

American Families and Dining Out - US - March 2013

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



"The stresses of the recession have made families more price conscious, and they also want dining experiences that are comfortable. Because of the proliferation of options (to go, carry-out, drive-thru, and delivery) and options of different foods, families are rethinking their relationship with restaurants."

— Bethany Wall, Foodservice Analyst

In this report we answer the key questions:

- How is the relationship between families and restaurants changing?
- Do families need to dine in or is carry-out and delivery good enough?
- What are the major drivers propelling families to a given restaurant?
- Since kids eat out more, what role do restaurants play in obesity?

As the traditional family structure changes and families are becoming more "on the go," their relationship with foodservice has changed. Gone are the days where families dine out on special occasions only. Now, families are visiting all types of restaurant during all dayparts and choosing to-go, carry-out, and delivery ordering methods in addition to dining in. This also includes the newly developing snack daypart. Additionally, the weak economy has forced families to adapt to a new normal, meaning that they must modify their restaurant usage to meet their new budget and lifestyle, leaving room for family meal deals and other discounts to draw in customers.

Among the topics covered in this report are:

- What is driving the market including economic indicators and restaurant sales data?
- Marketing strategies across many advertising media, as well as menu and pricing promotions.
- Menu trends over the past three years covering multiple dayparts and menu sections.
- Consumer ordering behavior as it relates to changes from last year, as well as usage of deals.
- Data revealing consumers' preferences, influences, and deterrents for family meal purchases.
- Usage group breakdowns, by demographic and their corresponding attitudes and behaviors.

BUY THIS
REPORT NOW

VISIT:
store.mintel.com

CALL:
EMEA
+44 (0) 20 7606 4533

Brazil
0800 095 9094

Americas
+1 (312) 943 5250

APAC
+61 (0) 2 8284 8100

EMAIL:
oxygen@mintel.com

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market

American Families and Dining Out - US - March 2013

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Table of Contents

Scope and Themes

What you need to know
Definition
Data sources
Mintel Menu Insights
Consumer survey data
Advertising creative
Abbreviations and terms
Abbreviations
Terms

Executive Summary

Market drivers
Opportunities
Marketing strategies
Menu analysis
Figure 1: Breakdown by restaurant segment for family-portioned items, by incidence, Q4 2009-12
Figure 2: Breakdown by menu sections for family-portioned items, by incidence, Q4 2009-12
Figure 3: Top 10 marketing claims for family-portioned items, by incidence, Q4 2009-12
Consumer data
Figure 4: Usage of deals at restaurants for families dining out, November 2012
Consumer behavior
Figure 5: Family behavior when dining out, November 2012
Consumer attitudes
Figure 6: Consumer attitudes toward restaurants for families dining out, November 2012
What we think

Issues in the Market

How is the relationship between families and restaurants changing?
Do families need to dine in or is carry-out and delivery good enough?
What are the major drivers propelling families to a given restaurant?
Since kids eat out more, what role do restaurants play in obesity?

Insights and Opportunities

Better for you
Kid centric
Out of the restaurant

Trend Applications

Trend: Moral Brands

BUY THIS
REPORT NOW

VISIT: store.mintel.com
CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094
Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100
EMAIL: oxygen@mintel.com

American Families and Dining Out - US - March 2013

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Trend: Extend My Brand

2015 Trend: Access Anything Anywhere

Market Drivers

Key points

Foodservice and drinking place sales are recovering

Figure 7: Adjusted foodservice and drinking place sales (in millions), January 2008-December 2012

Restaurant Performance Index lingers around the 100 mark

Figure 8: Restaurant Performance Index, January 2009-December 2012

Disposable personal income increased and is stronger than 2011

Figure 9: Real disposable personal income, January 2007-December 2012

Unemployment improves and underemployment remains steady

Figure 10: Unemployment and underemployment rates, January 2007-January 2013

Consumer sentiment experienced a slight increase

Figure 11: Consumer sentiment, January 2007-January 2013

Adult obesity and diabetes

Cost and inflation of food items

Childhood obesity is driving action

Competitive Context

Overview

Figure 12: Importance of atmosphere characteristics for families dining out, by restaurants used for any occasion, November 2012

Figure 13: Importance of atmosphere characteristics for families dining out, by restaurants used for any occasion, November 2012

Figure 14: Usage of deals at restaurants for families dining out, by restaurants used for any occasion, November 2012

Figure 15: Usage of deals at restaurants for families dining out, by restaurants used for any occasion, November 2012

Figure 16: Consumer attitudes toward restaurants for families dining out, by restaurants used for any occasion, November 2012

Figure 17: Consumer attitudes toward restaurants for families dining out, by restaurants used for any occasion, November 2012

Featured Companies

Chuck E. Cheese's

Dave & Buster's

Rainforest Café

Marketing Strategies

Overview of the brand landscape

Television ads

Boston Market

Figure 18: Boston Market, television ad, April 2012

Buca di Beppo

Figure 19: Buca di Beppo, television ad, February 2013

Church's Chicken

Figure 20: Church's Chicken, television ad, November 2012

BUY THIS
REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100

EMAIL: oxygen@mintel.com

American Families and Dining Out - US - March 2013

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

KFC

Figure 21: KFC, television ad, May 2012

Papa Murphy's

Figure 22: Papa Murphy's, television ad, February 2012

Peter Piper Pizza

Figure 23: Peter Piper Pizza, television ad, July 2012

Other marketing initiatives

Menu Analysis – Menu Items

Key points

Segment breakdown

Figure 24: Breakdown by restaurant segment for family-portioned items, by incidence, Q4 2009-12

Figure 25: Breakdown by restaurant segment for family-portioned items, by incidence, Q4 2009-12

Menu section

Figure 26: Breakdown by menu sections for family-portioned items, by incidence, Q4 2009-12

Figure 27: Breakdown by menu sections for family-portioned items, by price, Q4 2009-12

Menu items

Figure 28: Top 10 family-portioned menu items, by incidence, Q4 2009-12

Figure 29: Top 10 family-portioned menu items, by price, Q4 2009-12

Menu Analysis – Menu Claims

Key points

Menu item claims

Figure 30: Top 10 menu item claims for family-portioned items, by incidence, Q4 2009-12

Nutritional claims

Figure 31: Top nutritional claims for family-portioned items, by incidence, Q4 2009-12

Marketing claims

Figure 32: Top 10 marketing claims for family-portioned items, by incidence, Q4 2009-12

Segment and Daypart Usage for Families Dining Out

Key points

Overview

Figure 33: Segment and daypart usage for families dining out, November 2012

Men frequent restaurants more than women by type and daypart

Figure 34: Restaurants used for any occasion, by gender, November 2012

Figure 35: Average of occasion, by gender, November 2012

Figure 36: Average of restaurant types, by gender, November 2012

Middle class has largest usage, while affluent has highest frequency

Figure 37: Restaurants used for any occasion, by household income, November 2012

Figure 38: Average of occasion, by household income, November 2012

Figure 39: Average of restaurant types, by household income, November 2012

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100

EMAIL: oxygen@mintel.com

American Families and Dining Out - US - March 2013

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Hispanics use most restaurant types more than non-Hispanics

Figure 40: Restaurants used for any occasion, by Hispanic origin, November 2012

Figure 41: Average of occasion, by Hispanic origin, November 2012

Figure 42: Average of restaurant types, by Hispanic origin, November 2012

The age of children in a family influences restaurant type and daypart

Figure 43: Restaurants used for any occasion, by parents with children and age, November 2012

Figure 44: Average of occasion, by parents with children and age, November 2012

Figure 45: Average of restaurant types, by parents with children and age, November 2012

Segment Usage and Ordering Method

Key points

Ordering method overview per restaurant segment

Figure 46: Segment usage and ordering method for families dining out, November 2012

Women more likely to use drive-thru, while men are more likely to dine in

Figure 47: Segment usage and ordering method for families dining out (column nets), by gender, November 2012

The affluent use dine-in and low-income use delivery compared to others

Figure 48: Segment usage and ordering method for families dining out (column nets), by household income, November 2012

Hispanics are likely to use to-go and delivery more than non-Hispanics

Figure 49: Segment usage and ordering method for families dining out (column nets), by Hispanic origin, November 2012

Delivery decreases as children age, but on-the-go ordering is steady

Figure 50: Segment usage and ordering method for families dining out (column nets), by parents with children and age, November 2012

Reasons to Order Restaurant Food for Families

Key points

Moms use restaurants to supplement their busy lives, while dads believe their family deserves it and so everyone can eat what they want

Figure 51: Reasons to order restaurant food for families, by gender, November 2012

High-income families are busy, but celebrate achievements at restaurants

Figure 52: Reasons to order restaurant food for families, by household income, November 2012

Hispanics dine out to socialize; they feel their family deserves it

Figure 53: Reasons to order restaurant food for families, by Hispanic origin, November 2012

Older kids ask to go to restaurants, while toddler parents look to socialize

Figure 54: Reasons to order restaurant food for families, by parents with children and age, November 2012

Change in Behavior for Families Dining Out

Key points

Women are budget and health conscious, while men order and spend more

Figure 55: Increases in behavior for families dining out, by gender, November 2012

Younger consumers increased usage; older consumers remain unchanged

Figure 56: Increases in behavior for families dining out, by age, November 2012

The affluent are interested in health; low-income consumers look to value

Figure 57: Increases in behavior for families dining out, by household income, November 2012

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100

EMAIL: oxygen@mintel.com

American Families and Dining Out - US - March 2013

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Hispanics increased usage and look for large portions, value, and health

Figure 58: Increases in behavior for families dining out, by Hispanic origin, November 2012

Older and younger families less likely to visit a restaurant as a family

Figure 59: Increases in behavior for families dining out, by parents with children and age, November 2012

Family Behavior When Dining Out

Key points

Consumers choose restaurants with good prices that welcome children

Figure 60: Family behavior when dining out, by gender, November 2012

Hispanics order for kids only and also serve items in packaging at home

Figure 61: Family behavior when dining out, by Hispanic origin, November 2012

A junior kids' menu and a toddler snacking menu may entice children

Figure 62: Family behavior when dining out, by parents with children and age, November 2012

Atmosphere Characteristics Important to Families

Key points

Women concerned with reputation; men look for friendliness of staff

Figure 63: Atmosphere characteristics important to families dining out, by gender, November 2012

Older consumers consider noise level; younger consumers consider music

Figure 64: Atmosphere characteristics important to families dining out, by age, November 2012

Hispanics place a greater emphasis on more restaurant criteria

Figure 65: Atmosphere characteristics important to families dining out, by Hispanic origin, November 2012

Young children are drawn in by décor and children's programs

Figure 66: Atmosphere characteristics important to families dining out, by parents with children and age, November 2012

Deterrents to Families for Returning to Establishments

Key points

Leading deterrents include uncleanliness, poor service, and billing issues

Figure 67: Deterrents for return visits for families dining out, by gender, November 2012

Affluent consumers deterred by inferior quality of food; low-income respondents by cleanliness and billing

Figure 68: Deterrents for return visits for families dining out, by household income, November 2012

Hispanics are deterred from revisiting a restaurant because of rude servers

Figure 69: Deterrents for return visits for families dining out, by Hispanic origin, November 2012

Families with small children are deterred by long waits and large crowds

Figure 70: Deterrents for return visits for families dining out, by parents with children and age, November 2012

Usage of Deals at Restaurants by Families

Key points

Women take a proactive approach to deals, while men are more reactive

Figure 71: Usage of deals at restaurants for families dining out, by gender, November 2012

Affluents use coupons, while low-income consumers order off value menus

Figure 72: Usage of deals at restaurants for families dining out, by household income, November 2012

BUY THIS
REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100

EMAIL: oxygen@mintel.com

American Families and Dining Out - US - March 2013

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Hispanics are more likely to take advantage of specials and other deals

Figure 73: Usage of deals at restaurants for families dining out, by Hispanic origin, November 2012

Families with young children take advantage of "kids eat free" programs

Figure 74: Usage of deals at restaurants for families dining out, by parents with children and age, November 2012

Family Attitudes toward Dining Out

Key points

Women are intimidated by fine dining, while men have mixed attitudes

Figure 75: Consumer attitudes toward restaurants for families dining out, by gender, November 2012

The middle class are intimidated by formal dining, while the affluent visit restaurants that reflect themselves with food trumping atmosphere

Figure 76: Consumer attitudes toward restaurants for families dining out, by household income, November 2012

Hispanics most likely to enjoy self-service model and communal tables

Figure 77: Consumer attitudes toward restaurants for families dining out, by Hispanic origin, November 2012

Young families find formal dining intimidating, but enjoy communal seating

Figure 78: Consumer attitudes toward restaurants for families dining out, by parents with children and age, November 2012

Cluster Analysis

Cluster 1: Home Bodies

Demographics

Characteristics

Opportunity

Cluster 2: Super Users

Demographics

Characteristics

Opportunity

Cluster 3: Value Seekers

Demographics

Characteristics

Opportunity

Cluster 4: Old Schoolers

Demographics

Characteristics

Opportunity

Cluster characteristic tables

Figure 79: Target clusters, November 2012

Figure 80: Restaurants used for any occasion, by target clusters, November 2012

Figure 81: Average of Occasion, by target clusters, November 2012

Figure 82: Segment usage and ordering method for families dining out (column nets), by target clusters, November 2012

Figure 83: Restaurants used for breakfast, by target clusters, November 2012

Figure 84: Restaurants used for lunch, by target clusters, November 2012

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100

EMAIL: oxygen@mintel.com

American Families and Dining Out - US - March 2013

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

- Figure 85: Restaurants used for snack, by target clusters, November 2012
- Figure 86: Restaurants used for dinner, by target clusters, November 2012
- Figure 87: Restaurants used for dessert, by target clusters, November 2012
- Figure 88: Reasons to order restaurant food for families, by target clusters, November 2012
- Figure 89: Increases in behavior for families dining out, by target clusters, November 2012
- Figure 90: Family behavior when dining out, by target clusters, November 2012
- Figure 91: Importance of atmosphere characteristics for families dining out, by target clusters, November 2012
- Figure 92: Deterrents for return visits for families dining out, by target clusters, November 2012
- Figure 93: Usage of deals at restaurants for families dining out, by target clusters, November 2012
- Figure 94: Consumer attitudes toward restaurants for families dining out, by target clusters, November 2012

Cluster demographic tables

- Figure 95: Target clusters, by demographic, November 2012

Cluster methodology

Appendix – Additional Tables

- Figure 96: Restaurants used for breakfast, by gender, November 2012
- Figure 97: Restaurants used for lunch, by gender, November 2012
- Figure 98: Restaurants used for snack, by gender, November 2012
- Figure 99: Restaurants used for dinner, by gender, November 2012
- Figure 100: Restaurants used for dessert, by gender, November 2012
- Figure 101: Restaurants used for breakfast, by household income, November 2012
- Figure 102: Restaurants used for breakfast, by Hispanic origin, November 2012
- Figure 103: Restaurants used for lunch, by Hispanic origin, November 2012
- Figure 104: Restaurants used for snack, by Hispanic origin, November 2012
- Figure 105: Restaurants used for breakfast, by parents with children and age, November 2012
- Figure 106: Restaurants used for lunch, by parents with children and age, November 2012
- Figure 107: Restaurants used for snack, by parents with children and age, November 2012
- Figure 108: Restaurants used for dinner, by parents with children and age, November 2012
- Figure 109: Restaurants used for dessert, by parents with children and age, November 2012
- Figure 110: Restaurants used for dinner, by Hispanic origin, November 2012
- Figure 111: Restaurants used for dessert, by Hispanic origin, November 2012
- Figure 112: Restaurants used for lunch, by household income, November 2012
- Figure 113: Restaurants used for snack, by household income, November 2012
- Figure 114: Restaurants used for dinner, by household income, November 2012
- Figure 115: Restaurants used for dessert, by household income, November 2012
- Figure 116: Deterrents for return visits for families dining out, by restaurants used for any occasion, November 2012
- Figure 117: Deterrents for return visits for families dining out, by restaurants used for any occasion, November 2012
- Figure 118: Restaurants used for any occasion, by age, November 2012
- Figure 119: Average of occasion, by age, November 2012
- Figure 120: Average of restaurant types, by age, November 2012

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com
 CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094
 Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100
 EMAIL: oxygen@mintel.com

American Families and Dining Out - US - March 2013

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 121: Restaurants used for breakfast, by age, November 2012

Figure 122: Restaurants used for lunch, by age, November 2012

Figure 123: Restaurants used for snack, by age, November 2012

Figure 124: Restaurants used for dinner, by age, November 2012

Figure 125: Restaurants used for dessert, by age, November 2012

Figure 126: Segment usage and ordering method for families dining out (column nets), by age, November 2012

Figure 127: Dine-in, by age, November 2012

Figure 128: To-go or carry-out, by age, November 2012

Figure 129: Drive-thru, by age, November 2012

Figure 130: Delivery, by age, November 2012

Figure 131: Reasons to order restaurant food for families, by age, November 2012

Figure 132: Deterrents for return visits for families dining out, by age, November 2012

Figure 133: Family behavior when dining out, by age, November 2012

Figure 134: Family behavior when dining out, by household income, November 2012

Figure 135: Usage of deals at restaurants for families dining out, by age, November 2012

Figure 136: Consumer attitudes toward restaurants for families dining out, by age, November 2012

Appendix – Trade Associations

BUY THIS
REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100

EMAIL: oxygen@mintel.com