

# COVID-19 and Foodservice: A Year On - UK - April 2021

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## This report looks at the following areas:

- The impact of COVID-19 on the foodservice market.
- Changes in foodservice participation since the start of the pandemic.
- How the pandemic will shape consumer behaviour and eating out in future.
- Consumer participation and interest in emerging foodservice formats.
- Foodservice innovations that meet changing consumer needs and expectations.

The foodservice industry is one of the industries that has been hit hardest by COVID-19, and it will be one of the industries that takes longest to recover. A market that is usually heavily dependent on dine-in revenue has seen consumers become nearly four times as likely to order a takeaway than eat in at a food outlet/restaurant since the start of the pandemic.

However, there is reason to be optimistic for a bullish recovery in foodservice spending during the rest of 2021 due to pent-up demand for eating out, as 43% of consumers are most looking forward to going out for a meal once social distancing measures are relaxed.



“Although a drop in inbound tourism will hurt some foodservice operators, especially those based in city centres, many will benefit from UK consumers’ interest in exploring regional British cuisines as renewed interest in staycations presents new opportunities for the local food and drink experience.”

– Trish Caddy, Senior Foodservice Analyst – 21 April 2021

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