

# The Future of Travel & Hospitality Foodservice



With large gatherings still limited and stay-at-home orders still in effect in many geographic regions, travel, tourism, and associated foodservice in the hospitality industry has been greatly impacted. Much remains to be seen; however, the need for innovative thinking and solutions is paramount as the industry prepares for gradual recovery.

	Speculation	Possible Implications for Produce Industry
<b>Air Travel</b>	<ul style="list-style-type: none"> <li>• Normality of facemasks, gloves</li> <li>• Less human-to-human interactions</li> <li>• More technology (e.g. contact-tracing apps, touchless solutions)</li> <li>• Fewer travelers; must do their part for health &amp; safety</li> <li>• Amenities reduced for cost savings</li> </ul>	<p><b>Potential Shifts</b></p> <ul style="list-style-type: none"> <li>• Reduced inflight service</li> <li>• More disposables</li> <li>• Complicated forecasting</li> </ul> <p><b>Potential Opportunities</b></p> <ul style="list-style-type: none"> <li>• Rise of airport meal occasions</li> <li>• Automated food ordering</li> </ul>
<b>Hotels</b>	<ul style="list-style-type: none"> <li>• Enhanced sanitation procedures</li> <li>• Elimination of communal amenities (continental breakfasts, water and coffee stations)</li> <li>• Reduced human-to-human interactions (check in; restaurants)</li> <li>• Impact on home rentals unclear e.g. AirBNB uncertain cleaning protocols</li> </ul>	<p><b>Potential Shifts</b></p> <ul style="list-style-type: none"> <li>• Restaurant dining changes</li> <li>• Reduced food and beverage at gatherings</li> </ul> <p><b>Potential Opportunities</b></p> <ul style="list-style-type: none"> <li>• Floral to beautify and freshen spaces</li> <li>• Higher demand for room service/take away</li> <li>• Delivery from room service or external foodservice to hotels may increase</li> </ul>
<b>Rest Stops Auto Transportation</b>	<ul style="list-style-type: none"> <li>• Increased travel by personal car</li> <li>• Less interaction</li> </ul>	<p><b>Potential Shifts</b></p> <ul style="list-style-type: none"> <li>• Less lingering and eating at rest stops</li> </ul> <p><b>Potential Opportunities</b></p> <ul style="list-style-type: none"> <li>• Produce that fits reduced contact (drive thru, kiosk)</li> <li>• More variety of meal options for days of travel vs. hours</li> </ul>
<b>Cruises</b>	<ul style="list-style-type: none"> <li>• CDC no-sail order in effect</li> <li>• Service currently still suspended worldwide; many crews stranded on board still</li> <li>• Reports indicate new bookings for 2021 and rebookings for cancelled cruises are strong</li> <li>• Cruising has many loyalists</li> <li>• Sanitation procedures strong</li> </ul>	<p><b>Potential Shifts</b></p> <ul style="list-style-type: none"> <li>• CDC requires cruise lines to develop operational plans subject to approval</li> <li>• Details of plans have not been released</li> <li>• Dining styles and options may change</li> <li>• More frequent cleaning</li> </ul> <p><b>Potential Opportunities</b></p> <ul style="list-style-type: none"> <li>• Rethink buffet and self-serve</li> </ul>