

Report Price: £3005.20 | \$3990.00 | €3425.02

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



"Consumer spending at coffee houses is in a steady growth although some consumers may be switching to quality yet more convenient and value-for-money options such as inhome drip bag coffee and freshly brewed coffee from fast food restaurants. Coffee houses may consider offering more food and alcoholic drinks to attract more consumers and expand visiting occasions."

- Summer Chen, Research Analyst

# This report looks at the following areas:

- Are non-specialised coffee venues winning consumers over?
- More casual consumption scenes to expand into
- Status quo of specialty coffee houses in China

China's coffee house market is estimated to see a healthy value growth in 2017 as people visit coffee houses more frequently. However, market volume is estimated to decline as a reshuffle has started to take place where those that cannot evolve quickly to follow the market trend die out. As a result, coffee house brands are exploring cold-brewed coffee, innovative social features and community stores to stay competitive

# BUY THIS REPORT NOW

**VISIT:** store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533

> Brazil 0800 095 9094

Americas +1 (312) 943 5250

+86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

**EMAIL:** reports@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



Report Price: £3005.20 | \$3990.00 | €3425.02

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

Covered in this Report

Included

Excluded

Definitions

Figure 1: Definition of low/mid/high MHI groups, by city tier

Figure 2: Definition of heavy/light/non-users of coffee houses

# **Executive Summary**

#### The market

### A healthy value growth

Figure 3: Best- and worst-case forecast for sales value of coffee house market, China, 2012-22

More frequent users, premium options and visiting occasions drive future growth

However, competition from in-home coffee, non-specialised coffee venues and milk tea shops poses a threat

Independents decline heavily due to poor management while expansion of chains also slows down

Companies and brands

Except for Starbucks, all leading brands are struggling with robust expansions

Premium brewing method of cold brew, innovative social features and community stores are explored by brands to stay competitive Innovation highlights:

The consumer

Some sophisticated coffee users may be switching from coffee houses to high-quality yet convenient in-home coffee.

Figure 4: Visiting frequency, 2016 and 2017

Figure 5: Visiting frequency, heavy users, 2017 vs 2016 (as benchmark)

### Coffee houses are more of a casual third space than for coffee drinks

Figure 6: Visiting occasions, September 2017

Coffee innovations: sparkling and cold-brewed coffee may need to localise towards the local palate

Figure 7: Interested innovations, coffee drinks, September 2017

# Food and alcohol are welcome in coffee houses

Figure 8: Attitudes towards coffee houses, September 2017

Freshly brewed coffee is more of a treat and can be an alternative to milk tea drinks and juices

Figure 9: Attitudes towards coffee, September 2017

Fast food restaurants are popular coffee venues, while consumers are unclear of what a specialty coffee house is.

Figure 10: Purchasing channel of freshly brewed coffee, September 2017

What we think

### **Issues and Insights**

Are non-specialised coffee venues winning consumers over?

BUY THIS REPORT NOW VISIT: store.mintel.com

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

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300 APAC +61 (0) 2 8284 8100 |

**EMAIL:** reports@mintel.com



Report Price: £3005.20 | \$3990.00 | €3425.02

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

The facts

The implications

More casual consumption scenes to expand into

The facts

The implications

Figure 11: Affogato, Starbucks

Status quo of specialty coffee houses in China

The facts

The implications

### The Market - What You Need to Know

A healthy value growth

More frequent users, premium options and visiting occasions drive future growth

However, competition from in-home coffee, non-specialised coffee venues and milk tea shops poses a threat

Independents decline heavily due to poor management while expansion of chains also slows down

### **Market Size and Forecast**

### A healthy value growth

Figure 12: Market size of coffee house market, China, 2012-17

Figure 13: Best- and worst-case forecast for sales value of coffee house market, China, 2012-22

Figure 14: Best- and worst-case forecast for market volume of coffee house market, China, 2012-22

### **Market Factors**

More frequent users

Trading up for premium coffee

Extended visiting occasions

Competition from in-home coffee and other on-trade coffee venues

Rise of milk tea shops and juice stands

# **Market Segmentation**

# Independents decline heavily due to poor management

Figure 15: Market volume of coffee house market, independents, China, 2012-17

Figure 16: Best- and worst-case forecast for market volume of coffee house market, independents, China, 2012-22

### Expansion of chains slows down

Figure 17: Market size of coffee house market, chains, China, 2012-17

Figure 18: Best- and worst-case forecast for market volume of coffee house market, chains, China, 2012-22

Specialty coffee houses still niche at the moment

# Companies and Brands - What You Need to Know

Except for Starbucks, all leading brands are either struggling or expanding slowly

Premium brewing method of cold brew, innovative social features, and community stores are explored by brands to stay competitive Innovation highlights:

BUY THIS REPORT NOW VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £3005.20 | \$3990.00 | €3425.02

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

### **Market Share**

### Starbucks is the only leading brand seeing a robust growth

Figure 19: Leading chains in coffee house market, by market volume (number of outlets), China, 2015 and 2016

# Starbucks and Whitbread (Costa) take control of regional joint ventures

### Seesaw Coffee plans on an ambitious expansion

Figure 20: Seesaw Coffee, Shanghai

### New entrants in the market

#### Peet's Coffee

Figure 21: Peet's Coffee, Shanghai

illv

### **Competitive Strategies**

# Going premium with cold brew

### Innovative social features to engage with consumers

WeChat gifting

### WeChat Moments sharing

Figure 22: Coupon from lucky bag on WeChat Moments, Coffee Box

### More casual coffee scenes empowered by community stores

Figure 23: Starbucks neighbourhood store, Guangzhou

Figure 24: Manner Coffee at Tongren Road, Shanghai

# Targeting specific consumer groups defined by lifestyle

Figure 25: Challenged board, Costa Coffee

### Who's Innovating?

## New coffee flavours

Nitro coffee

# Barrel-aged coffee

Figure 26: Whiskey barrel-aged flavoured beverages, Starbucks

Figure 27: Beer purchasing and drinking preference, by coffee house users, September 2017

### Adding a savoury taste: Starbucks' Pepper Nitro with a Jerky Twist

Figure 28: Pepper Nitro with a Jerky Twist, Starbucks Seattle Roastery, 2017

Figure 29: Examples of cheese-topped coffee

# A more transparent coffee-making process

Figure 30: Open coffee-making process

# Eye-catching presentation

### Starbucks' Rainbow Drinks and Unicorn Frappuccino

Figure 31: Starbucks' eye-catching drinks

# DNA Café's Mermaid coffee

Figure 32: Sweetheart coffee, DNA Café, Shanghai

Coffee in a cone



VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £3005.20 | \$3990.00 | €3425.02

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

Figure 33: Coffee in a cone, 2017

### The Consumer - What You Need to Know

Some sophisticated coffee users may be switching from coffee houses to high-quality yet convenient in-home coffee

Coffee houses are more of a casual third space than for coffee drinks

Food and alcohol are welcome in coffee houses

Fast food restaurants are popular coffee venues, while consumers are unclear of what a specialty coffee house is

### **Visiting Frequency**

### Consumers are visiting coffee houses more frequently

Figure 34: Visiting frequency, 2016 and 2017

Figure 35: Visiting frequency, heavy and light users, by gender and age, 2017 vs 2016 (as benchmark)

### However, heavy users in tier one cities may be switching to quality yet more convenient in-home coffee options

Figure 36: Visiting frequency, by city tier, September 2017

Figure 37: Visiting frequency, heavy users, 2017 vs 2016 (as benchmark)

### **Visiting Occasions**

### Coffee houses are a place for relaxation more than just for coffee drinks

Figure 38: Visiting occasions, September 2017

Figure 39: Visiting occasions, for relaxation, by gender, September 2017

# Meals more popular among heavy users

Figure 40: Visiting occasions, meal occasions, by user classification, September 2017

# Favour for business purposes drops

Figure 41: Selected visiting occasions, 2017 vs 2016

### **Interested Innovations**

# Coffee innovations: sparkling and cold-brewed coffee may need to localise towards the local palate

Figure 42: Interested innovations, coffee drinks, September 2017

# Alcoholic drink offerings: traditional types widely acceptable

Figure 43: Interested innovations, alcoholic drinks, September 2017

# Services: lower penetration could indicate white spaces in the market

Figure 44: Interested innovations, services, September 2017

# **Purchasing Channel of Freshly Brewed Coffee**

# Fast food restaurants meet the demand of convenient coffee

Figure 45: Purchasing channel of freshly brewed coffee, September 2017

### Starbucks enjoys high brand loyalty

Figure 46: Purchasing channel of freshly brewed coffee, September 2017

# Consumers may not truly understand what specialty coffee is

Figure 47: Purchasing channel of freshly brewed coffee, specialty coffee houses, by city tier, September 2017

# Heavy users and high earners prefer leading coffee house chains

Figure 48: Selected purchasing channel of freshly brewed coffee, by user classification, September 2017

Figure 49: Selected purchasing channel of freshly brewed coffee, by MHI, September 2017

BUY THIS REPORT NOW VISIT: store.mintel.com

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

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £3005.20 | \$3990.00 | €3425.02

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

### Young consumers prefer milk tea shops but not Costa

Figure 50: Selected purchasing channel of freshly brewed coffee, by age, September 2017

# **Factors of Choosing Coffee Venues**

### Starbucks beats Costa and Pacific Coffee especially at coffee taste

Figure 51: Factors of choosing coffee venues, by Starbucks, Costa and Pacific Coffee users, September 2017

### Independent coffee houses are not a premium option to chains

Figure 52: Factors of choosing coffee venues, by Starbucks, specialty and independent coffee houses users, September 2017

### C-stores need to improve on value for money

Figure 53: Factors of choosing coffee venues, fast food restaurants, C-stores and bakery houses, September 2017

### **Attitudes towards Coffee and Coffee Houses**

### Freshly brewed coffee is more of a treat and can be an alternative to milk tea drinks and juices

Figure 54: Attitudes towards coffee, September 2017

Figure 55: Attitudes towards coffee, by gender and age, September 2017

### Food and alcohol options are both welcome in coffee houses

Figure 56: Attitudes towards coffee houses, September 2017

### Internet-famous coffee houses: more than a one-time experience

Figure 57: Attitudes towards independent coffee houses, September 2017

### **Meet the Mintropolitans**

### See coffee as more unique

Figure 58: Attitudes towards coffee, by consumer classification, September 2017

### More interested in and accepting of innovative coffee drinks

Figure 59: Selected interested innovations, have tried and liked, by consumer classification, September 2017

### **Appendix - Market Size and Forecast**

Figure 60: Value sales of coffee house market, China, 2012-22

Figure 61: Market volume of coffee house market, China, 2012-22

### **Appendix - Market Segmentation**

Figure 62: Best- and worst-case forecast for market volume of coffee house market chains, China, 2012-22

Figure 63: Best- and worst-case forecast for market volume of coffee house market independents, China, 2012-22

Figure 64: Market volume of coffee house market, by market segments, China, 2012-22

# **Appendix - Methodology and Abbreviations**

Methodology

Fan chart forecast

Abbreviations

### Appendix - Barista Training Classes by Little Bean

Figure 65: Details on barista training classes, Little Bean, Shanghai

BUY THIS REPORT NOW VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300