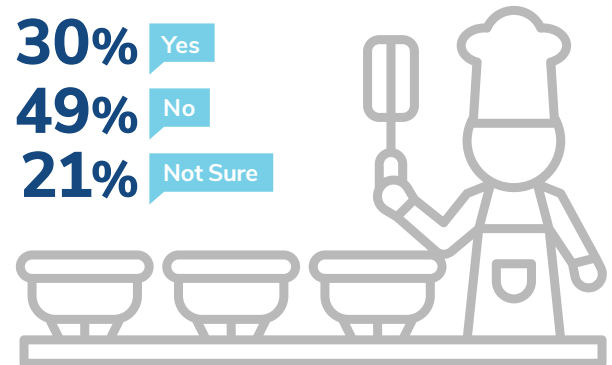
Question 12:

Do you believe that you will have to increase staff wages in order to retain employees?



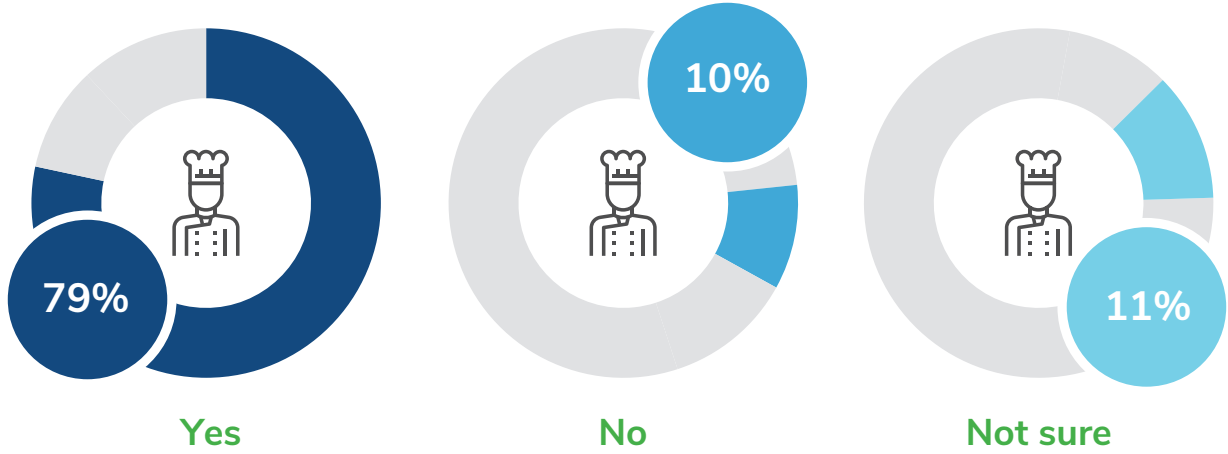
Question 13:

Do you plan to increase staffing levels in 2023?



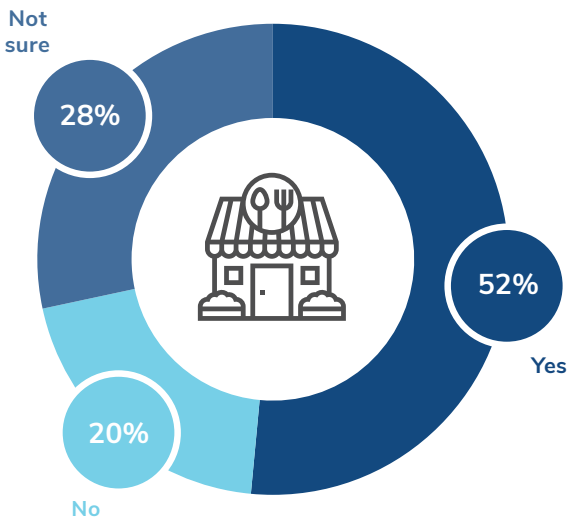
Question 14:

Do you believe it will be difficult to recruit/retain staff over the next 12 months?



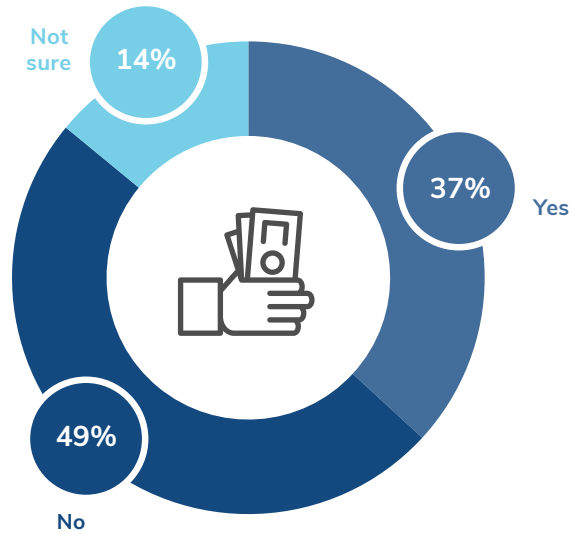
Question 15:

Will your business be adequately resourced from a working capital standpoint?



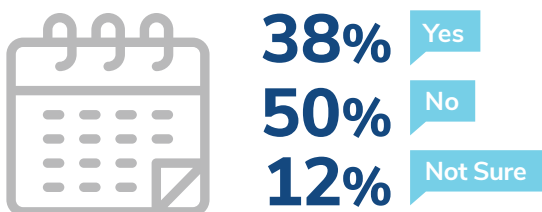
Question 16:

Do you expect that average spend per customer in 2023 will be greater than 2022?



Question 17:

Do you plan to refurbish/upgrade your restaurant over the next six months?



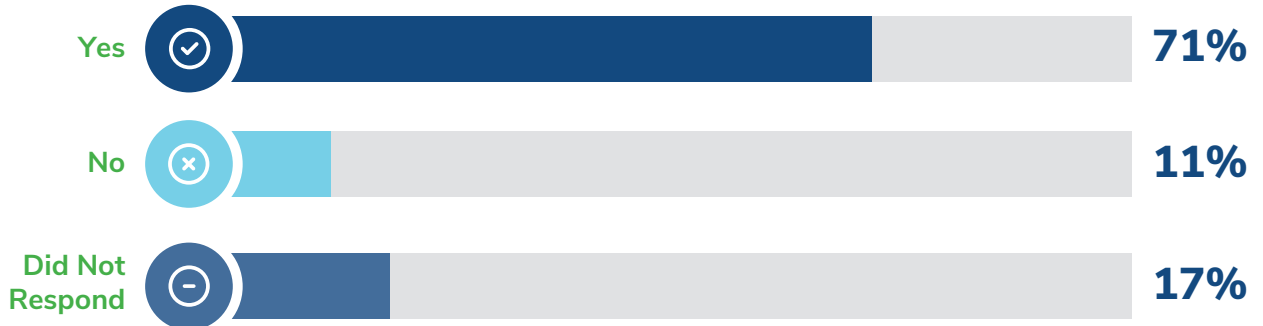
Question 18:

If yes, how will you fund these costs?



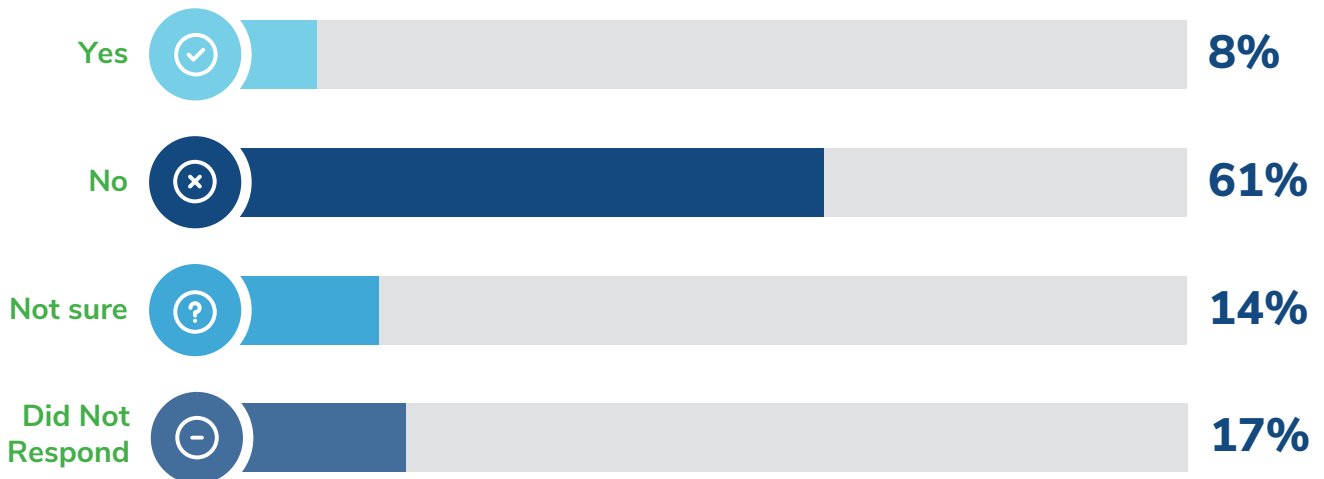
Question 19:

Do you have a tips/gratuities/service charge policy in place?



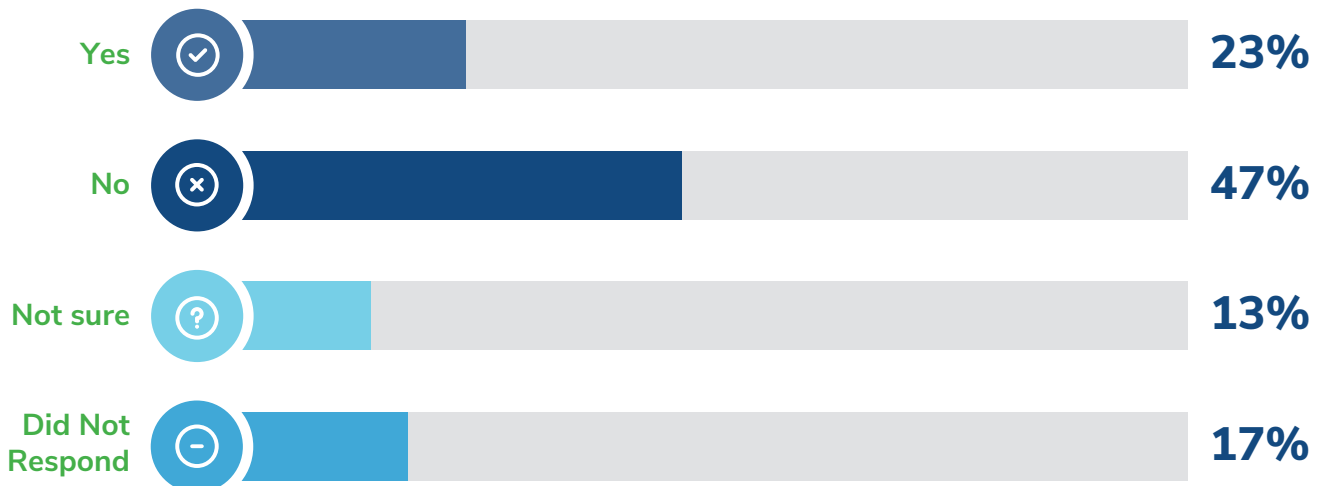
Question 20:

Would your business have survived without government support?



Question 21:

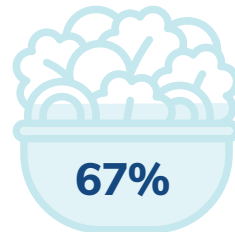
Do you feel you receive adequate support from your bank/finance provider?





Question 22:

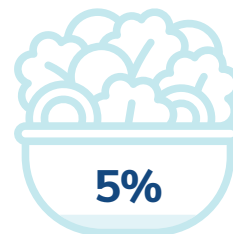
If your premises are leased, which of the following statement is the most accurate?



Rent rates match as they were before COVID-19.



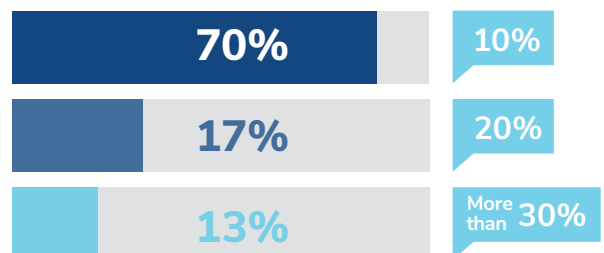
Rent rates exceed as they were before COVID-19.



Reduced/deferred rent agreement still in place.

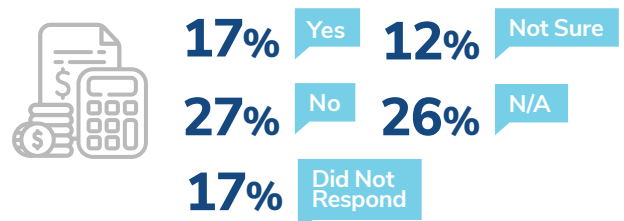
Question 23:

If it is reduced, how much reduction have you received?



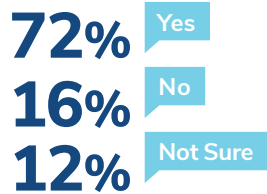
Question 24:

If you availed the Revenue Commissioners Warehouse Tax Scheme, will you be able to repay this debt within the next 12 months?



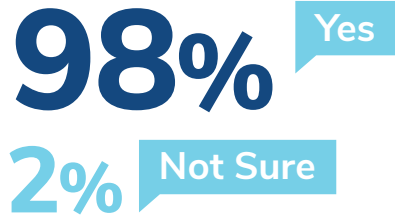
Question 25:

Do you believe the government should introduce a tax amnesty for the restaurant sector?



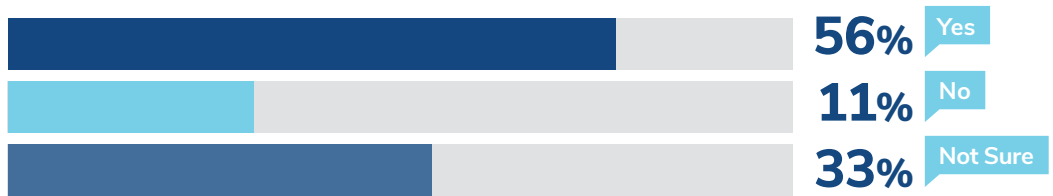
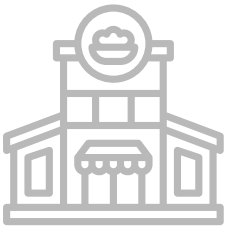
Question 26:

Do you feel the reduced 9% VAT rate for the hospitality sector should be retained?



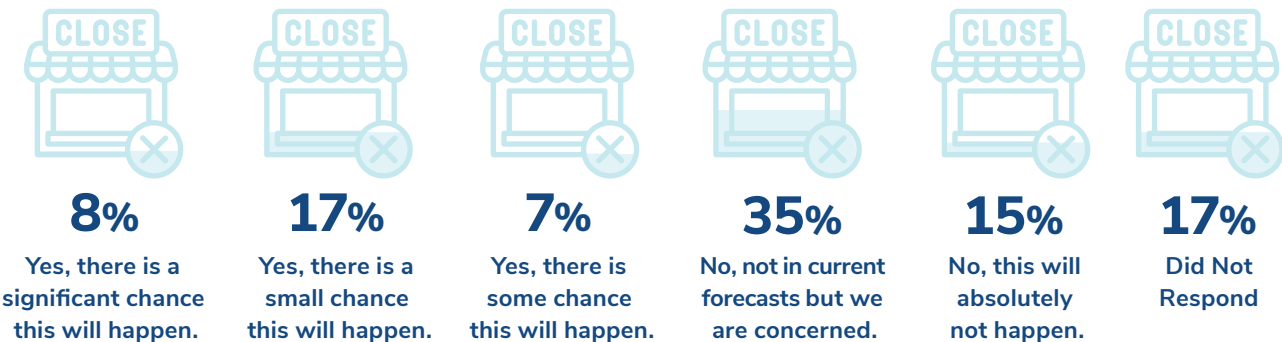
Question 27:

Do you believe your business is economically viable?



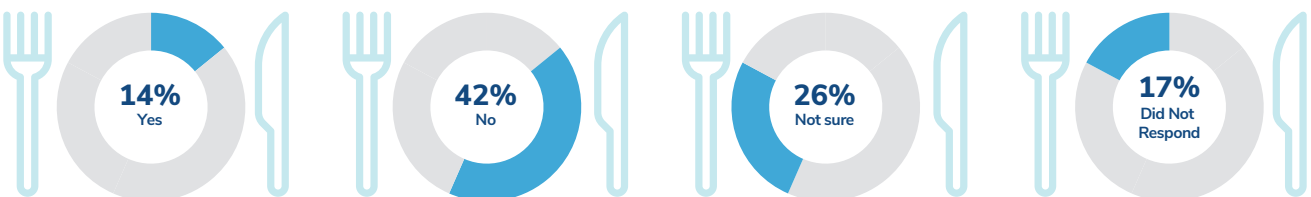
Question 28:

Is there a chance your business might close in the coming 12 months?



Question 29:

Will you require professional restructuring assistance in 2023?



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Please contact a member of Kroll's market-leading Restructuring team if you wish to confidentially Discuss your restructuring support requirements in more detail.



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