

## Questionnaire on the Impact of Continuing Social-Distancing Requirement on the F&B Sector

- Conducted during 1 – 8 February 2021
- In partnership with Save HK F&B Alliance and Institution of Dining Arts
- Sample size: 308 (on an outlet basis)

### I. Jobs (slide 3)

- Total staff numbers of respondent outlets reduced by a quarter compared to before the outbreak of the pandemic (by as much as 53% for *Bar/ Pub/ Night Outlet*)

### II. Takeaway/ Delivery Services (slide 4)

- Virtually all respondent outlets said the takeaway/ delivery services they offered were not able to offset revenue otherwise lost due to the dine-in ban

### III. Business Sustainability (slide 5)

- A combined 59% of respondent outlets said they were quite likely or very likely to close in the next 3 months, if the 6pm dine-in ban were to continue and no assistance were provided (this proportion rose to 84% for *Chinese restaurants*)

#### **IV. Earnings (slide 6)**

- In January 2021, only 18% of respondent outlets were able to maintain at least 60% of earnings they made in the same period before the outbreak, compared to 23% during June-August and September-November. 44% said they were loss-making, up from 38% during June-August and 29% during September-November.

#### **V. Support Measures (slide 7)**

- *Allowing dine-in service after 6pm* was considered as the most important measure for respondent outlets to remain in business, second was *another round of the Employment Support Scheme*, and third was *further rent reduction*

#### **VI. Measures in Exchange for the Resumption of Dine-In Services (slide 8)**

- A majority of respondent outlets were willing to implement further measures, ranging from strictly enforcing mask-on policy among diners when they are not eating to imposing 10-day outlet closure if there are 3 confirmed cases over a 14-day period, in order to persuade the Government to allow the resumption of dine-in services after 6pm

這店舖聘用了多少員工？ What is the number of staff at your outlet?

菜式類型 Cuisine type	疫症爆發前 Before the outbreak	現在 Current	百分比變化 Percentage Change
酒吧／夜店 Bar / Pub / Night Outlet	600	284	-53%
西式食肆 Western restaurant	2,577	1,747	-32%
亞洲食肆（非中式食肆） Asian restaurant (excluding Chinese restaurant)	1,520	1,036	-32%
中式食肆 Chinese restaurant	858	642	-25%
咖啡店 Café / Coffee shop	875	730	-17%
其他* Others*	4,421	3,747	-15%
<b>整體 Overall</b>	<b>10,851</b>	<b>8,186</b>	<b>-25%</b>

\* Others include Dai Pai Dong, Cha Chan Teng, Noodle or Congee Shop, and Fast Food Shop (part of a chain)

店舖的外賣／外送服務能否填補「禁止堂食」時段蒙受的損失？

Were such takeaway / delivery services enough to offset revenue otherwise lost from the dine-in ban?

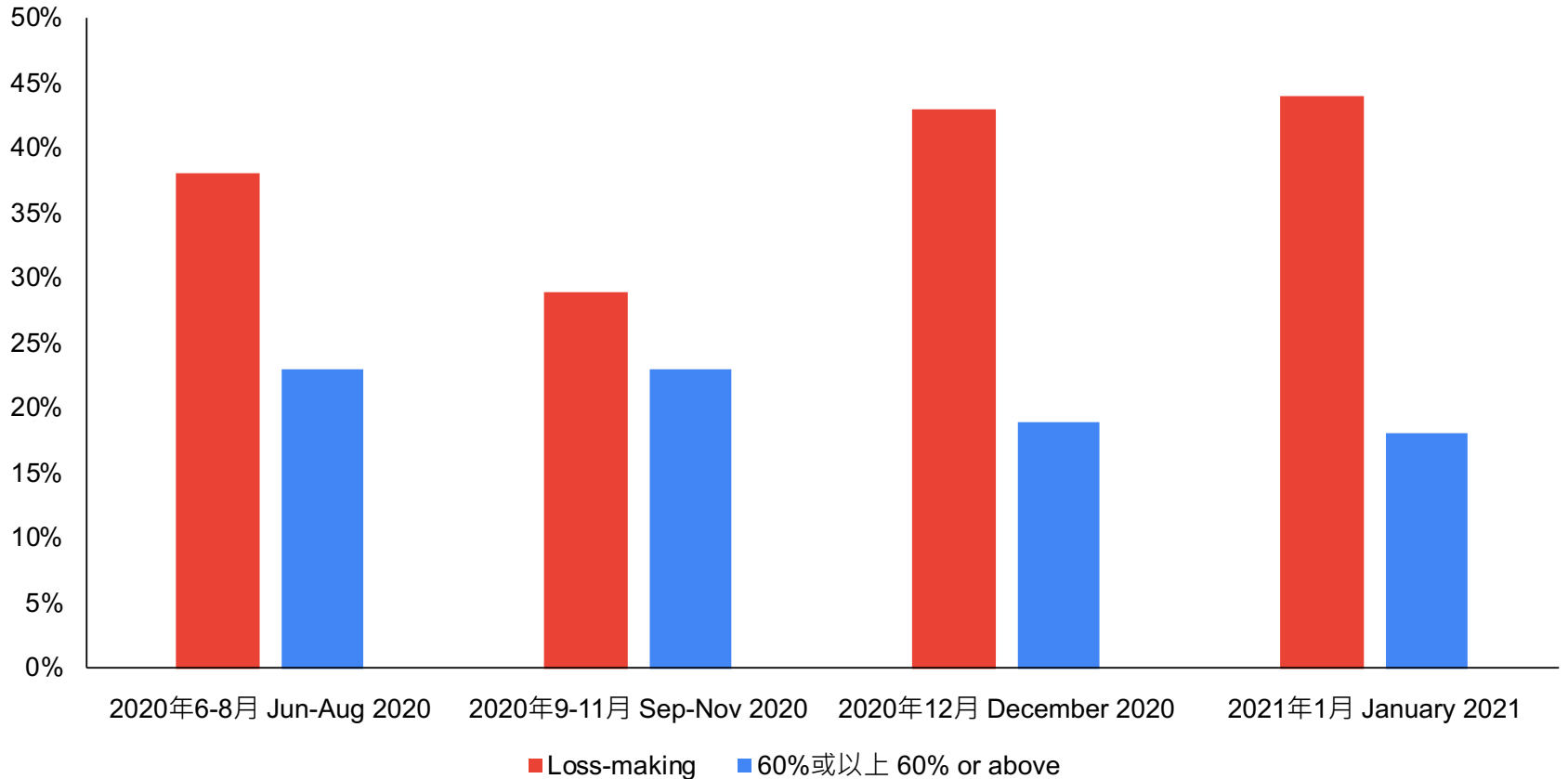
菜式類型 Cuisine type	第2波疫情 (2020年5-6月) Wave 2 (May-Jun 2020)		第3波疫情 (2020年7-8月) Wave 3 (July-Aug 2020)		第4波疫 (2020年11月-現在) Wave 4 (Nov 2020-current)	
	能 Yes	不能 No	能 Yes	不能 No	能 Yes	不能 No
中式食肆 Chinese restaurant	0%	100%	5%	95%	0%	100%
亞洲食肆 (非中式食肆) Asian restaurant (excluding Chinese restaurant)	2%	98%	2%	98%	2%	98%
咖啡店 Café / Coffee shop	3%	97%	3%	97%	3%	97%
西式食肆 Western restaurant	3%	97%	2%	98%	0%	100%
酒吧／夜店 Bar / Pub / Night Outlet	0%	100%	0%	100%	0%	100%
其他 Others	0%	100%	0%	100%	0%	100%
<b>整體</b> <b>Overall</b>	<b>2%</b>	<b>98%</b>	<b>2%</b>	<b>98%</b>	<b>1%</b>	<b>99%</b>

\* Only respondent outlets offering takeaway/ delivering services were required to take this question

如政府繼續於晚上6時後禁止堂食，且不向業界提供支援，你認為店舖在未來3個月內倒閉的可能性有多大？  
How likely is your outlet going to close in the next 3 months if the 6pm dine-in ban were to continue and no assistance were provided?

菜式類型 Cuisine type	沒有可能 Very unlikely	不太可能 Quite unlikely	頗大可能 Quite likely	很大可能 Very likely
中式食肆 Chinese restaurant	0%	16%	40%	44%
亞洲食肆（非中式食肆） Asian restaurant (excluding Chinese restaurant)	6%	18%	51%	25%
咖啡店 Café / Coffee shop	84%	2%	13%	1%
西式食肆 Western restaurant	7%	20%	32%	41%
酒吧／夜店 Bar / Pub / Night Outlet	12%	10%	29%	49%
其他 Others	0%	10%	30%	60%
<b>整體 Overall</b>	<b>29%</b>	<b>12%</b>	<b>30%</b>	<b>29%</b>

綜合所有由政府及業主所提供的支助，這店舖的利潤為疫情爆發前同期的百分之幾？  
Taking into account all the assistance received from the government and landlords, what was your outlet's earnings compared to the similar period before the outbreak?



\* Only respondent outlets operating for more than a year were required to take this question

你認為以下各項措施最能幫助店舖維持營運？（1=最重要）

Which of the following offers the best option for your outlet to remain in business? (1=Most Important)

	中式食肆 Chinese restaurant	亞洲食肆 (非中式食肆) Asian restaurant (excluding Chinese restaurant)	咖啡店 Café / Coffee shop	西式食肆 Western restaurant	酒吧/夜店 Bar / Pub / Night Outlet	其他 Others	整體 Overall
容許在晚上6時後提供堂食服務 Allow dine-in service after 6pm	1	1	3	1	1	1	1
新一輪「保就業」計劃 Another round of the Employment Support Scheme	2	2	2	2	3	1	2
進一步寬減租金，例如兩成或以上 Further rent reduction (by a meaningful percentage, say, 20% or more)	3	3	1	3	2	3	3

你願意採取以下哪些措施，以換取政府同意在晚上6時後恢復提供堂食服務？請選擇所有適用的選項。  
Which of the following would you implement to persuade the Government to allow the resumption of dine-in services after 6pm? Please select all that applies.

措施 Measures	百分比 Percentage
嚴格執行食客在非進食時佩戴口罩的措施 Strictly enforce mask-on policy among diners when they are not eating	76%
規定顧客使用「安心出行」或其他形式的追蹤措施 Require customers to participate in the "Leave Home Safe" scheme or other contact tracing measures	71%
設立認證制度作為店舖營運條件 Adopt a certification system as a condition for operating	65%
推行以非現金付款方式結帳 Enforce the use of cashless payment	65%
增加巡查次數及提高違反相關規定的罰則 Increase frequency of compliance checks and penalties for non-compliance	62%
勒令在14天時段內發現3宗或以上確診個案的店舖停業10天 Impose 10-day outlet closure if there are 3 confirmed cases over a 14-day period	61%
員工進行更頻繁的病毒檢測（例如每2至3天一次） Conduct tests among outlet staff more frequently such as every 2-3 days	32%
加強空氣流通至每小時最少換氣六次或以上，或安裝UV空氣淨化設備 Enhance indoor air quality through at least 6 air changes per hour or the installation of UV air purifiers	23%
進一步減少堂食座位數目 Further reduce outlet seating capacity	10%