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Panel







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GBQ Panelist Questions

Question #1

What was the most underestimated impact from COVID-19 aside from loss of sales?

- a) Management of the PPP loan proceeds
- b) Rehiring employees
- c) Not being able to manage the "unknown"
- d) Other











What was the biggest strength exposed within your organization as a result of COVID-19?

- Adaptability of employees to change/flex
- b) Employee loyalty
- c) Efficiencies around off-premise food sales (drive-thru, delivery, carry-out)
- d) Other











What was the biggest weakness exposed within your organization as a result of COVID-19?

- a) Inability to scale delivery/carryout fast enough
- b) Insufficient access to cash to weather the storm
- c) Technology inefficiencies or capacity to assist with remote working conditions
- d) Other











How has the use of third-party delivery providers been beneficial to you?

a) Kept business open and top of mind

b) Gained new customers

c) Provided labor force

d) Other











How has the use of third-party delivery providers been detrimental to you?

- a) Increased delivery costs
- b) Increased paper costs
- c) Resulted in unprofitable sales
- d) Other











What cost cutting initiatives will become permanent changes to the budget going forward?

- a) Paperless or throw away menus
- b) Reduced travel costs
- c) Better management of utility costs

d) Other











What were operational changes made that will likely be permanent going forward?

- a) Dining room reduced hours resulting in lower labor costs
- b) Store opening hours resulting in lower labor costs
- c) Simplified menu focused on customer favorites and higher margin selections
- d) Other











How are you preparing differently should reopening phases be stopped or rolled back?

- a) Conservation of cash
- b) Maximizing PPP loan forgiveness
- c) Applying for an Economic Injury Disaster Loan (EIDL)
- d) Improving delivery/carryout options
- e) Other

Follow-up question:

 What can restauranteurs be doing to influence future decisions made by government officials on roll backs/restrictions?











How are you recouping the costs of re-opening, PPE costs, and materials to achieve social distancing?

- a) Offsets other expense reductions
- b) Increase in menu prices
- c) Specific surcharge added to customer
- d) Offset against PPP loan forgiveness of eligible costs
- e) Other











What opportunistic strategies are you evaluating in this current pandemic client?

a) Available real estate to open new stores

b) Market appetite to sell stores

c) Decreased valuations to assist with succession planning

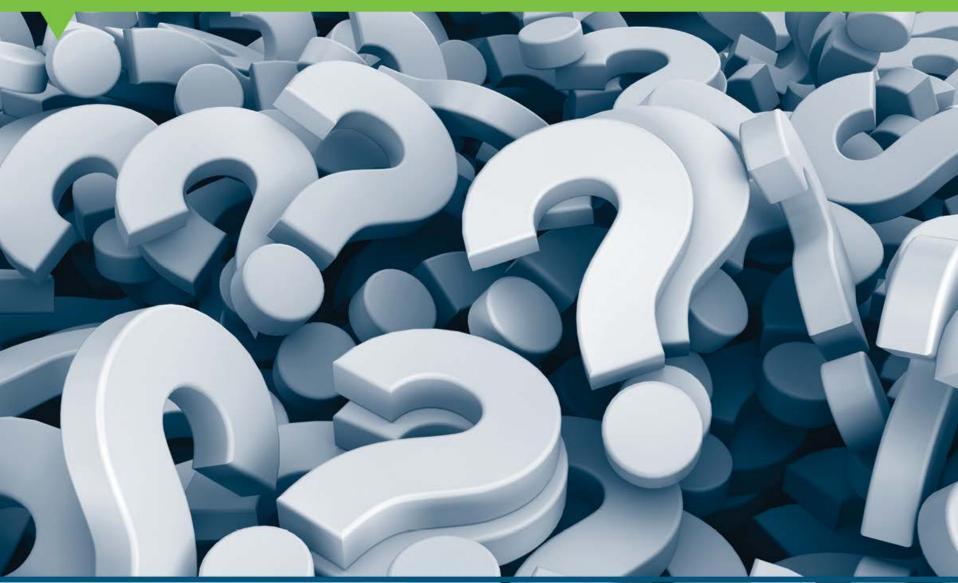
d) Other





























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