

WHAT WILL THE FUTURE OF DINING OUT LOOK LIKE?

In a post COVID-19 landscape, consumer behaviour has changed. Customers haven't forgotten about their favourite restaurants and fast-food chains, but they are changing how they access it. The demand for home delivery and contactless payments has surged while businesses search for a safe way to do business face to face. Now that businesses are starting to reopen, it's time to look at how they can do so safely. **Global Payments** is perfectly positioned to help.



Dining-In
29%

Of Britons say they will be dining-in less frequently than they used to¹



Delivery
158%

Increase in delivery services since COVID-19¹



Touchless
58%

Of consumers who have used contactless say they are more likely to use contactless payments now than before the outbreak²



Off-Premise
92%

Of restaurant traffic is now off-premise, with drive through orders being the largest growing category, followed by 23% order-ahead, 21% delivery, and 18% to-go²

STAYING SAFE WHILE DRIVING BUSINESS FORWARDS

Home Delivery

Protect your high risk & virus conscious customers by improving takeaways to replace their dine-in experiences.

Protective Screens & Cleaning

Protect your staff and customers by putting up screens in high contact areas. These are easy to sanitise frequently.

Increased Cleaning

Show your commitment to increasing the frequency of sanitising your equipment & payment terminals.

Visual Reminders

Keep customers safe by reinforcing the social distancing rules with markers in high footfall areas.

Making Customers Comfortable.

Maintain customer confidence by ensuring your tables & seating areas are at least 1 metre apart (from 4th July 2020).

Click, Collect or Book

Allow customers to pick up their favourite food by ordering ahead for collection or to place a deposit to book their table.

Drive Through Traffic

Maintain good management of traffic, with regular cleaning of card terminals, windows and counters.

Reduce Dwell Time

Offer a Pay at Table option to allow customers to pay via their smartphone, without the need for face-to-face interaction.

¹ YouGov Website - <https://yougov.co.uk/>

² Fast Casual Magazine and Nations Restaurant News