

January 2022

The Future of Foodservice: 2022 - US

“The foodservice industry has been one of the hardest hit by the pandemic, but also saw operators rapidly evolve to serve changed consumer needs related to value, safety, and convenience. Even amid continued labor, supply, and inflation challenges, the foodservice industry is beginning to recover. After accelerating technological advancements that ...

December 2021

International Cuisine Tracker - US

"International cuisine consumption has decreased year over year, even as consumers return to dining out. By presenting international cuisine as a new, educational experience, brands and operators can appeal to curious and adventurous consumers. Additionally, operators should use suburban sprawl as an opportunity to provide consumers with the international cuisine experiences ...

Foodservice Disruptors - US

“Amidst a struggling industry, nimble and innovative operators are disrupting traditional foodservice models, adding automation and new operating formats as well as online engagement strategies to continue reaching consumers. Many of these efforts are responses to labor and supply chain issues and pandemic-influenced consumer patterns, but will become necessary investments ...

October 2021

Restaurant Breakfast and Brunch Trends - US

“After a tricky year, as consumers begin to return to more out-of-home, impulsive and on-the-go occasions, operators can take on a larger role in helping diners to navigate each day while also establishing new rituals. Many breakfast (and lunch) occasions are up for grabs, making this a good time for ...

Foodservice Alcohol Trends - US

“The on-premise alcohol market is in a recovery period following the vaccine rollout; yet, the Delta variant’s spread, along with general financial uncertainty, has consumers rethinking their foodservice alcohol expenditures. Moreover, consumers developed new home-based drinking behaviors and routines over the course of the pandemic; these new home drinking behaviors ...

The Gen Z Diner - US

“Gen Z is a generation with great influence, both financially and culturally, despite being a smaller group compared to Millennials and Baby Boomers. Teens already have great influence over where they eat with their family and friends, which shows that restaurants need to connect with Gen Z early on. As ...

September 2021

COVID-19 Impact on Foodservice: One Year Later - US

"The pandemic brought unprecedented challenges to the foodservice market and the industry will never be the same. Nimble and innovative operators quickly pivoted to serving consumers at home and many of the offerings created out of necessity will become future revenue sources. LSRs were largely able to weather a turbulent ...

August 2021

International Cuisine Tracker - US

"Lifted restaurant restrictions boosted AFH international cuisine consumption year over year as consumers ventured out of the house for dining experiences. However, operators and brands will face new opportunities and challenges as the Delta variant becomes a point of concern and further influences consumer behavior."

- Emma Allman, Junior Reports Analyst

July 2021

Foodservice Brand Ethics - US

"Restaurant customers overwhelmingly embrace foodservice brand ethics, desiring to see employee welfare, animal welfare and sustainability improvements at restaurants, and this is especially true for quickly growing demographics such as younger, multicultural consumers. Consumers expect restaurant chains to be able to pay for these improvements themselves, rather than passing on ...

Foodservice Coffee and Tea - US

"The foodservice coffee and tea market suffered acute losses during the pandemic as morning commute traffic dissipated. While traffic will rebound as the country reopens, the rise of remote work will create new challenges. However, the pandemic accelerated consumers' shift away from basic coffee/tea beverages toward cold and specialty ...

Consumers and the Economic Outlook - US

"The current economic climate of the US has the country primed for further growth over the course of the next few years. The nation is reopening, vaccination rates are increasing, and consumer sentiments are exceedingly positive. With unemployment rates continuing to improve and the economy rapidly growing, many consumers have ...

Fast Casual Restaurants - US

"Fast casual restaurants need to remain nimble and convenient for diners to continue on the road to post-pandemic recovery. This means catering to traditional mealtimes as well as expanding to other occasions, such as for work or happy hour. Expanded occasions and menu items can especially appeal to younger generations ...

Pizza Restaurants - US

"Pizza restaurants came into the COVID-19 crisis ready to handle delivery and carry-out orders, and the uptake in demand provided a crucial opportunity to reach infrequent or lapsed consumers as well as build loyalty among its most avid base. This is an important time for innovation to sustain the uptick ...

June 2021

International Cuisine Tracker - US

Cuisine exploration is rebounding as restaurant restrictions loosen and consumers gain more confidence. It's a good time for brands to celebrate with consumers while raising the bar on experiences, both on and off-premise. Here's a look at one of the fastest growing cuisines from the last quarter worth ...

Restaurant Takeout and Delivery - US

"Takeout and delivery programs and services have become integral to restaurants as they work to find ways to adapt to the changes accelerated by the pandemic: in consumer needs and preferences and in how brands approach business operations. Brands with established delivery and takeout programs and third-party partnerships benefited from ...

April 2021

International Cuisine Tracker - US

"Consumers are seeking out comfort food both in foodservice and in CPG. International cuisines that are familiar to the consumers, especially as comfort food, will draw them in to try more innovative ingredients. Adventurous eaters in particular are looking to spice up their classic comfort foods with new flavors."

- Emma ...

March 2021

Healthy Dining Trends - US

"In recent years the percentage of diners making healthy choices has grown, and the majority of consumers who order from restaurants continue to select healthy menu items at least some of the time. However, the COVID-19 pandemic has caused a decline in balanced dining, with more consumers going the direction ...

Quick Service Restaurants - US

"Quick service restaurants stood to benefit the most from the COVID-19 crisis thanks to their affordability and their longstanding investments in drive-thru, takeout and delivery. They're also viewed as the safest and most convenient meal solution for many American families right now and for the foreseeable future. QSRs will need ...

Full-service Restaurants - US

Consumers and the Economic Outlook - US

“Full-service restaurants are certainly feeling the effects of COVID-19 more intensely than their limited-service counterparts, but that does not mean they’re down for the count. Current full-service patrons are highly engaged meaning operators have a prime opportunity to reach them with exciting on- and off-premise experiences. Restaurants will need to ...

“Despite COVID-19 putting a dent in consumers’ finances and morale, many still remain hopeful on their financial situation going forward. A recovering US economy, rallied by the availability of a vaccine, has instilled optimism in many consumers during tumultuous times. In spite of that, how well this recovery can be ...

February 2021

Convenience Store Foodservice - US

“Convenience stores’ foodservice sales are suffering during the pandemic due to far fewer drivers on the roads and an increase in online and bulk grocery shopping. Temporary halts of self-service foodservice options also hurt sales in 2020. C-stores must recover foodservice sales by stealing a page from restaurants’ playbooks and ...

January 2021

Restaurant Value and Pricing - US

“Value remains top of mind for dining decisions as many Americans cut back on foodservice spending due to the ongoing COVID-19 crisis and economic uncertainties. Restaurants must improve the convenience of their off-premise options via tech solutions for faster and effortless ordering, pickup and delivery to satisfy consumers’ needs and ...

How America Dines - US

“The pandemic has been an Earth-shattering event for the foodservice industry, one that will reshape the entire industry landscape and alter how Americans dine. The industry will emerge from the pandemic smaller and leaner as FSRs close and new small-footprint LSRs spring up focused primarily on takeout traffic. Consumers will ...