

# K12

## FOODSERVICE TRENDS:

Venues, Local Regeneration, and Labor

PRESENTED BY



# NANCY LANE - LAKESIDE



## Senior Designer

## Visual Merchandising & Product Concepts

Nancy is a designer specializing in visual merchandising and product concepts, and knows that a dining experience is about more than great food.

She has played a vital role in remodeling college and university dining facilities to enhance customer experiences, improve operational efficiencies, and increase revenue.

# MARY SAUER - MULTITERIA



## Marketing Manager

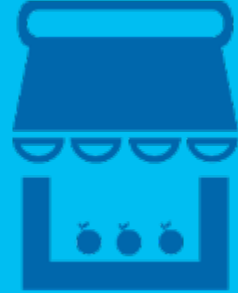
Mary is a seasoned professional with 30 years of experience in the food service industry with a never ending passion and focus on customer support.

Mary's area of concentration is on generating opportunities and marketing initiatives as well as staying apprised of current trends in the market to help identify equipment needs.

# OBJECTIVES

- Understanding of foodservice trends
- Learn adaptable solutions
- Develop a retail roadmap for success

1.



## EVOLVING VENUES

# EVOLVING VENUES



Reinventing how and where food  
is prepared, served, and  
consumed

# EVOLVING VENUES



Forget the traditional footprint. Grocery stores are looking more like cafes, cafes more like kiosks, and restaurants are implementing ghost kitchens and switching take-out for tables.

Venues are recognizing the need to broaden offerings and experiences to have minimal square footage and contact, but keep the maximum consumer experience.

# MICRO -TRENDS



- C-Store menu & service expansion
- Ghost kitchens & restaurant pods
- Mobile kitchens & food trucks
- Commissary kitchens
- Robotics





# EVOLVING VENUES



- Frictionless & touchless
- Find your differentiator
- Easier pick up options
- Social Distance



# EVOLVING VENUES



# EVOLVING VENUES



In the Cafeteria/**Direct Delivery** - safety/sanitation protocols; **handwashing, sanitizing, social distancing barriers**

Hallway/Common Area Meal Distribution allow kids walk along **service line**, take food back to classroom/gym, etc.

Hybrid/Rotating/Remote schedules – AM/PM &/or weekly rotation, take home/meal delivery

Curb side Pick Up/Home/Bus Delivery- Summer/Fall

Mobile Satellite Feeding- Pre order/pick up technology



# EVOLVING VENUES





# EVOLVING VENUES



# EVOLVING VENUES



2.



## LOCAL REGENERATION

# LOCAL REGENERATION



Main Street is main-stream



# LOCAL REGENERATION



Consumers are looking to connect with their micro-markets around them and take a certain pride in their hometown communities and traditions.

Preserving buildings, regenerating downtown areas, and hyperlocal tastes and flavors are emerging trends that look to continue through 2021 and beyond.

# MICRO -TRENDS



- Support local economies
- Building preservation
- Embracing community traditions

# LOCAL REGENERATION



- Use local ingredients & suppliers
- Embrace community events
- Engage in local culture
- Cater to regional tastes



# LOCAL REGENERATION



## Farm to School Programs



# LOCAL REGENERATION



3.



## LABOR CRUNCH

# LABOR CRUNCH



Traditional operator challenges for efficiency are being challenged by a shifting workforce

# LABOR CRUNCH



The lack of available labor continues to change the face of the foodservice industry. Operations are beginning to supplement their existing workforce with more advanced equipment, automation and/or robotics that leverage efficiency through design.

With minimum wage hikes expected, operators will be forced to find new and innovative ways to maximize their output.



# MICRO -TRENDS



- Shrinking workforce
- Engagement & retention
- Accommodating schedules
- Minimum wage conversations

# LABOR CRUNCH



- Employ central commissary
- Lean principles
- Protect your workers



# LABOR CRUNCH



- Engage community to volunteer
- Adopt robotics for prep
- Training: cross cultural, generational, task training



# LABOR CRUNCH



# LABOR CRUNCH



# Q&A

