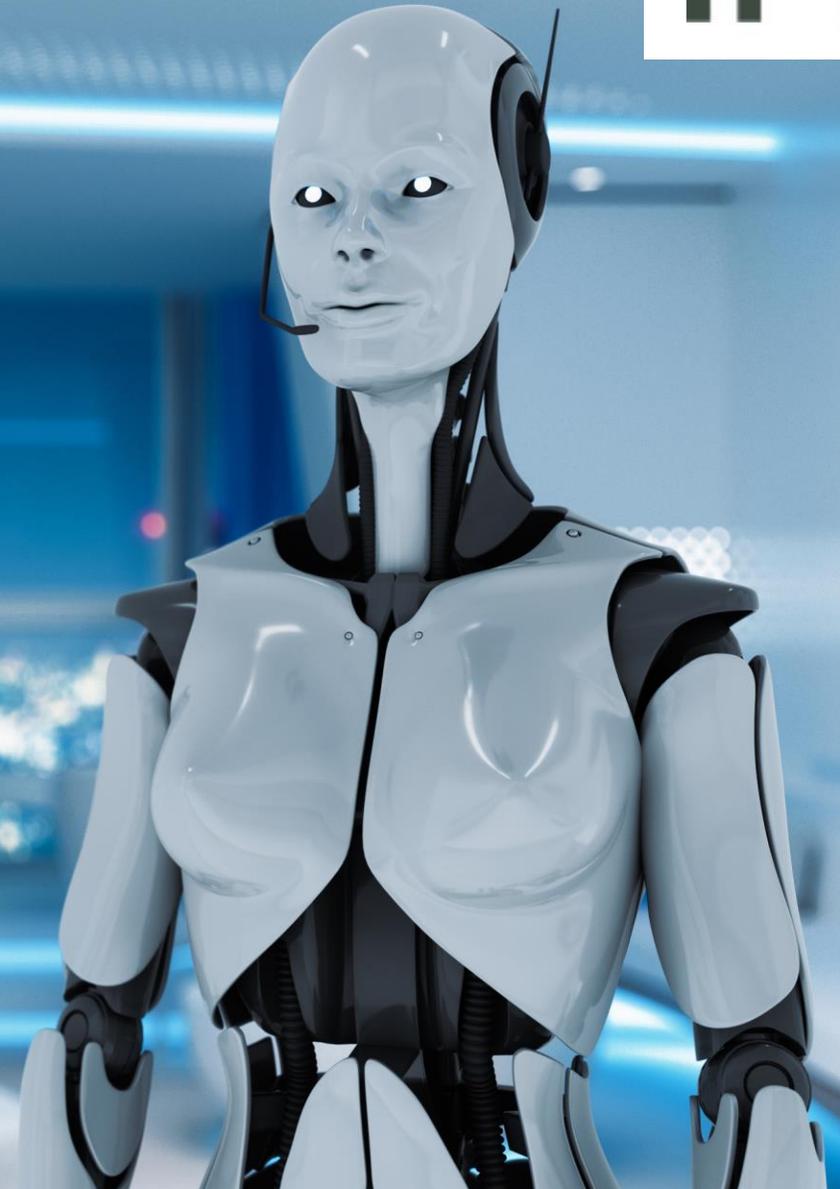


**FUTURE  
FOODSERVICE**



***THE TECH REVOLUTION IN HOSPITALITY***

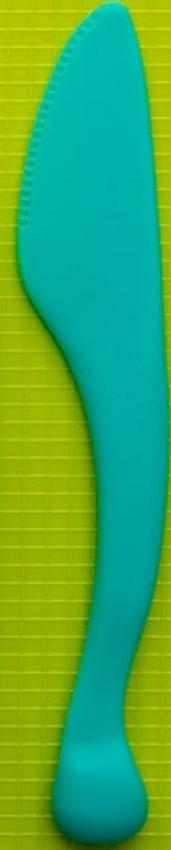
>> *Oct 2022*

>> *@stennins*



Is this what we think about the future ?

Is this what we think about the future ?





Is this what we think about the future ?

Is this what we think about the future ?



# Is this what we think about the future ?





Is this what we think about the future ?



Is the future already with us ?



Is the future already with us ?

The future is already here !



The future is certainly different !



But hospitality is all about great people ?



# The Changing Consumer

## New Consumer Demands

**Experience-led:**  
Delivering true value from the experience

**Ethical, Sustainable & Local:**

Purpose is more important than ever, not just lip-service

**Technology-enabled:**  
Adding value to the experience; with help to adapt and adopt

Whether:

**Cash Rich & Time Rich**

**Cash Poor & Time Poor.**

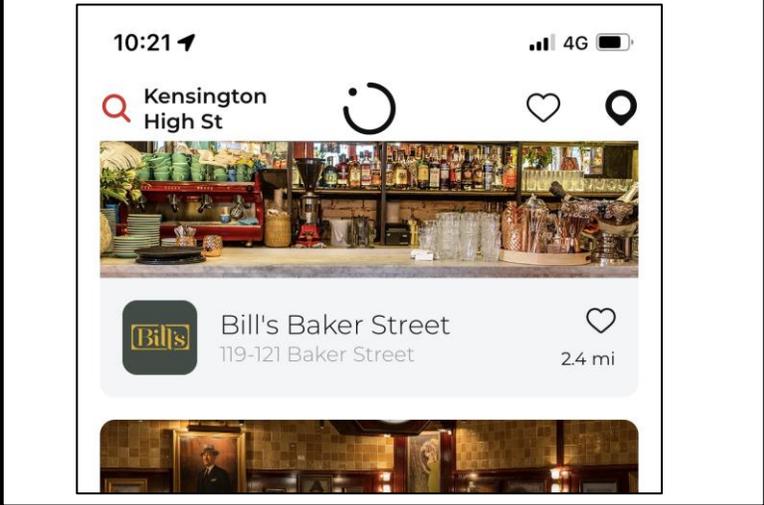
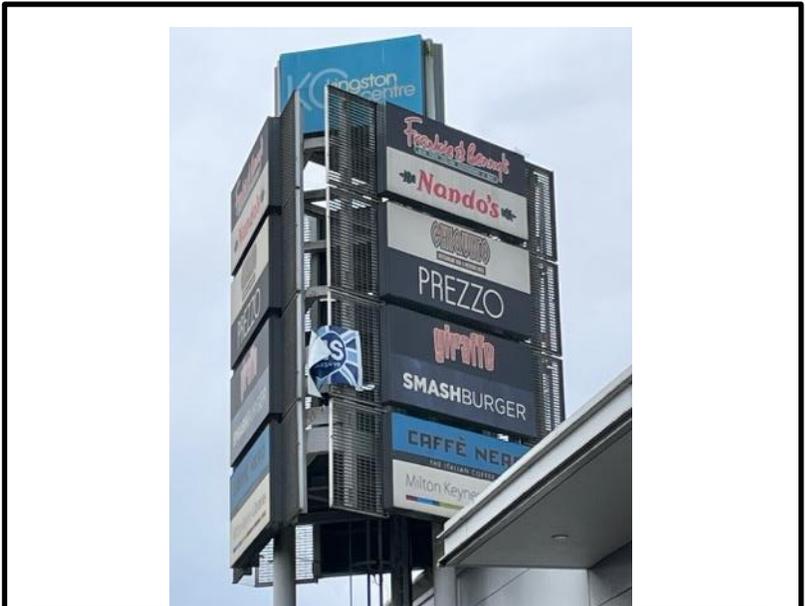
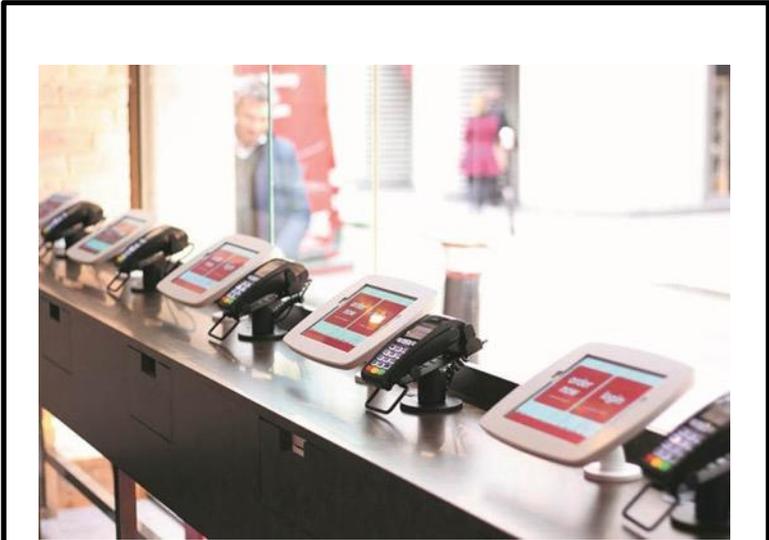
Operators need to be:

**Multi-generational:**  
Boomerang kids, cautious elders; a more caring society

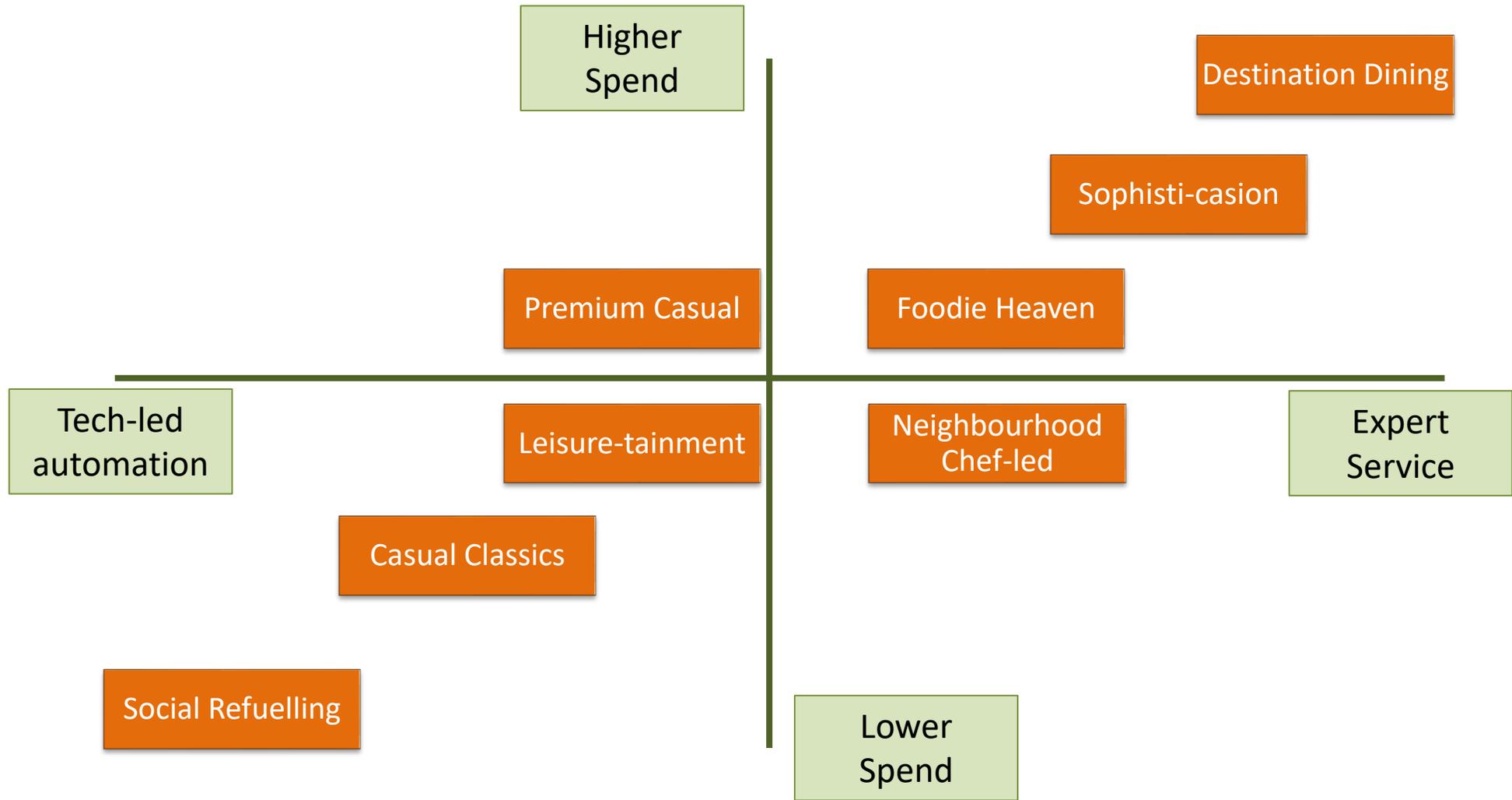
**Multi-functional:**  
Meeting needs, wherever, whenever, whatever

**Multi-occasional:**  
Changing patterns of consumption. Work & leisure interact

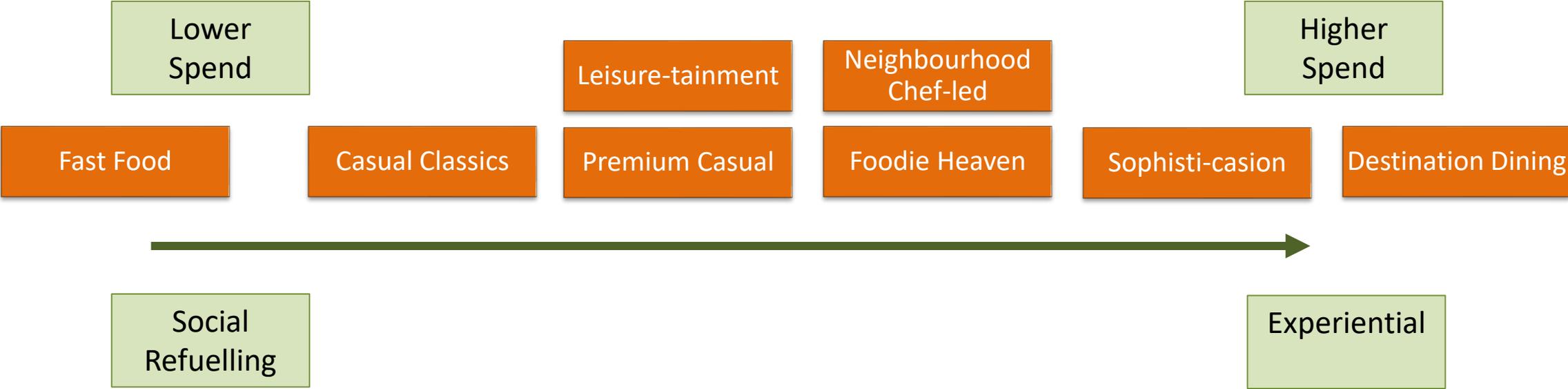
# Major changes from pandemic impacts



# The Next Era – Polarisation of Restaurants



# The Experiential Scale



# Social Refuelling – Arcade Food Hall



*Arcade*

# Arcade – the future of food halls

**Jamón by Juan**  
**DINNER ONLY**  
 Jamón Cebo de Campo  
 Feature Jamón Detail  
 Spanish Almond  
 Spanish Olive  
 Manchego Curado, Me

**SHATTA & TOUM**  
**MIDDLE EASTERN**  
**Mezze**  
**Kulu Shay Mezze Selection**  
 Hummus, tzatziki, baba ganouj, taramasal  
**Stone Baked Barbari (v)**

**Subtotal** £58.00  
**Opt. Service Charge** £7.25

**Any allergies?**  
 Do let us know if you have any allergies so we can guide you through our menu and ingredients. Please note we handle all allergens in our kitchens so cannot guarantee an allergen-free environment.  
**Continue**

**My Order**  
**Manna sauce** £1.50  
**Sate Marrangi** £10.00  
**Subtotal** £58.00  
**Opt. Service Charge** £7.25  
 12.5%  
 10%  
 5%  
 0%  
**£65.25**  
**£10.00**  
**Add**

**EBEK! EBEK!**  
**NESIAN**  
**S**  
**rrangi** (5pcs) satay, peanut sauce  
**k & Keripik** vegetable crackers,  
**enyet** nicken leg, sambal k  
**oreng** duck leg, sambal ijo  
**Penyet (v)** sambal korek, fried  
**rumpeng** n of Rice, Crispy Chi  
 leef Satay, Egg  
**, Sambals**

**Arcade**

**TIPAN TAPAN**  
**NEPALI**

**MANNA**  
**AMERICAN**

**sushi kamon**  
 by YASHIN  
**JAPANESE**

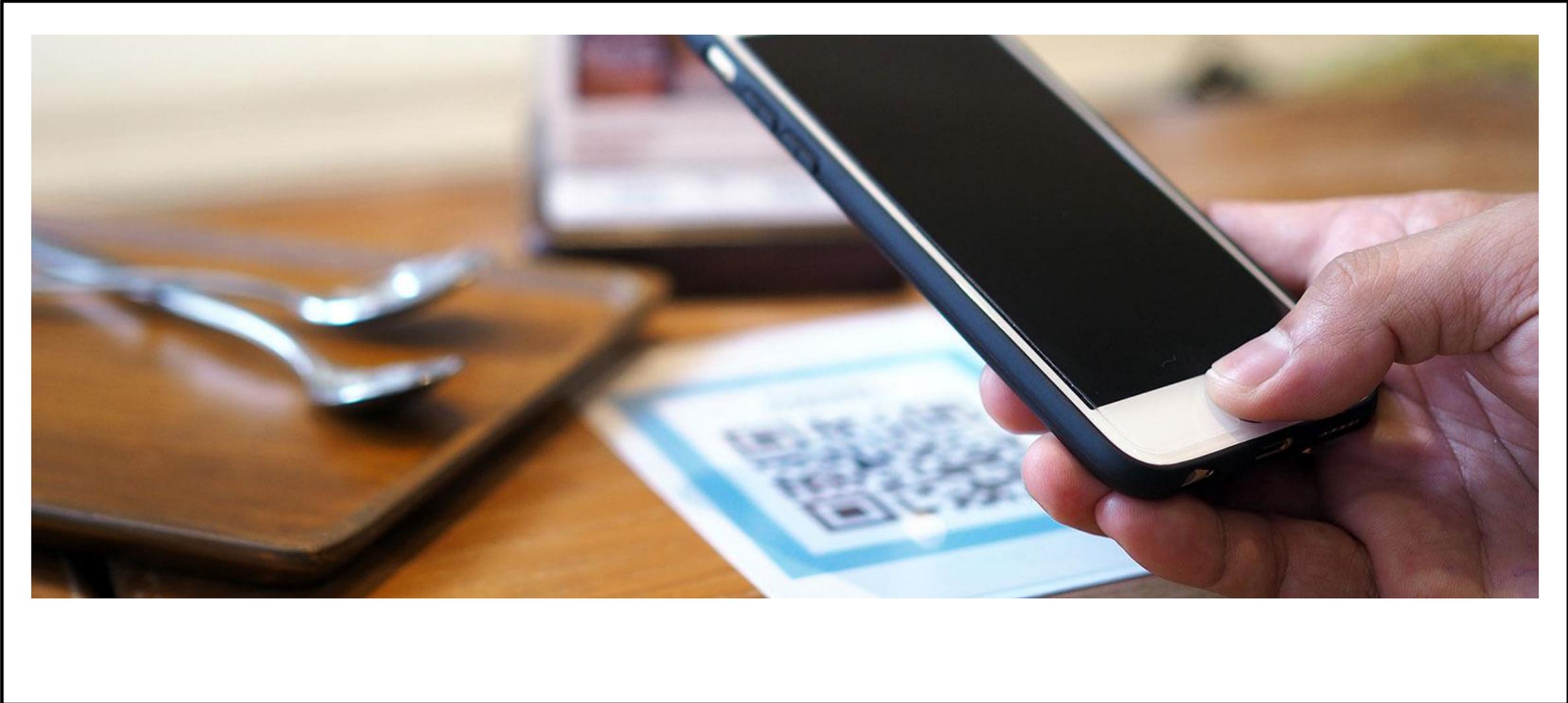
# Social Refuelling – Marugame Udon



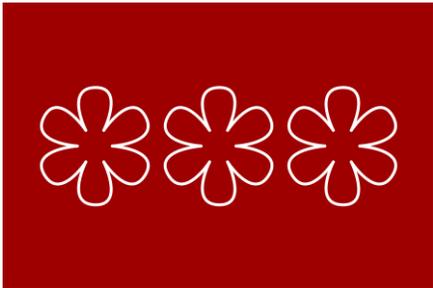
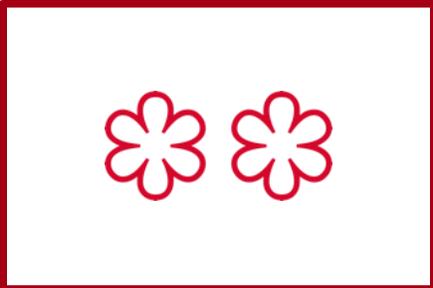
# Social Refuelling with the revival of the Food Court



Technology being applied.....perhaps badly?



# Destination Dining – Michelin-starred Restaurants in the UK



2011

123

16

4

Total = 143

2015

134

21

4

Total = 159

2021

157

20

7

Total = 184

2022

164

22

8

Total = 194

+ 36% over 10 years

# The Next Era - Premiumised, Experiential Dining

## SIX *by* NICO CAROUSEL



“If any London restaurant might be able to answer the restless and demanding contemporary appetite, it’s Carousel!”  
VANITY FAIR



Sat Bains on the 'more dynamic and beautiful' RSB 5.0



### Restaurant Sat Bains –

- Reducing hours to five services over a four-day week
- There is only one menu
- Number of tables reduced from 15 to 11
- Increased prices

# So what's happening in the middle ?



Social Refuelling



Experiential

So what's happening in the middle ?



## Ask Italian launches community concept restaurant in Horsham

20th July



# Moving up the experiential scale



Social Refuelling

Experiential





Our Pizza  
We've walk  
in pursuit of

BUSTO

# The Next Era for younger generations, influencer brands, available from virtual kitchens



American rapper and producer (London, one of 150 locations (November)).



# Hotels tapping into the opportunity



**Village Hotel Club**

March 25 · 🌐

Introducing [MrBeast Burger](#) - local delivery from Village Hotels! 🍔

**NEW UK LOCATIONS**

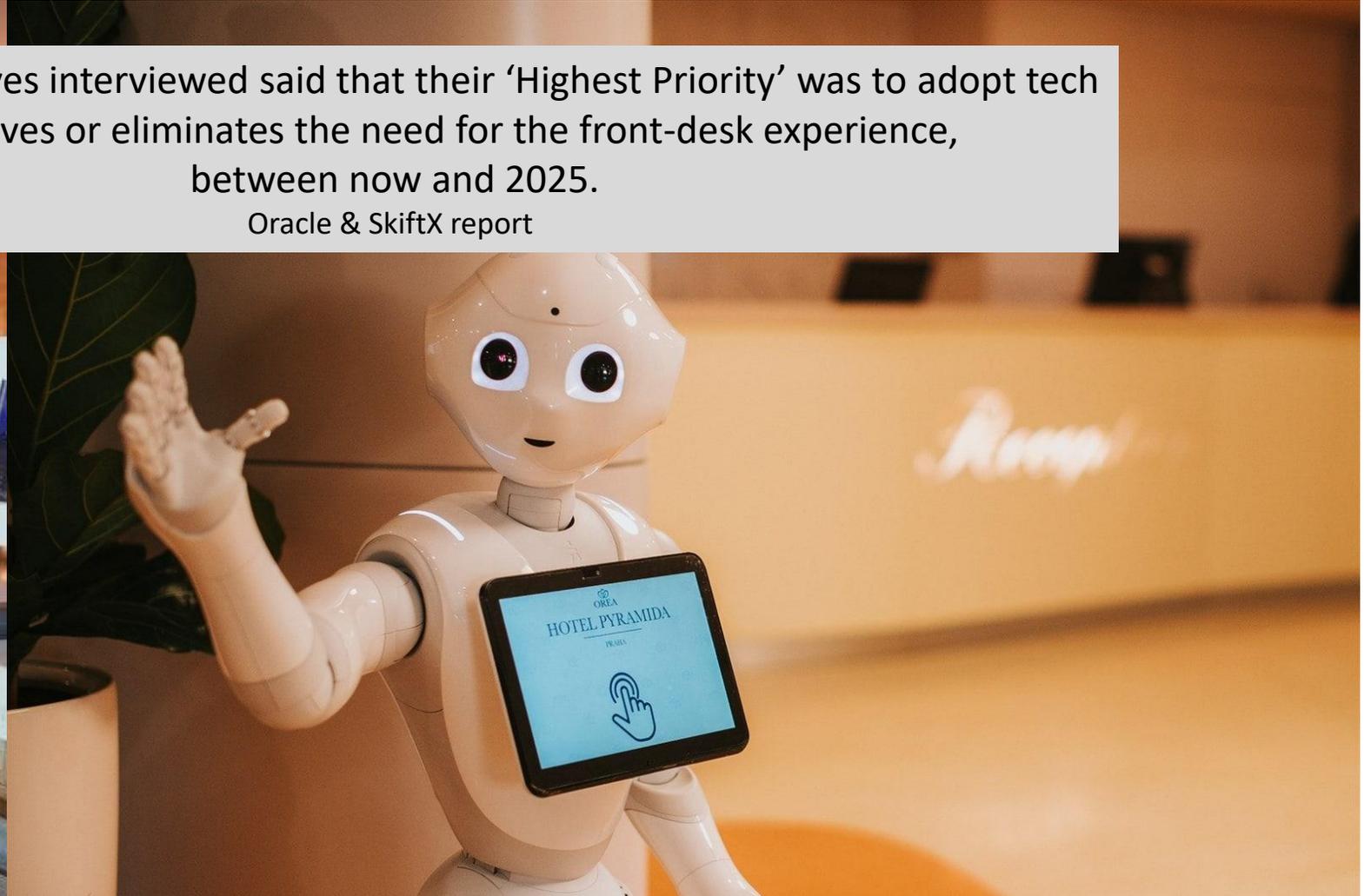
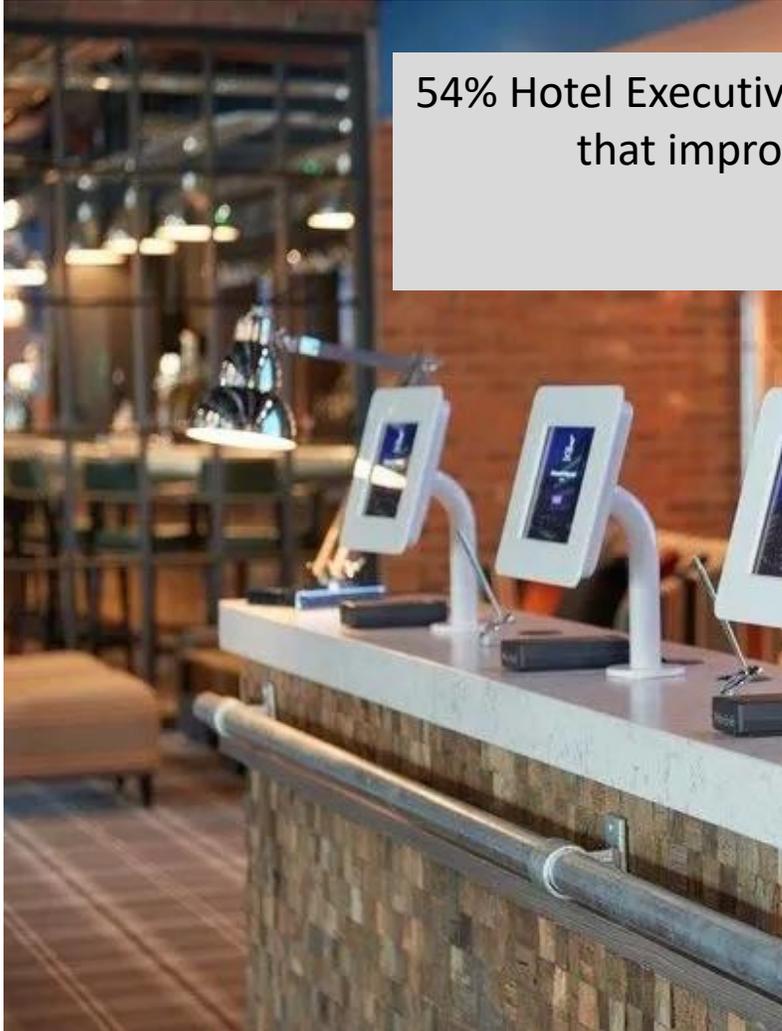
- ABERDEEN
- ASHTON-UNDER-LYNE
- BASINGSTOKE
- BLACKPOOL
- BOURNEMOUTH
- BRACKNELL
- BRISTOL
- BURY
- CARDIFF
- CHEADLE
- COVENTRY
- DUDLEY
- EASTLEIGH
- EDINBURGH
- FARNBOROUGH
- GLASGOW
- HULL
- HVDE
- LEEDS
- LIVERPOOL
- MAIDSTONE
- NEWCASTLE UPON TYNE
- NOTTINGHAM
- PORTSMOUTH
- SOLIHULL
- SWANSEA
- SWINDON
- WALSALL
- WATFORD
- WARRINGTON
- WIRRAL



## So, what is the future of hotel tech

54% Hotel Executives interviewed said that their 'Highest Priority' was to adopt tech that improves or eliminates the need for the front-desk experience, between now and 2025.

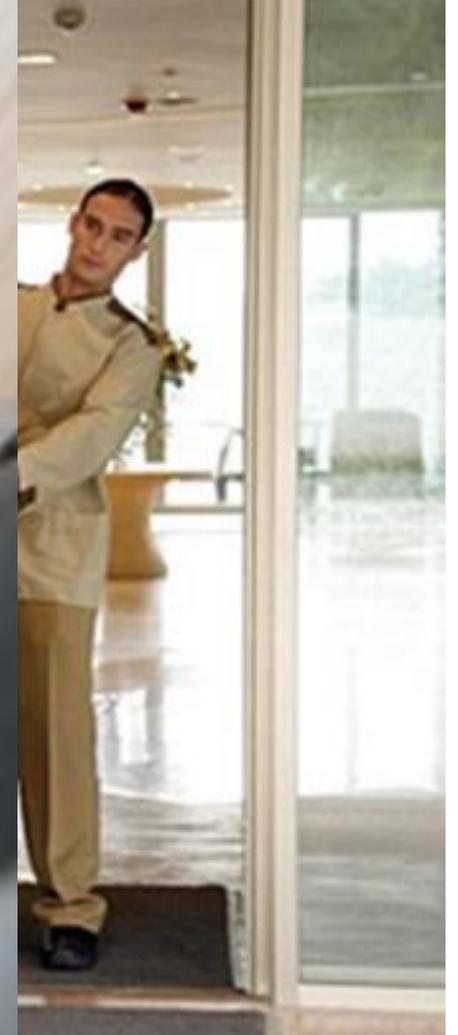
Oracle & SkiftX report



But can it replace all human interaction?



Guests' luggage can't be handled like an airplane.....



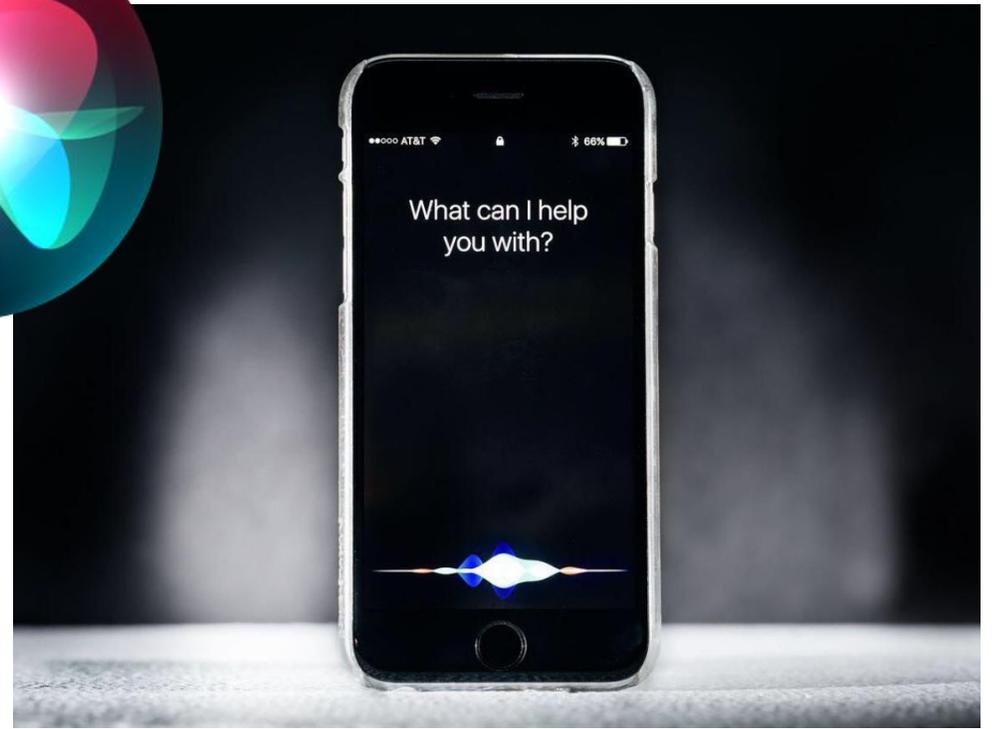
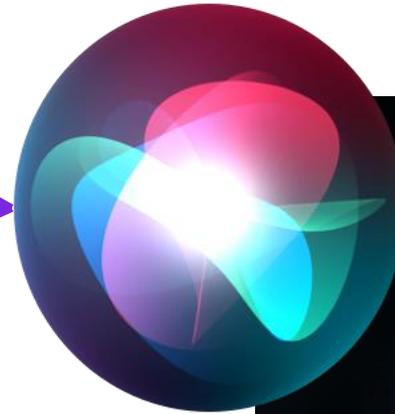
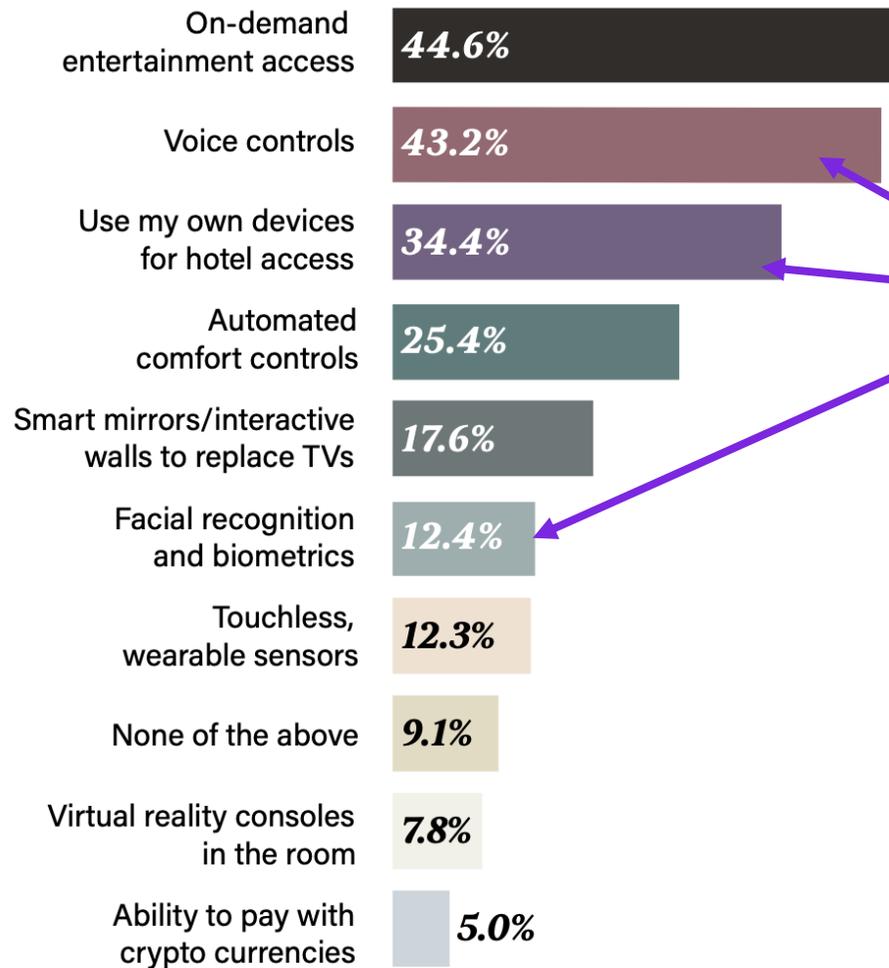
# Room access



# Perfect solutions for room service – almost !

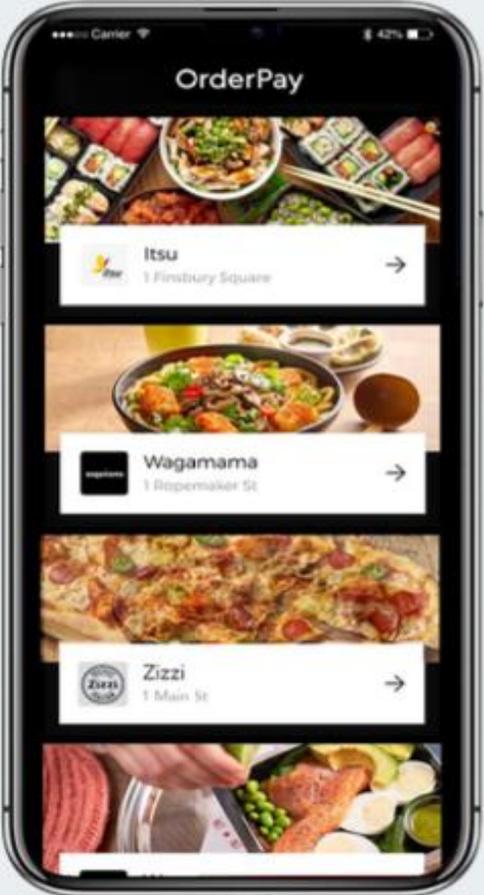


# And what do consumers want ?



Source: Oracle SkiftX

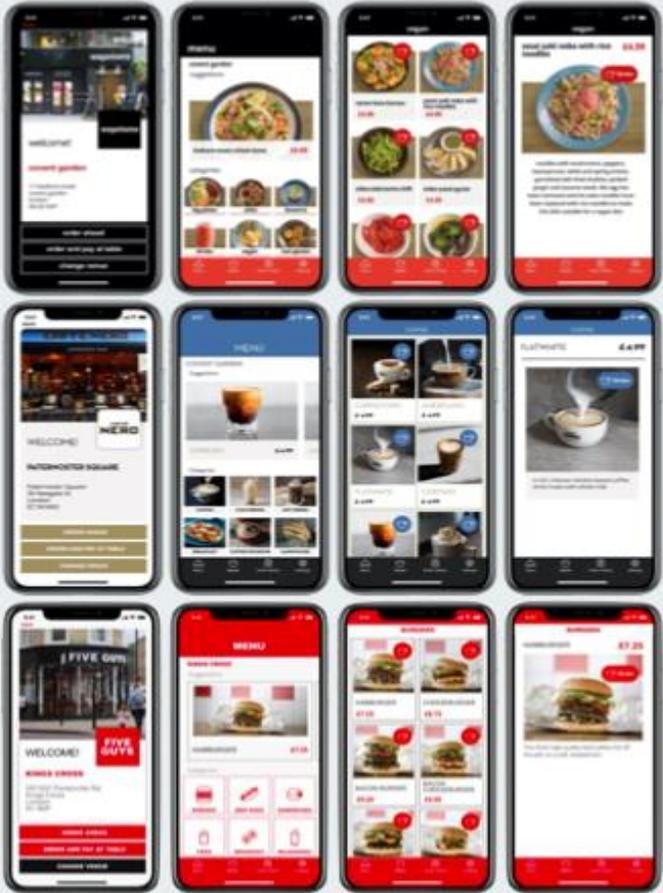
# Recognition through Beacon Tech



Off Premise



On Premise

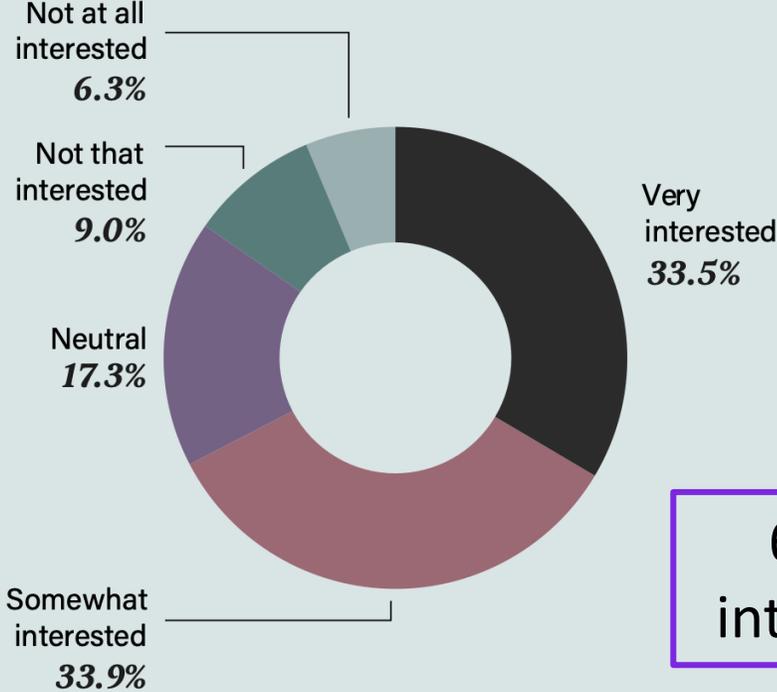


'Reskin & then locks to brand'

# So, how do Hotels engage with the Metaverse

How interested are you in using a virtual reality/metaverse experience to tour a hotel (rooms, events venue, conference rooms, etc.) before booking?

### TRAVELERS





We could get carried away.....



Bio-Sensors throughout the room – including the bathroom !

Personalised wellness through monitors and sensors

Holographic pet for mental wellbeing

Anti-Gravity sleep & Mindfulness chamber

It continues to be different.....



It continues to be different.....

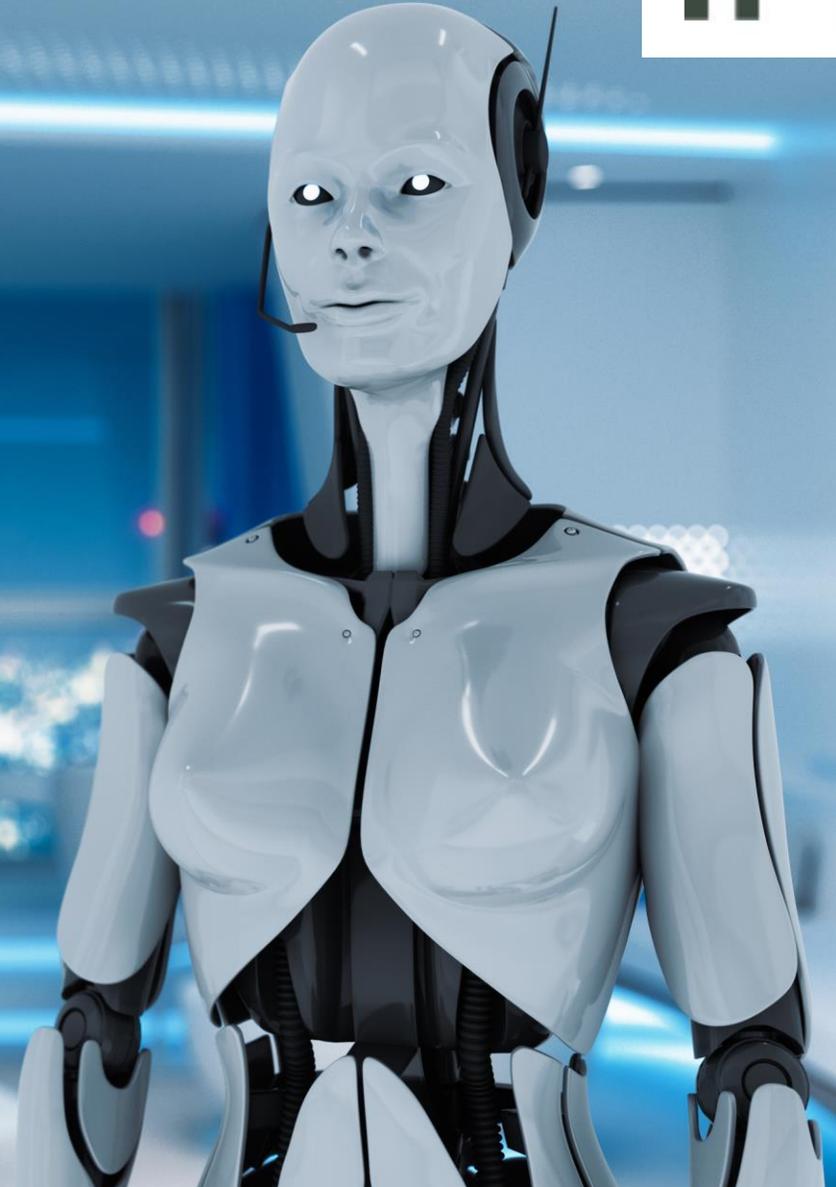
# SANDBOX<sup>VR</sup>



It continues to be different.....



**FUTURE  
FOODSERVICE**



***Thank You***

***>> @stennins***

***www.FutureFoodservice.com***