FALL 2022 ISSUE

Spotloght on today's packaging trends

OPPORTUNITIES TO ENHANCE AND ELEVATE

ESENTED

Tips to Exceed Customer Expectations

Kraft Paper Square Bowls Page 9

INSIGHTS

The landscape has changed. Consumers have formed new habits. Technology has offered amazing customizations and new conveniences. Operators need to get out in front of it all to exceed expectations and stay competitive.

Shifts in grocery, in catering, and at restaurants show that consumers are looking for more convenience, more digital interaction, more reward for their business, more creativity and personalization, and more eco-conscious efforts from where they most frequent. And when they find what they like, they're loyal.

Time to get creative

Consumers are integrating technology into everything they do, so we've got to be there when they do. Whether they are shopping the grocery aisles for tonight's to-go dinner, planning a small, catered picnic or gathering, trying a little of everything at a food hall, or patronizing their local favorite restaurant by dining-in or taking out operators need the apps, the online menus, the QR codes, the digital offers, the contactless pay, and the social media to meet them where they are.

In this Fall 2022 edition of Spotlight Magazine, the Sabert marketing team is covering a wide range of topics. We'll shine a light on where to find your edge in the grocery store, how to build brand recognition, who to partner with to create exciting menus, and what really pushes consumers buttons—from new food concepts and services to sustainability.

The common denominator for all our topics is customizing new, quality experiences for your customers, so you can build loyalty and generate revenue streams. And packaging plays a big role throughout all touchpoints. If grocery and restaurant operators want to captivate customers with memorable meal experiences, then the packaging must be up to the task of preserving quality, while also allowing them to feel good about the sustainability of the containers and cartons in which their meals are served.

Things are moving fast. Tomorrow is guaranteed to be different than today. But with the right groundwork, you can be flexible and future-ready. We're here to help you get there!

KATHY DEIGNAN Senior Vice President, Sales & Marketing

Kathy Deignan



Sustainable Packaging that makes food look great.

At Sabert, we understand your brand's reputation is riding on your packaging's success. We're here to help build sustainable packaging programs for your operations that fulfill consumer's high expectations. With Sabert, the answer is simple...

Think Strong. Think Quality. Think Fresh. Think Green.

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Growth In Grocery Stores

Consumers prioritize saving time, effort or money at supermarkets and these retailers are being strategic about delivering related services.



Pop-Up Picnic Party

The pop-up picnic trend takes memorable gatherings a step further by decorating al fresco events and allows restaurant operators to join in.



Culture, Community and Cuisine Food halls are a growing opportunity where multiple restaurants operate at a non-traditional location serving as a food and culture hub.



Data-Driven Decisions

An expanding stream of consumer data is now accessible to restaurant operators who can utilize this information to implement changes.



Retail Reshapes Restaurants

Restaurant operators can learn from what worked for retailers and incorporate these changes into the restaurant industry.



Small, Savvy Social Catering

People are excited to gather again and your catering should match this excitement with new and trendy flavors to stand out among the crowd.



The Right Recipe for ON AND OFF PREMISE Diving

Off-premise dining was on the rise even before the pandemic mandated on-premise restaurant closures. Two years later, in spite of shortages in labor, supply chain and the negative impacts of inflation, dining-in is definitely back, while takeout continues to boom. The key to a successful balance is to find the right recipe of operational strategies that fills tables and fulfills takeout needs, so you can build lasting customer relationships.

MORE THAN 13 MILLION DINERS SEATED VIA YELP IN Q1 2022, UP 48% COMPARED TO Q1 2021.¹

Morning Consult, a survey data leader, has been tracking Americans' comfort levels throughout the pandemic, and the activity people say they are most comfortable with now is dining out. A 2022 trend report claims **46% of people noted they will eat out daily to several times a week in coming months and showed a growing loyalty to their favorite brands.**²

On-premise numbers are looking good but have not rebounded to previous levels. Closing the gap on that lost revenue might be as easy as embracing takeout. A National Restaurant Association study found that **70% of American adults are now more likely to order takeout than they were pre-pandemic.**³ That's a lot of meals! Get your share by adding takeout for the customers who want to keep relationships with local restaurants when not dining in but will order takeout online directly through you or an app.

Today's on-premise strategy to bring customers back must be flexible enough to connect with them whether they are dining in or taking out. First, and above all, every operation needs a good technology game. By automating, you create frictionless online and on-premise interactions for a completely connected brand experience. A few time and labor-saving trends are:

- Custom app for easy online ordering
- Online loyalty program to customize messaging and incentives to dine-in
- QR code or kiosk-based table ordering free up staff in both the front and back of the house to tend the customer experience!

RESTAURANTS AVERAGE A 35% INCREASE IN SALES WITHIN THE FIRST 30 DAYS AFTER THEY IMPLEMENT SELF-SERVE ORDERING WITH QR CODES.⁴

Next, tap into off-premise revenue streams. There are a number of steps you can take to easily adapt and keep customers loyal:

- Adapt your floor space and staff for takeout
- Upgrade packaging to retain the integrity of your food
- Fulfill orders through an off-site ghost kitchen

In spite of 2022's labor shortages, wait times and menu-price inflation, customers still value dining in for the experience of it. Consider what you can enhance or where you can add to the encounter that customers will value. It can be as simple as outdoor seating **(online searches for outdoor seating were up 1,060% in Q1 2022')**, testing a pop-up concept at a food hall or another location, or upping loyal offerings. Bottom line—people want an experience that's worth coming back to on- and off-premise. You want to build relationships that inspire them to return. Get strategizing!

ON PREMISE: 63% SAY RESTAURANTS ARE AN ESSENTIAL PART OF THEIR LIFESTYLE. OFF PREMISE: 54% SAY PURCHASING TAKEOUT OR DELIVERY FOOD IS ESSENTIAL TO THE WAY THEY LIVE.⁵

+500%

NEW RESTAURANTS WITH UNIQUE DINING EXPERIENCES ARE GROWING!

Change in business openings on Yelp, Jan-Apr 2022 vs. Jan-Apr 2021¹ D CONVEYOR SUPPER **BUFFETS CLUBS** INTERNET +62% +200% CAFES +200% THEATER 1 Yelp Economic Average Data. June 2022. Yelp. 2 *2022 Restaurant Tiends Report.* Modern Restaurant Management. (January 12, 2022). 3 National Restaurant Association. 4 *Square 2022 Tend Report. What's Ahead For The Restaurant Industry.* Square. 5 *State Of The Restaurant Industry 2022.* National Restaurant Association. +240%

WHERE TO INVEST IN YOUR FUTURE. And why?

There's no denying that there is value in blending on- and off-premise dining. To work together, they require different strategic plans and investments in budget, staff, space, and time. The right strategies can help combat inflation, labor shortages and create new revenue streams for your future. First, it is important to determine what works for you and your customers!



- Offer a unique experience and atmosphere
- Give the people something they can't get at home
- Become a community social spot
- Reward return customers
- Bring digital ordering to the menu

MAX YOUR REACH

- Integrate takeout/delivery into existing space
- Design to fulfill orders for both channels quickly and efficiently
- Think shared or ghost kitchens!
 - Great for tight budgets, limited staff and menu
 - Off-premise without brick-and-mortar risks

FLEX YOUR MENU

ADD 1

ER

- Create a dine-in menu and abbreviated takeout menu for quick convenience
- Excite customers with limited time offers and menu offerings
- Create customer experiences for both menus

SERVE CONFIDENTLY

- Maintain kitchen-fresh quality on- and off-premise
- Use food holding and warming equipment to cook in advance for peak hours
- Choose takeout packaging that ensures hot food arrives hot!

GREAT EXPERIENCES CREATE RELATIONSHIPS

• Make dining a personal and memorable experience

ON-PREMISE

Menu Atmosphere Events Face-to-face exchanges Rewards

OFF-PREMISE

Menu Online presence Mobile/digital atmosphere Interactive exchanges Rewards

- Take branding beyond the dining room
 - To-go packaging
 - Social media
 - Website
 - App/third-party app
- Delivering? Make an impression that's personal!

Growth In Grocery Stores



Clear 7" & 8" On-The-Go Round Bowls

11070160N300 | 11070240N300 | 11070320N300 | 5112070N300 | 5111070N300 |

| 300/cs | 300/cs | 300/cs | 300/cs | 300/cs 11080240N240 11080320N240 11080480N240 5112081N240

| 240/cs | 240/cs | 240/cs | 240/cs

Innovative design and easy to apply lids enhances speed and stacking to increase back of house efficiencies

- Ergonomic grooves improve handling to make on-the-go dining more convenient
- Superior merchandising and space-saving design for grab-and-go coolers

Sandwich and Sub Containers









of shoppers combined items made from scratch with semiprepared items to prepare for dinner¹ Research shows that consumers prioritize saving time, effort or money at supermarkets and retailers are being strategic about delivering services. Βv incorporating premium offerings and adopting technology that advances the consumer experience, supermarket retailers are changing the game.

The impact of technology has had a widespread ripple effect throughout the grocery store. Digitizing the experience has facilitated on-line, curbside and also enhanced in-store shopping. Customers can utilize hand-held scanners while shopping in person and pay through mobile pay. There are also features available that can navigate the store for added convenience when shopping and an opportunity to promote featured products on the device. Tech-enabled selfcheckout offers consumers speed and convenience and when utilized properly can increase productivity and reduce labor hours.

Convenience shoppers also gravitate toward pre-packaged, fresh-prepared food that is already pre-portioned or pre-cooked. These customers prefer easy dining at-home therefore grocers need to enhance quality and menu offerings to capture this market. Local restaurants can also capitalize on this trend by offering prepared food at stores as an alternative revenue stream. Essential to success is proper packaging that enhances the presentation of these "to-go" items and continues to increase customer loyalty providing a positive experience.



Black 6" x 9" Two-Compartment Small Rectangle Container

78229B300N | 300/cs 52872B300N | 300/cs

Polypropylene base and lid designed to retain heat and keep food integrity throughout transit

- Inside locking lid features an audible, tight fit to ensure lid is on securely preventing leaks
- Microwavable base and lid for reheating that's fast and easy
- Leak-resistant and durable design allows for a mess-free deliverv

Bundling Suggestion:







Black 18" UltraStack[®] Square Platter with Clear 3" Dome Lid C9618 | 25 sets/cs

Catering platter with larger capacity to accommodate full gatherings

- Deep walls for extra-strength to transport heavy foods
- Audible button locks for fast, easy and secure closure
- Crystal clear PET lid is optimal for merchandising
- · Secure stacking prevents tipping and spills

Bundling Suggestion:

Catering





This is only a sampling of Sabert's packaging solutions. For a full listing, visit www.SABERT.com or call 1(800) 722-3781.

Pop-Up Picnic Party

COMING SOON

Clear UltraStack® Square Platters

C1611 | 25 sets/cs C1612 | 25 sets/cs C1614 | 25 sets/cs C1616 | 25 sets/cs C1618 | 25 sets/cs

Recyclable clear catering platter allows operators to adhere to regulations without compromising on quality

- Clear platters merchandise food and improve recyclability
- Secure stacking prevents tipping with deep walls for extra-strength
- Audible button lock for fast, easy and secure closure







In 2022, the US party planning market is valued at



This publication is printed on recycled paper.

Nothing is more integral to a memorable gathering than food and people. The popup picnic trend takes it a step further when picnic planners design and decorate your al fresco event on the beach or other scenic area. Accommodations can be tailored to cater a romantic brunch for two or scaled up to a micro-wedding for larger groups. These picnics combine a fun atmosphere, great food, and picturesque aesthetics for that perfect "Instagrammable" moment, not to mention the savings of not using a venue space.

Restaurant and supermarket operators can capitalize on this trend since these companies are outsourcing the food that they serve. This provides the opportunity to extend off-premise programs, expand to new customers with high-ticket receipts and build brand recognition. Restaurants, supermarkets, and caterers can create partnerships and specialty menus that vary based on the theme of the event and the number of guests. Offerings should include everything from family-style catering dishes to boxed individual meals.

Although the menu may vary, what is crucial for all luxury picnics is the presentation. Packaging should be planned with the menu to enhance the ambiance and match with an upscale quality.



Pulp Square Plates

49210F300N | 300/cs

Bundling Suggestion:

Kraft

Catering



Round-out your sustainable event with maximum convenience and quality

- Temperature tested for use with hot and cold plated dishes
- Durable design can withstand heavy plated foods
- Certified home & industrial compostable and recyclable

Pulp

Catering



Versatile for almost any food making it perfect for on-the-go and mobile eating

- Temperature tested for use with hot and cold plated dishes
- Crystal clear PET lid enhances food presentation and promotes impulse purchases
- Compact profile great for any snack
- Best-in-class natural pulp look highlights the importance of food quality

Bundling Suggestion:







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Compostable

Culture, Community And Cuisine

COMING SOON

Paper Square Bowls

PK25012D300 | 300/cs PK25016D300 | 300/cs 512205D300

300/cs

PK27024D300 | 300/cs PK27032D300 | 300/cs 512207D300

| 300/cs

Paper Square Bowls make take-out, delivery and retail merchandising easy, secure and presentation ready

- PFAS-free grease resistant base for oily food applications
- Square design for clean, space-saving merchandising
- Clear PET stackable lid with audible lock ensures lid fit is secure and safe for messfree delivery

Bundling Suggestion: Rectangles







vide flavor and

food preferences within a group.

pad to develop and grow new concepts, in a low-risk environment since startup and overhead costs are typically lower



Clear 26 oz. Three-**Compartment Large Snack Box** 184623B300N | 300/cs

The perfect mix-and-match snack box perfect for portioning snacks and sides

- Crystal clear PET enhances food presentation and highlights assortment variety
- Slim and compact, ideal for on-the-go consumers
- Leak-resistant PET lid prevents spills for a mess-free delivery

Pulp 24, 32, 48 oz. Round Bowls

4108240D300 | 300/cs 49032D300 300/cs 4108480D300 300/cs

Sustainable single-serve pulp bowls ideal for dine-in, take-out and delivery of hot and cold menu applications

- Microwavable bowl for fast and easy reheating
- Natural pulp look highlights the importance of food
- Certified home and industrial compostable

Bundling Suggestion:







10

Bundling Suggestion:









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Data-Driven Decisions

NEW SIZE!

Clear PP 8" x 8" Three-Compartment Hinged Take-Out Containers

H58080030F180 | 180/cs A good addition to any take-out and delivery program designed with perforated lids that tear away easily for on-the-go meals

- Reheatable and refrigerator friendly, these containers offer convenience and style
- Durable, recyclable and stackable design makes transit and storage safe and easy
- Compartments offer portion control and limit food migration
- Fills size gap for full distributor conversion







58%

of companies pursue personalization strategies for customer retention⁴ An expanding stream of consumer data is now accessible to restaurant operators, courtesy of technology. Utilizing these insights, operators can manage inventory, reduce waste, and implement changes that provide a positive customer experience.

Operators have multiple opportunities to connect with customers to gain data insights. Even before customers dine-in, there is opportunity to engage through websites, online menus, and social media which operators can utilize to learn which menu items have the most interaction. Once customers enter the restaurant, insights can be collected on average wait times, party sizes and frequently ordered items to help run your establishment more efficiently. After customers leave, loyalty programs and reviews can provide valuable information. Positive reviews have a direct impact on increased revenue while loyalty programs keep customers coming back.

Current data indicates that consumers respond positively to food packaging that is sustainable and performs well with different food types. Insights also suggest that consumers prefer compostable packaging compared to a reusable/returnable container program, due to cleanliness and added costs. Operators should utilize insights such as these to make data-driven decisions to determine packaging needs based on the voice of the customer.



Pulp 32 oz. Three-Compartment Square Container

48090030D300 | 300/cs 51901F300PET | 300/cs

Compartmented square pulp containers help maintain ingredient integrity when out for delivery.

- Sectional designs ideal for a variety of menu combinations and different serving sizes for operators
- Variety of lid options available to safely deliver a range of different menu items
- Compostable, natural look pulp highlights the importance of food

Bundling Suggestion:









DATA

Consumers want sustainable packaging that retains temperature (hot or cold) and travels well

DECISION

Compostable compartmented containers are sustainable and allow separation of different food types to maintain temperature and keep food quality

Retail Reshapes **Restaurants**

Kraft Pop-Up Catering Tray

ad Bar

150093 | 35/cs

Premium corrugated construction will safely and securely transport all your catering needs with peace of mind.

- Low cost promotional branding with superior construction and operational ease
- Presentation ready with capacity to fit a full pan or two half pans
- Durable corrugated construction provides strength while also providing insulation
- Recyclable







Hot Squares and Rectangles

78%

of consumers think automation technology is critical for smooth operations of a restaurant⁵ Both restaurants and retailers are working overtime to innovate solutions that meet the rapidly changing market and consumer preferences. Agile and flexible retailers have proven to be more successful using these tactics that restaurants can employ.

Retailers Reimagine Their Space: Retailers layout their space based on customer shopping patterns, so with the addition of takeout and curbside, restaurants should separate the in-house dining experience from the take-out area in both front and back of house to eliminate congestion.

Retailers Utilize Contact-less: Retail showed an ability to embrace contact-less and contact-light technologies through adoption of such devices as Apple Pay, Samsung Pay etc. Restaurants can reduce labor and increase satisfaction by putting payment in the consumer's hands with table kiosks or app-enabled payment.

Retailers Lean on Loyalty: While loyalty programs are not new to the industry, retailers have shown an ability to use them effectively as a touch point to their customers, something restaurant operators should continue to adopt.

Retailers Build Brands: Similar to how retailers use packaging that is designed to support brand image and grab your attention, restaurants can use food packaging that matches their aesthetics and quality.



Black 32 oz. PP Round Bowl With Clear Hinged Lid

C71070320N100 | 100 sets/cs

Increase hot food sales with innovative and convenient mobile packaging

- Lid snaps into place, allowing guests to travel and eat
- Microwave-safe base and lid offers users the convenience to reheat and eat
- Great for hot & cold food applications
- Enhanced mobile dining capability
- Hinged lid provides sanitary and space saving dining experience

Bundling Suggestion:







Kraft Beverage on the Move®

74210 | 30/cs 7175N | 25/cs

Drive signature beverage interest as part of a to-go program to maximize incremental sales with a Beverage on the Move[®]

- Proprietary Pop, Fill and Go® design automatically inflates bag for fast and easy assembly
- Ships and stores flat
- Ideal for multi-portion sales for hot or cold beverages
- Recyclable (corrugated shell only, not inner bag)
- Insulates hot beverages for up to two hours, and ideal for all cold non-carbonated drinks

Bundling Suggestion:



Coffee

Sleeves





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Small, Savvy Social Catering

COMING SOON

7" x 18" Rectangle Platter

C1318432F67 | 67 sets/cs C9318432F67 | 67 sets/cs

Recyclable clear or black catering platter for operators who want total confidence in customizable merchandising options

- Ideal for "family meal kits"
- Enhanced merchandising: Rectangle shape and deep walls facilitate food displays
- Audible button locks for fast, easy and secure closure

Bundling Suggestion:









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Social catering is smaller now, which means it can be more curated and intimate. Attending events is one way that people are celebrating life getting back to normal. Catering offerings should match this excitement with new and trendy flavors to stand out among the crowd.

After a hiatus from gatherings, elevated consumer expectations necessitate broadening offerings and incorporating some flexibility to accommodate complex individual dietary preferences. Trendforward food includes plant-based options as well as a spin on some classics. With flexitarian diets growing in popularity, menus should craft elegant vegetarian options without losing flavor. Savvy caterers are also looking at ways to offer nostalgic foods that are elevated to bring that taste of home to an event.

Safe service remains top-of-mind so individual servings and serviced buffets are of utmost importance to the customer. Snack packages and mini cups are one effective way to present an individual serving with a creative spin.

Every event should be customized in some way that addresses the customer's wants and needs. Flexible packaging is a great way to offer catered meals that are presentation ready and able to serve individual or group meals.



Black PP Round Plate with Black Decorative Rings

6IMP144BPP | 144/cs 9IMP144BPP | 144/cs 10IMP144BPP | 144/cs

Simple, elegant and versatile plates set a tabletop for use across hot and cold menu items

- Recyclable and heat-safe PP
- Emulates permanent ware while offering the convenience of disposability
- Decorative rim plates offer balanced style for formal or casual entertaining

Bundling Suggestion:







Kraft 16" & 18" Window Catering Square

85201N | 35/cs 85301N | 35/cs

Kraft catering squares feature a clear window display to show product's freshness and variety

- Corrugated construction insulates to keep food hot during transport
- Durable & presentation ready
- Window feature allows users to see what's inside without opening the lid
- Made from recycled content

Bundling Suggestion: Kraft Catering

Solutions





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Food packaging quickly became a top priority for operators during the pandemic. They scrambled to find solutions that provided the best food experience, while also meeting consumer calls for sustainability and safety. **It's no surprise that a 2022 National Restaurant Association survey says sustainable packaging was in the top three packaging trends**.¹

A new wave of regulations will add stricter rules around chemical substances which adds a complexity for the packaging industry. Understanding upcoming changes to packaging substrates will allow industry leaders to create a proactive framework to manage the uncertainty.

WHAT'S OUT

Legislation varies by municipality so be sure to check for local restrictions!

WHAT YOUR CUSTOMERS ARE SAYING⁴

43%

are willing to pay more to support sustainable restaurant practices

56%

would like restaurants to share how they make takeaways/deliveries more sustainable

54% would prefer restaurants that remove excess packaging from the food delivery

56%

prefer a restaurant that uses eco-friendly packaging and not single-use plastic

Styrofoam, plastic bags and straws—this is only the start of some environmentally friendly restrictions being put into place worldwide.

WHAT'S IN

Recyclables Rule!

Welcome PFAS-free molded fiber containers, recyclable clear plastics, plastics with recycled content, paper and cardboard containers—we love the recyclability, composability and biodegradability you bring.
 And customers love restaurants for loving you!

PAPER

- Corrugated is the most recycled packaging material
- Recycling corrugated packaging decreases solid waste disposal
- Collected fiber is then reused to make new corrugated packaging
- Consumers should feel good about the boxes being delivered to their doorsteps



RECYCLING CORRUGATE ONLY TAKES 75% OF THE ENERGY NEEDED TO MAKE NEW CORRUGATE.

PLASTICS

- PET (polyethylene terephthalate) plastic containers are marked No.1
- Can be recycled multiple times to create new products
- Energy-efficient plastic and BPA-free
- Perfect lid option for molded fiber/paper containers

PET IS THE MOST RECYCLED PLASTIC IN THE U.S. AND WORLDWIDE—OVER 1.5 BILLION LBS. IN THE U.S. RECYCLED EACH YEAR.⁵



COMPOSTABLES

- Compostable plastic and fiber material is designed to break down and form nutrient-rich soil swiftly and completely
- Composting is a natural process
- Natural look made from renewable resources
- Promotes soil fertility and biodiversity⁷



What's Hot 2022 Culinary Forecast. National Restaurant Association. ress Release. *Toxic-Free Future (June 15, 2022).* Ingle Use Plastic Legislation. Footprint Foundation. (2022, January 19). aliwared: Consume Professora Bestaurant Sunay. Hospitalin. Technology. (April 20, 2022 5 petresin.org. PET Resin Association (PETRA). 6 *Recycling Is Collapsing. Let's Fix It, Shall We!* recycleacrossamerica. (n. 7 CompostConnect.org. Compost Connect.



THINK STRONG

31% of consumers want packaging that makes it easy to keep the product fresh (e.g. air tight/resealable)⁷



THINK QUALITY

62% of consumers say they would have a better opinion of a brand that switches to recyclable packaging and utensils⁸



THINK FRESH

33% of consumers want to see more packaged and prepared meals from local restaurants at grocery stores^e



THINK GREEN

83% of diners say restaurants sustainability initiatives are important to them⁹



For more packaging options, or for more information, visit www.SABERT.com or call 1(800) 722-3781.



- 1 Mintel Food And Drink Brands Can Help US Foodservice Recovery July, 2021
- Mintel Food And Drink Brands Can Help US Foodservice Recovery July, 2021
 IBIS World Party & Event Planners in the US Market Size 2005-2027 May, 2021
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