

MODERN COMMERCE MONITOR™

Wave V-III Industry Brief

Restaurant

THE RESTAURANT SEGMENT HAS SEEN IMPROVEMENTS IN ALL AREAS SINCE APRIL

-16%

32%

27%

Businesses closed

-17%

42%

35%

Operating at reduced capacity

-13%

46%

40%

Furloughed/laid off employees

-30%

74%

52%

Open businesses have remote employees

-15%

61%

52%

Have supply chain disruptions

-19%

63%

51%

Postponed capital investments

-27%

75%

55%

Businesses that expect sales revenue to be 30%-40% below normal levels over the next month

-25%

80%

60%

Businesses that have reduced operating budgets by over 30%

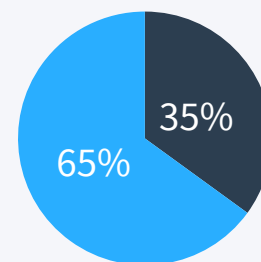
April

June

AS RESTAURANTS BEGIN TO OPEN UP IN-STORE DINING, REVENUES ARE SLOWLY IMPROVING

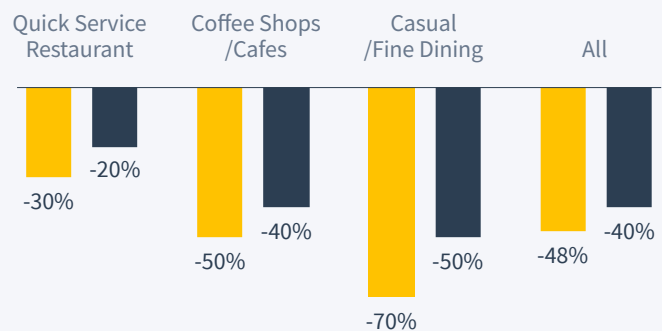
Since the start of the COVID-19 crisis, have you offered takeout/curbside pickup?

Yes No



Change in restaurant sales due to the COVID-19 crisis

April June



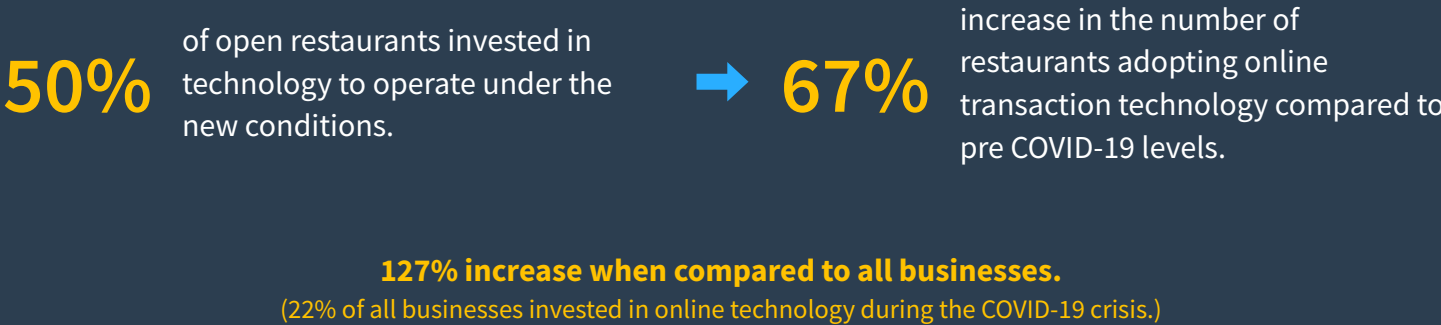
Source: Localogy Modern Commerce Monitor™; Wave V-II (April 2020); Wave V-III (June 2020).

OPERATING THROUGH THE CRISIS HAS PROVED CHALLENGING AS CONSUMER DEMANDS HAVE CHANGED

Source: Localogy Modern Commerce Monitor™; Wave V-II (April 2020); Wave V-III (June 2020).

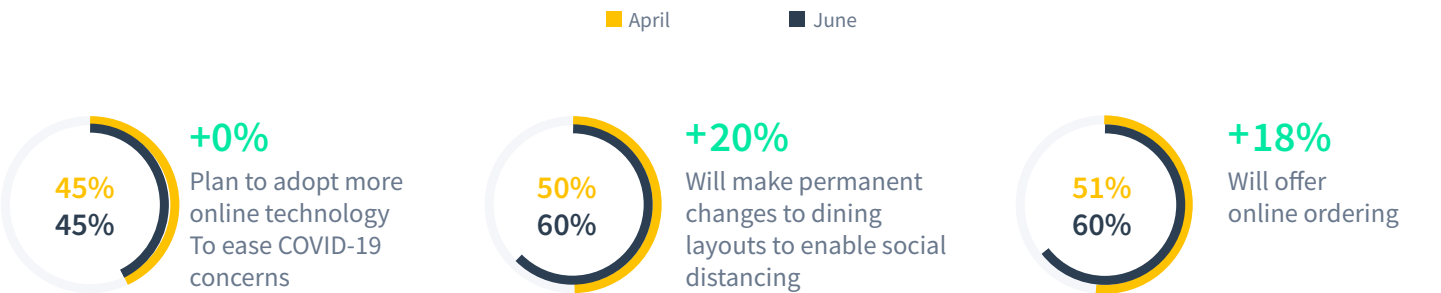
What consumers want from restaurants:		
+90%	More ways to transact	50% April 95% June
+2%	More online ordering	52% April 53% June
+9%	More contactless interactions	33% April 36% June

IN ORDER TO MEET THE NEW DEMANDS RESTAURANTS HAVE LEVERAGED NEW TECHNOLOGY



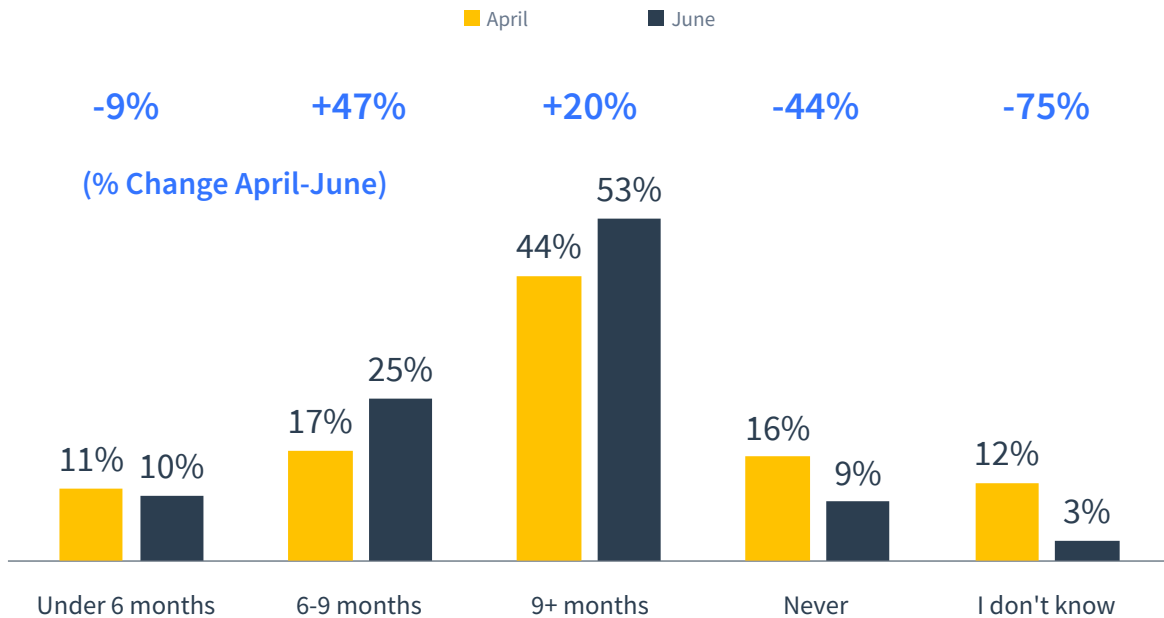
Source: Localogy Modern Commerce Monitor™; Wave V-III (June 2020).

AS CLOSED RESTAURANTS OPEN UP, MANY EXPECT THE MARKET TO LOOK SIGNIFICANTLY DIFFERENT



RESTAURANTS EXPECT THE ROAD TO RECOVERY TO BE LONG AND SOME WON'T MAKE IT

In what timeframe do you think your business will be fully recovered from the COVID-19 crisis?



Source: Localogy Modern Commerce Monitor™; Wave V-II (April 2020); Wave V-III (June 2020).



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