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"It is important that restaurants continue investing in innovation, both in the menu and its environment, to maintain consumers' interest and build loyalty. Actions that improve the cost-benefit of eating out can be more important than promotional prices." Andre Euphrasio, Research Analyst

This report looks at the following areas:

- Encouraging older consumers to eat out
- Using world-of-mouth marketing to attract new customers
- Creating modern restaurants

Brazil's high unemployment rate has been affecting the eating out habits of Brazilians, as consumers tend to cook at home more often in order to save money. 18% of Brazilians who have eaten out and/or ordered takeout in the three months to May 2017 agree with the statement, "I've been eating out less in the past 12 months compared to previous years."

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**DID YOU KNOW?** 

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



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<u>م:</u>	population can affect consumption

High unemployment can reduce visits to restaurants

#### **Market Drivers**

Sugar remains a problem

Aging population presents challenges and opportunities

The Brazilian economy

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Inflation is showing signs of slowing down

Unemployment rate has slight decrease

Cuts in the interest rate continue

#### **Competitive Strategies**

Digital activity

Temaki Station launches chatbot

Pizza Hut uses geolocation system to send personalized ads

Marketing and advertising

Burger King features a drag queen in campaign

Burger King takes advantage of competitor's queue

A new restaurant every day

Outback creates the Festival of Fries

P.F. Chang's changes position in Brazil

International innovations

Quaker Oats involves consumers through menu innovation

Family Mart offers customized breakfast "packages"

Eatsa and Zume Pizza are betting on automation

#### The Consumer – What You Need to Know

Snack bars and bakeries are highly visited

Recommendations and low prices are important

Restaurants with promotions are appealing

Consumers want variety and healthful dishes

#### **Consumption of Eating Out and Ordering Takeout**

Snack bars and bakeries are the most frequented venues

Figure 5: Consumption of eating out and ordering takeout, Brazil, May 2017

#### Promoting kilo restaurants

#### Fast food restaurants with no table service are frequented by 55%

Pizzerias are preferred when ordering takeout

Young consumers are boosting the category

Figure 6: Consumption of eating out and ordering takeout, by age, Brazil, May 2017

#### Many AB consumers usually eat out

#### **Important Factors When Choosing a Dish**

#### Competitive prices are important when choosing a dish

Figure 7: Important factors when choosing a dish, Brazil, May 2017

#### Highlighting the daily special

Interesting descriptions can help consumers decide

#### **Important Factors When Choosing Venue**

Consumers want meal deals

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#### Themed restaurants appeal to young consumers

Targeting singles with premium services

#### Attitudes and Behaviors

Consumers want variety on menus Figure 9: Attitudes and behaviors, Brazil, May 2017

Restaurants need to invest in healthful dishes

Figure 10: Attitudes and behaviors, by age, Brazil, May 2017

#### Combining food trucks with events

Figure 11: Attitudes and behaviors, by people with/without children and singles and married, Brazil, May 2017

#### Appendix – Abbreviations and Supporting Information

Abbreviations

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