

Attitudes towards Casual Dining - UK - April 2019

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This report looks at the following areas:

- Tackling the blurring boundaries between dine-in and takeaway
- Restaurant venues are becoming experiential destinations
- Restaurants are expected to be accountable for ethical practices

After a string of CVAs (Company Voluntary Arrangements) and closures (eg Jamie's Italian, Prezzo) in the casual dining sector, we have seen a 2.4% drop in the number of managed restaurants in the three years to March 2019.

It is important that brands exercise ethical due diligence across their operations and supply chains to improve sentiment towards their brand image – as highlighted by seven in 10 consumers who agree that restaurants should demonstrate good ethical practices.



“Gone are the days of restaurants operating with a one-size-fits-all business model. Brands have to decide if they want to go back to basics and provide intimate dining experiences for older diners or become a ‘third space’ for young people to hang out over food and drink.”

– Trish Caddy, Senior Foodservice Analyst

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