The New Era Of Automation And Foodservice Tech

A Why-And-When Guide To Crucial Operational Investments
Foodservice Business Conditions are Strong

Foodservice Industry sales grew 3.6% in 2018\(^1\)

Operators
More than half of Operators agree the overall health of their business is stronger than it was two years ago.\(^2\)

Consumers
Over half of all consumers say their personal finances are either “good” or “excellent”.\(^2\)

Sources: 1. Technomic Wall Chart 2018  
2. National Restaurant Association, Restaurant Trends Survey, 2018
Still Margin Pressures Remain

Restaurant menu prices rise as consumers become even more value-conscious

Oversaturation: Restaurants are growing at twice the rate of population growth - options are endless! ²

Due to rising wholesale food prices, operators raised menu prices 2.6% in 2018, the eighth consecutive year with growth above 2% ¹

Sources: 1. National Restaurant Association, Restaurant Trends Survey, 2018
Recruiting and Retaining Labor Remains Operators #1 Concern In 2019

Since 2010 fast-food jobs have grown nearly twice as fast as employment overall.¹

154% in Limited Service Restaurants²

Workers who may have typically worked in the foodservice industry are now enjoying the flexible scheduling and autonomy of ride share or delivery jobs.

Sources:
2. Nations Restaurant News 2018
State of The Foodservice Industry is Ripe For Innovation

95% of Restaurant Owners and Operators believe technology improves their efficiency and operations

AND

Only 8% of consumers have had negative experiences with automation!

Sources: 1. National Restaurant Association, Restaurant Trends Survey, 2018
2. Technomic – Automated Services Q3 2018 Consumer Update Report
The Future of Automation
X% of Consumers Say They Consider These Emerging Technologies a Good Idea

- 66% Computer Tablets at the table
- 61% Self-Service Electronic Kiosks
- 60% Electronic Receipts
- 53% Payment on Smartphone App
- 43% Order Suggestions based on previous visits
- 40% Voice Ordering Devices
- 22% Self-Driving Cars
- 21% Robots Delivering Food
- 14% Robots Preparing Food

Sources: 1. National Restaurant Association, Restaurant Trends Survey, 2018
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