

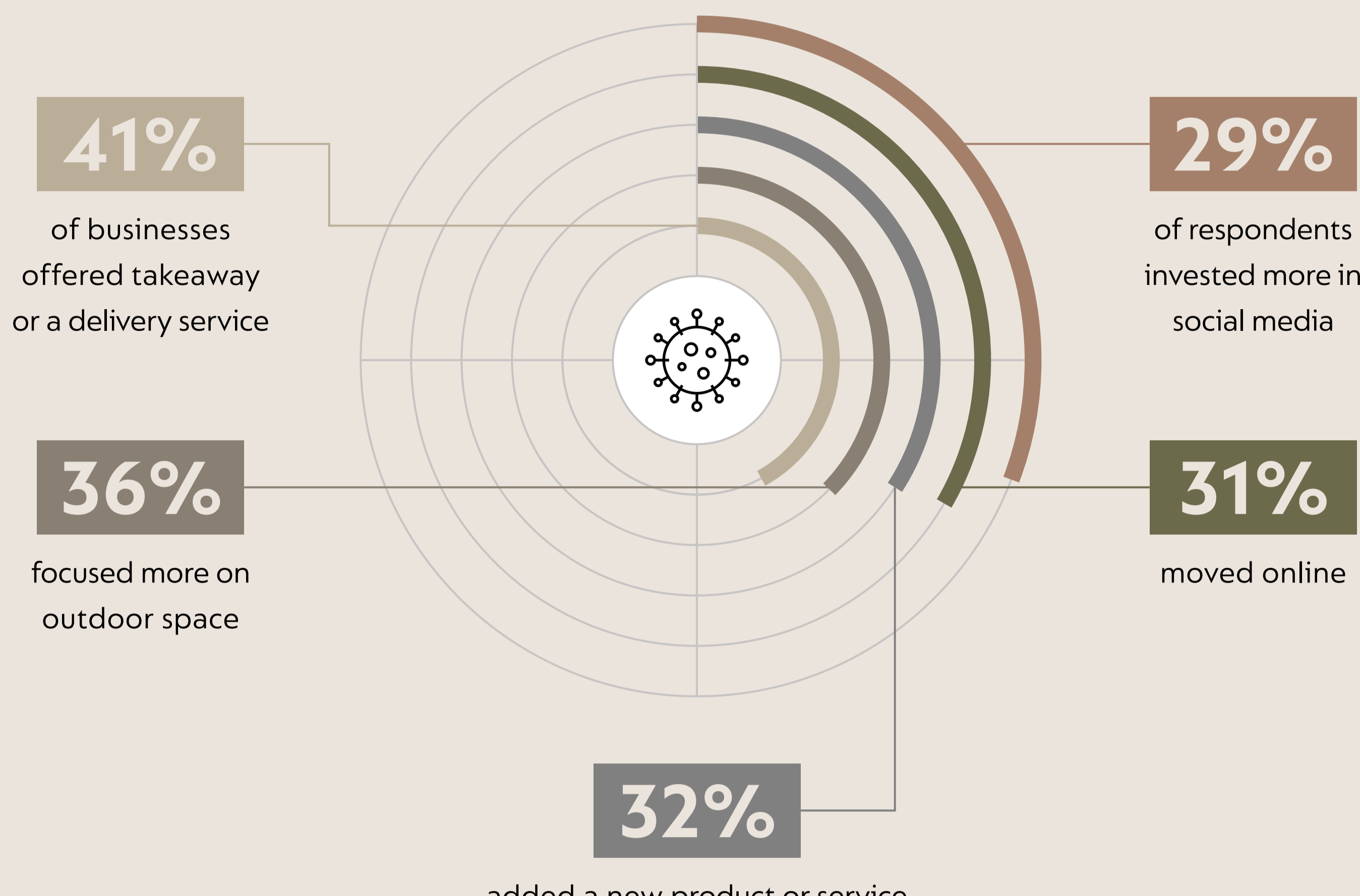
RECOVERING FROM THE PANDEMIC: WHAT'S NEXT FOR HOSPITALITY?

At Nespresso® Professional, we want to help hospitality businesses just like yours be the best they can be. That's why we've conducted research into the hospitality industry to discover the impact of the pandemic on businesses, how they adapted to survive, and what benefits these new initiatives had.

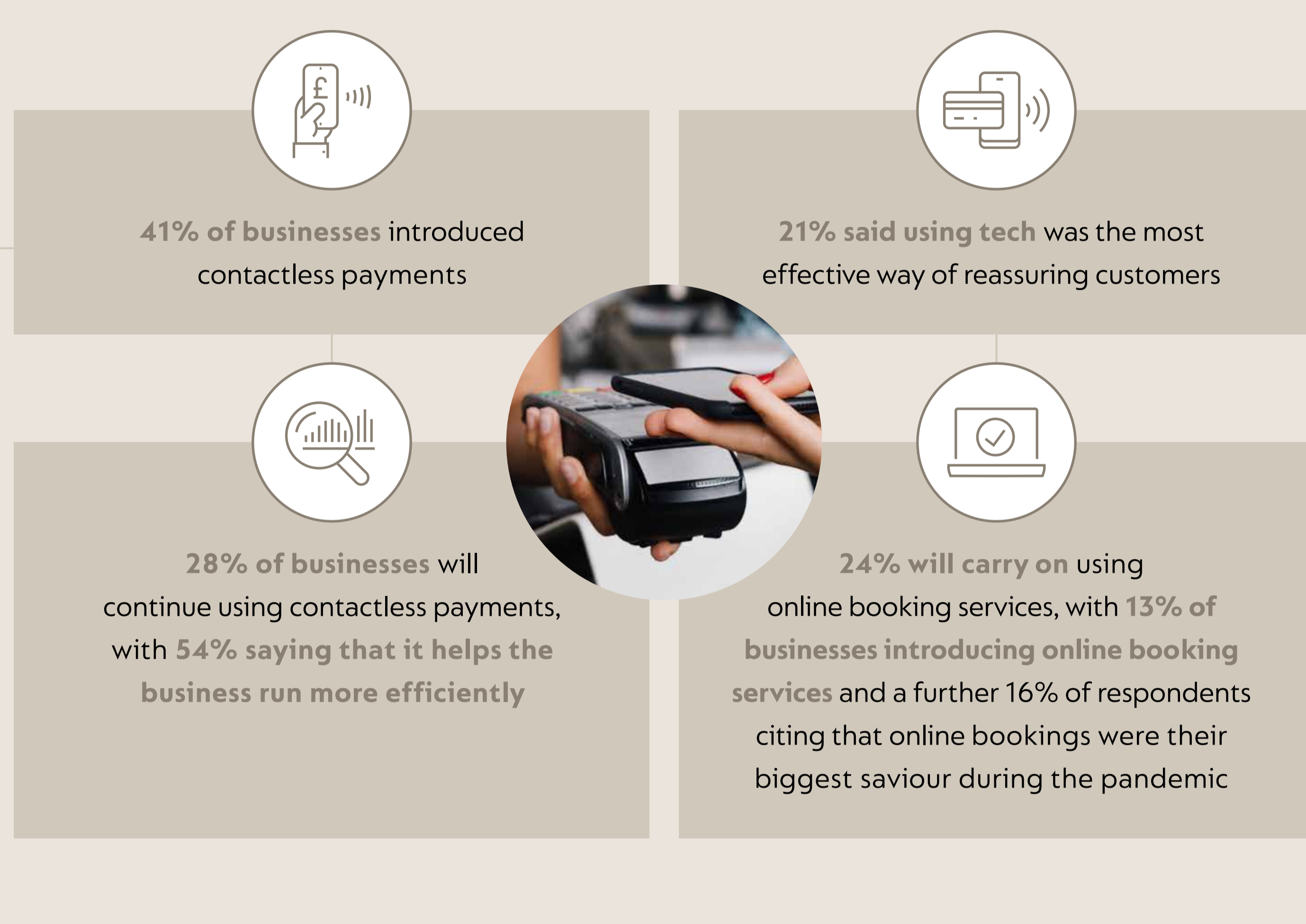
We polled 1,000 individuals from across the hospitality industry, including 500 senior leaders, to delve into the legacy the pandemic will leave on the hospitality industry, and what initiatives hold promise to boost efficiency in the future as we return to 'normal'.

Our survey found that 90% of hospitality businesses have adapted their businesses in some form since the beginning of the pandemic. Have a read through our findings and see how your business stacks up. **Are you doing something different? Are you seeing the same results?**

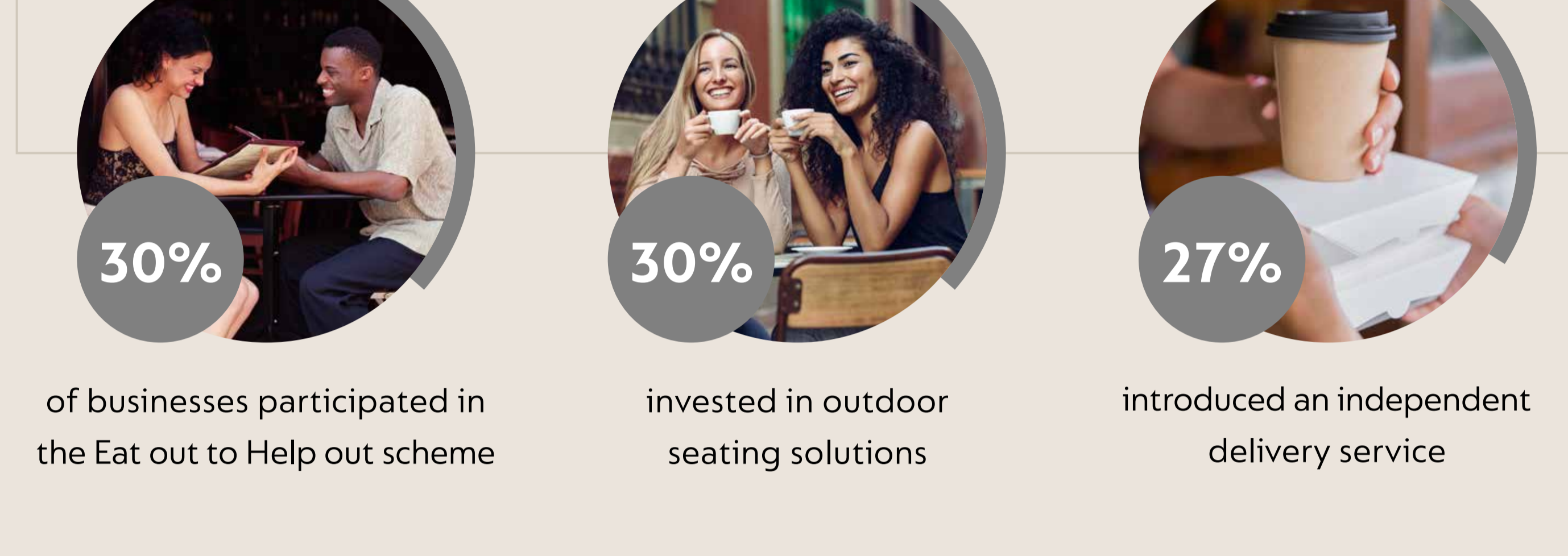
KEY CHANGES DURING THE PANDEMIC



TECHNOLOGY WAS A KEY TOOL USED BY HOSPITALITY TO PIVOT STRATEGIES



OPENING UP NEW REVENUE STREAMS WAS A KEY ADAPTATION DURING THE PANDEMIC



SUSTAINABILITY AND THE IMPACT OF THE PANDEMIC



60% of survey respondents agreed that sustainability had grown in importance during the pandemic, with 67% of respondents agreeing that sustainability will become more of a priority next year.



THE DRIVERS FOR INVESTMENT IN SUSTAINABILITY FOR BUSINESSES ARE...



IMPROVING YOUR COFFEE OFFERING

The pandemic has even impacted coffee usage for businesses within hospitality wanting to improve their coffee offering to attract and retain more customers:



NESPRESSO® PROFESSIONAL

At Nespresso® Professional, we combine technology and sustainability to create the perfect coffee moments. Our Momento Coffee & Milk machine harnesses touchless technology, meaning your employees and customers will not have to touch the screen on the machine to start the coffee brewing process, helping to reduce touch points and meet hygiene concerns.

The Momento Coffee and Milk has also been optimised for efficiency and quality, so you can cut down on customer waiting times, help improve customer experience and provide them with an indulgent coffee of their choice in just a few moments. With 17 quality coffee blends and a subscription model allowing you to easily change your coffee stock depending on requirements, this is the perfect way to provide great customer experiences.



To find out how this innovative solution could help you to create a safer, efficient and more convenient experience for your customers and employees, simply give us a call on

02392 314 441

to find out more.