## Sandwiches, Subs and Wraps - US - October 2016


"The state of the LSR (limited service restaurant) sandwich market reflects major trends in the LSR industry as a whole. QSR (quick service restaurant) giants such as Subway command the greatest share of sales but are slowly losing business to rapidly growing fast casual concepts."

> - Caleb Bryant, Foodservice Analyst

This report looks at the following areas:

- QSR sandwich chains have low customer loyalty
- Food prices are hurting the restaurant industry

As consumers turn to more premium sandwich options, QSRs struggle to attract lapsed fast casual consumers and retain core value-oriented consumers. Sandwich restaurant menus also demonstrate the industry trend of ditching artificial ingredients in favor of natural and adding menu items that feature international flavors.

## BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA
$+44(0) 2076064533$
Brazil 08000959094

Americas
$+1(312) 9435250$

China
+86 (21) 60327300
APAC
$+61(0) 282848100$
EMAIL: reports@mintel.com

## Sandwiches, Subs and Wraps - US - October 2016

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

## Table of Contents

## Overview

What you need to know
Definition

## Executive Summary

The issues
QSR sandwich chains have low customer loyalty
Figure 1: Sandwich chain NPS, among chain visitors, July 2016
Food prices are hurting the restaurant industry
Figure 2: Total US retail sales and forecast of refrigerated sliced lunch meat and deli-counter lunch meat, by segment at current prices, 2011-21
The opportunities
Consumers want premium sandwiches
Figure 3: Sandwich statement agreement, any agree, July 2016
Appeal to an international palate
Figure 4: Sandwich type interest, July 2016
Focus on the meats and breads
Figure 5: Important factors at sandwich restaurants, July 2016

## What it means

## The Market - What You Need to Know

Consumers are choosing deli-counter meats
Sandwiches in a gluten-free world
Keep an eye on iGens
What isn't in the food

## Market Perspective

Are bowls the next sandwich?
Retail prices are depressing the foodservice industry; consumers are choosing fresh deli meat
Figure 6: Total US retail sales and forecast of refrigerated sliced lunch meat and deli-counter lunch meat, by segment at current prices, 2011-21

## Market Factors

## Consumers continue to go gluten-free

Figure 7: Consumption of gluten-free foods, 2013-16

## Move over Millennials

Figure 8: US population by generation, 2011-21

## Snacking is a frequent occasion

Figure 9: Daily snacking frequency, January 2015

## Keep it clean

Figure 10: Food statement agreement, any agree, I prefer to eat foods without artificial ingredients, winter 2013-16
Figure 11: Subway email, "Say Yes to No" sent on Aug. 9, 2016

## Sandwiches, Subs and Wraps - US - October 2016

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

Figure 12: Panera Bread email, "A Wondrous World Awaits" sent on Aug. 9, 2016
Key Players - What You Need to Know
Fast casual sandwich chains are growing, but QSRs hold their own
The future of Subway is unclear
International sandwiches can shine on menus
Meat now, veggies later

## What's Working?

Fast casual chains are driving sandwich growth
Fast casual sandwich restaurants to watch
QSR chains find their voice
The breakfast business

## What's Struggling?

## Case study: Subway

Subway: A brief history
Subway faces challenges
Subway under construction

## What's Next?

Snackable sandwiches
Technology
Counter-trends: Mighty meats versus delectable veggies
Artisan cold cuts and cheesy steak
Who needs meat?
The continued proliferation of international

## MMI Analysis

Sandwich growth is stagnant; a majority of sandwiches are offered at LSRs
Figure 13: Growth of sandwiches on menus, all segments, Q2 2015-Q2 2016
Figure 14: Share of sandwiches on menus, all segments, Q2 2016

## Going global

Trending sandwich types
Figure 15: Top 10 sandwich types and change of incidence on menus, Q2 2015-Q2 2016
Select sandwich ingredients
Bread
Figure 16: Top 10 sandwich breads and change of incidence on menus, Q2 2015-Q2 2016
Cheese
Figure 17: Top 10 sandwich cheeses and change of incidence on menus, Q2 2015-Q2 2016
Ingredient claims
The Consumer - What You Need to Know

BUY THIS REPORT NOW

## Sandwiches, Subs and Wraps - US - October 2016

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

# Consumers are visiting a variety of sandwich restaurants <br> Menu protein-packed sandwiches <br> Millennials are open to international flavors <br> Freshness appeals to the senses <br> Focus on the meat and bread <br> Give customers a premium sandwich option 

## Sandwich Shop Visitation

Subway leads the way in terms of visitation
Figure 18: Sandwich chain visitation in the past three months, July 2016
Figure 19: Sandwich chain visitation in the past three months, by those who have visited one sandwich chain, July 2016
Consumers are split between chain loyalists and switchers
Figure 20: Repertoire analysis, sandwich shop visitation, July 2016
Figure 21: Repertoire analysis, sandwich shop visitation, July 2016
Men are visiting fast casuals more than women
Figure 22: Sandwich chain visitation in the past three months, by gender, July 2016
Millennials are key fast casual consumers
Figure 23: Sandwich chain visitation in the past three months, by generation, July 2016
Hispanics visit a variety of different sandwich chains
Figure 24: Sandwich chain visitation in the past three months, by Hispanic origin, July 2016
Sandwich chains must cater to parents
Figure 25: Sandwich chain visitation in the past three months, by parents of child(ren) under 18, July 2016

## Sandwich Chain Net Promoter Scores

## NPS overview

Fast casuals garner high NPS
Figure 26: Sandwich chain NPS, among chain visitors, July 2016
Figure 27: Sandwich chain NPS, among chain visitors, score breakout, July 2016
NPS deep dive: Subway
Figure 28: Net Promotor Score by select demographics, among chain visitors, Subway, July 2016
NPS deep dive: Arby's
Figure 29: Net Promotor Score by select demographics, among chain visitors, Arby's, July 2016
NPS deep dive: Panera Bread
Figure 30: Net Promotor Score by select demographics, among chain visitors, Panera Bread, July 2016

## Sandwich Type Interest

Consumers are interested in meat-heavy sandwiches
Figure 31: Sandwich type interest, July 2016
Women are target market for vegetarian sandwiches
Figure 32: Sandwich type interest, by gender, July 2016
Figure 33: Sandwich type interest, breakfast and vegetarian, by gender and age, July 2016

## Sandwiches, Subs and Wraps - US - October 2016

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

## Millennials drive interest in international sandwiches

Figure 34: Sandwich type interest, by generation, July 2016
Figure 35: Sandwich type interest, by age and income, July 2016
Test international concepts in urban areas
Figure 36: Sandwich type interest, by area, July 2016

## Sandwich TURF Analysis

## Methodology

A varied sandwich selection reaches a majority of consumers
Figure 37: TURF analysis, sandwich type interest, July 2016

## The Definition of Fresh

Freshness should be sensory
Figure 38: Definition of fresh at sandwich restaurants, July 2016
In their own words: Freshness indicators
Freshness indicators appeal to women
Figure 39: Definition of fresh at sandwich restaurants, by gender, July 2016
Figure 40: Definition of fresh at sandwich restaurants, by gender and age, July 2016

## Marketing freshness to iGen/Millennials

Figure 41: Definition of fresh at sandwich restaurants, by generation, July 2016

## Important Sandwich Restaurant Factors

A sandwich restaurant needs great meat and bread
Figure 42: Important factors at sandwich restaurants, July 2016
In their own words: The importance of meat
Veggies for women and meats for men
Figure 43: Important factors at sandwich restaurants, any rank, by gender, July 2016
A potential white space in sandwich condiments
Figure 44: Important factors at sandwich restaurants, any rank, by generation, July 2016
Figure 45: Important factors at sandwich restaurants, any rank, by income, July 2016
Factor importance among chain visitors
Figure 46: Important factors at sandwich restaurants, any rank, by chain visitation, July 2016

## Sandwich Areas of Opportunity

## Consumers want a more premium sandwich

Figure 47: Sandwich statement agreement, any agree, July 2016
Premium items appeal to both genders
Figure 48: Sandwich statement agreement, any agree, by gender, July 2016
iGen/Millennials drive interest in delivery and international flavors
Figure 49: Sandwich statement agreement, any agree, by generation, July 2016
Appealing to the Hispanic consumer
Figure 50: Sandwich statement agreement, any agree, by Hispanic origin, July 2016

## Sandwiches, Subs and Wraps - US - October 2016

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

## Opportunity exists in urban areas

Figure 51: Sandwich statement agreement, any agree, area, July 2016

## CHAID Analysis - Sandwiches as a Snack

## Methodology

Targeting those who want snackable sandwiches
Figure 52: Sandwich statement agreement - CHAID - Tree output, August 2016

## Qualitative Analysis - Sandwich Deals

Understanding the deals consumers want

## Appendix - Data Sources and Abbreviations

Data sources
Consumer survey data
Consumer qualitative research
Nation's Restaurant News
Mintel Menu Insights
Abbreviations
Terms

## Appendix - Consumer

Figure 53: Food statement agreement, any agree, I prefer to eat foods without artificial ingredients, winter 2013-16

## Appendix - TURF Analysis

Figure 54: Table - TURF Analysis - Sandwich type interest, August 2016

## Appendix - CHAID Analysis

Figure 55: Sandwich statement agreement, any agree, July 2016

