



Key Takeaways | 28 July 2021

WHAT'S NEXT FOR CATERING?



Plated meals vs. buffet?

- More are interested in a plated, controlled meal for safety and pricing purposes.
- Service in vessels made customers feel safer.
- GWCC is offering buffets without servers, but no takers – some upcoming events are using this approach.

- State/city regulations take precedence over corporate guidelines when on-site.
- F&B is the most visible safety related item.
- Sports events vs. B2B events are vastly different.
- Professional events are much more specific in their needs.
- Increase in cost due to:
 - Adding more serving personnel
 - Temp agency shortages
- Adjustment of serving style based on limited staff.
- Good communication on BOTH SIDES is imperative to make the best event possible.
- Contingency plans if staff do not show up? GWCC staff will step in if needed.

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Labor issues are expected to be a challenge for the foreseeable future. It is best to work with your caterer to be collaborative on solutions.



MOVING FORWARD...

As show organizers, besides getting information to catering sooner, how is it best to move forward especially with items in short supply? Will this be nationwide?



- Honesty is the best policy – everyone understands that we are operating in new times
- More focus on quality vs profit
- Flexibility and understanding are key to success
- Get information out sooner!
- Always have a "Plan B"

UPCOMING TOPICS

NEXT ➔

25 HIMSS21
AUG Recap

13 MeetUp at CEIR
SEP Predict (In-Person)

6-7 Fall Program at NACS21
OCT (In-Person)