CStore Decisions. Solutions for Convenience Retailers

The 2029 FOR SERVICE REPORT

INSIDE

New-to-Market Curby's Opens First Store10Brewing Up Hot Dispensed Sales40OTPs Still on Top56

QUICKBITES

FOODSERVICE HAS A LOT ON ITS PLATE

Pandemic-wary and podcast-listening restaurant customers seem partial to digital delivery services, while younger adults are resisting digital menus when eating out. The omicron variant has others avoiding the public dining room, while nearly a quarter of U.S. adults say they are sensitive or allergic to certain foods.



rce: PYMNTS.com, "The Digital Divide: Delivery Service Aggregators And The Digital Shift," based on census-balanced surveys of 2,545 U.S. consumers who regularly purchase food from restaurants via dine-in, delivery and pickup, conducted between Oct. 20 and Oct. 25, 2021



LISTEN, I'M HUNGRY

Podcast listeners are twice as likely to order restaurant or other food delivery than non-listeners.

Podcast	Listeners	Non-listeners
estaurant delivery	28.2%	14.0%
Meal kit delivery	6.0%	2.3%
Grocery delivery	11.6%	5.7%

WHAT'S ON THE MENU Despite comfort with all things digital, a YPulse study found that younger diners seem to prefer printed menus. 83% 72% Miss printed menus 73% 59% Have security concerns about 65% scanning QR codes Source: YPulse survey of 632 Gen Z 54% and Millennial consumers, ages 18-34, published January 2022



COCKTAILS IN A CAN

Ready-to-drink cocktails have shown strong growth over the past two years.

\$686 million sales in 2021

+43% change vs. a year ago

+143.4% change vs. two years ago

Source: Spins Product Intelligence, year end trends report, December 2021



