



STRONGER TOGETHER

2020 ANNUAL REPORT



The voice of foodservice | La voix des services alimentaires



STRONGER TOGETHER

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The voice of foodservice | La voix des services alimentaires

Restaurants Canada is a national, not-for-profit association advancing the potential of Canada's diverse and dynamic foodservice industry through member programs, research, advocacy, resources and events. Canada's foodservice sector is an **\$93 billion industry** that directly employs **1.2 million workers**, is Canada's number one source of first jobs and serves **22 million customers** across the country every day.

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Guy Laframboise
Chair of the Board of Directors
Restaurants Canada

MESSAGE FROM THE CHAIR

When we reflect on the past decade in the foodservices industry, so much has changed but one thing remains constant: the strength of our community. Our industry continues to navigate through uncertain economic times, including shifting demographics and labour shortages, and, despite these challenges, it continues to grow and prosper.

Our community – 1.2 million individuals who work tirelessly to put food on the plates of 22 million Canadians every day – is the engine fueling this growth. At Restaurants Canada, we're incredibly grateful to bring 30,000 vibrant and unique members together through our services, research, advocacy and events that make an impact on the industry. From coast to coast, owners, operators and distributors tackle challenges head on, push each other to innovate and lift each other up. Forging strong and lasting connections within our community has always been the backbone of our industry, and the year ahead is just as important as years past. After all, we're stronger together.

Thank you to our community of members – our family – for your continued support. Restaurants Canada is thrilled to be with you on this exciting journey, and we're here to support you every step of the way.

OUR MISSION

Uniting our members to advance the full potential of the foodservice industry.



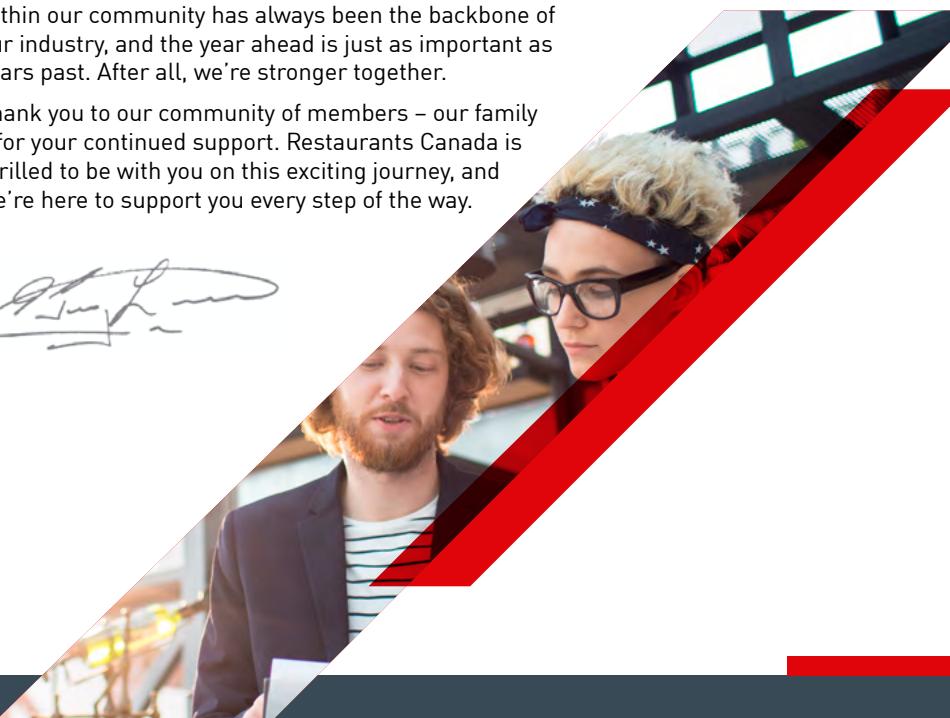
MESSAGE FROM THE PRESIDENT AND CEO

It's an exciting time for our industry in Canada, where total foodservice sales are projected to reach a record \$97 billion by the end of 2020 – and the \$100-billion mark in 2021. While this pace is promising, businesses need to constantly scan the environment, monitor trends to stay competitive and meet rising consumer demands. Now more than ever, diversification and innovation need to guide our decisions in order to thrive and remain profitable.

Diversification means exploring menu adjustments to adapt to customers' changing food choices, including the growing 'sober curious' trend and plant-based options. Innovation implies experimenting with new ingredients, telling food stories to enhance the customer experience or providing grab-and-go items for consumers who want convenience. Such experiments can help boost sales, possibly tapping into a new market.

For restaurants, revenue goes beyond traditional brick and mortar operations. Technology has given rise to online delivery platforms that are convenient for consumers and boost revenue for businesses. Ghost kitchens, can reduce overhead costs by leveraging third-party apps, ready to take orders. The economic model for thriving in today's foodservice environment requires exploring multiple avenues to grow sales while remaining laser focused on processes to achieve a healthy bottom line.

These opportunities exist, and are plentiful. It requires stepping outside our comfort zones, embracing change and daring to innovate.



OUR VISION

To be the most valued partner in the Canadian foodservice industry.



Shanna Munro
President and CEO
Restaurants Canada

TOGETHER, WE HAVE A **STRONGER** **VOICE TO** **GOVERNMENT!**

KEY CAMPAIGNS

RAISE THE BAR: LIQUOR POLICY REPORT CARD

Five key recommendations made across the country:

1. Make wholesale pricing available to all liquor licensees, for all types of beverage alcohol.
2. Modernize liquor legislation to cut red tape and reflect changing market conditions.
3. Allow all licensees to sell alcohol for off-site consumption.
4. Introduce or preserve a liquor server wage.
5. Reduce excessive markups on beverage alcohol products.

ALBERTA ELECTION: RESTAURANT REALITIES

- Increased awareness of Alberta foodservice industry struggles.
- Industry recommendations incorporated into major party platforms in lead up to April 2019 election.

PROVINCIAL POLICY WINS

BRITISH COLUMBIA

- Independent review undertaken of wholesale liquor distribution system.
- Regulations eased to allow restaurants to make small-batch dairy products in house.

SASKATCHEWAN

- Ongoing efforts to reduce wholesale liquor pricing inequities.

FEDERAL ADVOCACY HIGHLIGHTS

- Cap calculation for Temporary Foreign Worker Program changed to reward employers helping workers transition to permanent residency.
- New tax credit to help Canadians plan and pay for skills training.
- Federal funding made available for energy-saving projects.
- New funding for culinary tourism experiences as part of National Tourism Strategy.
- Action taken to remove interprovincial trade barriers for alcohol.

NEWFOUNDLAND & LABRADOR

- Minimum wage increases tied to consumer price index.

PRINCE EDWARD ISLAND

- Small business tax rate reduced and basic personal income tax exemption increased.

NEW BRUNSWICK

- Significant reduction in WorkSafeNB rates achieved for foodservice businesses.

NOVA SCOTIA

- Registration fees eliminated for businesses based out-of-province.

ONTARIO

- Liquor service hours extended to 9 a.m. daily (and 24/7 within airports).
- Prohibition lifted against dogs on patios.
- Calorie labelling requirements reduced.

QUEBEC

- More advance notice given for minimum wage increases.
- Provincial alcohol tax frozen for next five years.
- Volume discount made available for specified products through government liquor system.
- Numerous labour and immigration policy changes introduced to address worker shortages.

“

Imago Restaurants Inc. has been a member of Restaurants Canada for more than 30 years. During this time, we have always found Restaurants Canada to be a reliable source of up-to-date information concerning the foodservice industry. Equally, if not more importantly, we have come to rely on Restaurants Canada for professional advocacy on behalf of the industry at both the provincial and federal levels – something most smaller businesses like ours are not equipped to do.



Cindy Simpson
Executive Vice President
Imago Restaurants Inc.
Toronto, Ontario

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MEMBERSHIP ADVANTAGE

The Canadian foodservices industry is as unique as our country, and we're here to be your partner in success. Since 1944, we've kept our finger on the industry pulse to become a trusted resource for our community of over 30,000 members.

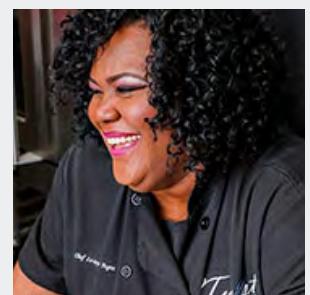
As part of our community, you have exclusive access to value-added savings programs as well as research, educational opportunities, networking, resources and business tools that help keep you informed, grow your business and fuel your bottom line. In addition to our programs, we're your voice to government when it comes to issues affecting our industry.

SAVE TIME. SAVE MONEY.



DAN MORROW
Vice President, Food and Beverage
Maple Leaf Sports & Entertainment

"Now more than ever our business is becoming data driven with decisions happening in real time. Access to the industry data provided by Restaurants Canada has become critical not only in our restaurant operations but also in our financial modelling"



CHEF LA-TOYA FAGON
Owner, Twist Catering

"Whether business is fantastic, or the wolves are howling at the door, my RC membership gives me the competitive edge I need with better pricing, innovative solutions and a strong representation in government."

FUEL YOUR SUCCESS AND IMPROVE YOUR BOTTOM LINE

Your Membership provides you access to exclusive products, services and preferred rate cost-saving programs. Start saving today.



Customized insurance programs for your business, your employees and your budget.



Waste is not a fixed operating cost. Greenspace Waste Solutions will help you reduce the cost of all of your waste streams by helping you find the right balance between economy, environment and profitability.



A better way to barter. Protect your cash flow, leverage food costs and attract new customers.



Get up to \$1,000 credit when you switch to Superior Propane, Canada's largest propane supplier.

SUPPORTING YOU

Take advantage of our exclusive discounts, resources and benefits – we're here to help you save time and save money! Learn more about these exclusive programs and more by visiting restaurantcanada.org, calling 1-800-387-5649 or send an email to members@restaurantcanada.org.

MEDIA CENTRE

RESOURCES AND BUSINESS TOOLS

- The Member Portal on our website has a wide variety of research and business tools to help your business grow.
- MENU, Canada's Foodservice Magazine, is published six times a year.
- RC Insider enews and Bite enews brings you the latest news, headlines and updates on what's happening in the world of foodservice.
- Our workshops, webinars and events help you develop the skills you need to succeed as a restaurateur.
- Social media channels including Twitter, Instagram, Facebook and LinkedIn, plus our website and blog, spread good news stories about our industry far and wide.



GIVING INDEPENDENTS THE BUYING POWER OF CHAINS!

Groupex is Canada's largest foodservice buying group, designed to bring the purchasing power of chains to the independent operator. We negotiate great discounts on a wide range of essential products and deliver more than \$7.5 million a year in savings to independent operators. Members receive detailed monthly rebates on the products and services that you currently purchase for your business. Members typically experience an average cost savings of 15%-20%, thanks to a combined purchasing power of \$500 million.



To stay competitive, restaurant operators and suppliers need the latest intelligence to navigate the rapidly changing foodservice landscape. RC Intel provides business owners with the latest economic and foodservice trends to help grow and expand their business – from sales data, operating financial information, menu trends and new and emerging business opportunities.

Many of these reports include business insights from the brightest minds in the industry to keep businesses on track. Whether a small independent owner or a large multinational chain, RC Intel reports are the trusted, go-to source for the latest business trends and insights.



RC SHOW BY THE NUMBERS

250,000

20,000+

1,100

Square foot show floor

Foodservice and hospitality, restaurateurs, buyers and industry influencers

Exhibitors

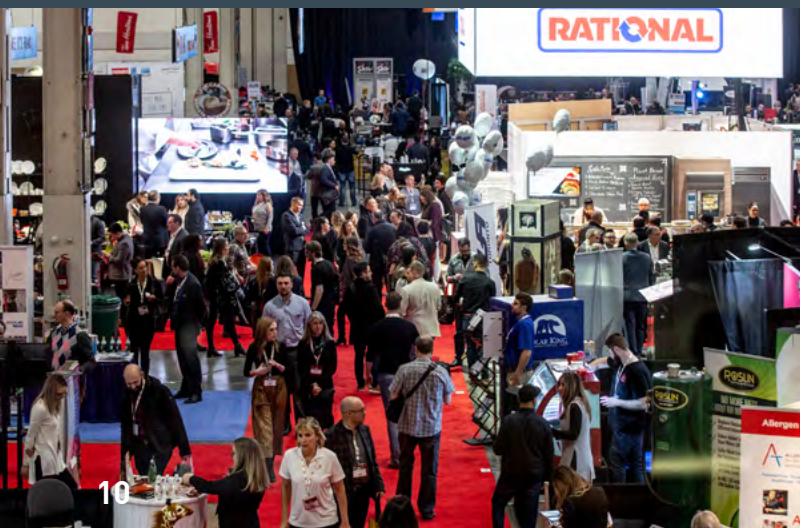
700

Brands

190+

Speakers, presentations and workshops

RC Show 2019's theme of sustainability came to life through an interactive concept, Restaurant of the Future, which showcased the most sustainable, ethical and traceable industry practices. The RC Leadership Conference addressed how to cultivate sustainability by shifting intent and featured keynote speakers, such as Donald Burns, The Restaurant Coach™ and author of *Your Restaurant Sucks!* Finally, Breakfast with Champions introduced ideas and trends transforming the world of hospitality, courtesy of the industry's leading CEOs and restaurateurs including Adam Corrin, COO of Freshii; Chuck Muth, Chief Growth Officer of Beyond Meat; and Manjit Minhas, co-founder of Minhas Breweries, Distillery and Winery.



“DIVERSIFY AND THRIVE” AT RC SHOW 2020

Now in its 75th year, the RC Show 2020 is designed to help you “Diversify and Thrive,” learn from the biggest brands and innovators from around the world who have found success in diversifying their business model and menus to stay ahead of the competition.

Join us from March 1 to 3, 2020 at the Enercare Centre in Toronto to experience all this and more:

- Arm yourself for the decade ahead with interviews from our Breakfast With Champions experts. Get insights for the future of food with Dr. Morgaine Gaye, a futurologist who examines food and eating.
- Learn how you can start diversifying your business now to succeed in the future with Joe Jackman and Adrian Niman of The Food Dudes.
- Gain valuable insights from CEOs like Mike Conway of Starbucks Canada and Kyle Norrington of Labatt about the future of foodservice.
- Explore Pop Up Resto & Bar to see how industry leaders are diversifying to thrive with complimentary tastings from five of Canada's 50 Best Bars, food styling workshops, and much more.

Canada's largest foodservice and hospitality event, RC Show, showcases cutting-edge products, inspiring people and transformative ideas. Attendees will find three days of programming to network with Canada's top foodservice professionals and learn about the latest product and service innovations to help grow your business. Learn more at rcshow.com

COMMUNITY WE'RE STRONGER TOGETHER

We champion a variety of initiatives that strengthen the foodservices industry across Canada to help our community thrive.

We're proud to connect our diverse community of members – both online and offline – through workshops, webinars and events. In 2019, we hosted webinars and workshops, online and in-person to equip producers, manufacturers, dealers, distributors, educators, operators, and more with the tools needed to succeed.

After a successful RC Advocacy Fund Golf Tournament in 2018, we held our second tournament in 2019, which raised over \$50,000 for the betterment of industry. The Advocacy Fund enables Restaurants Canada to continue to be a strong voice to government, influence policy makers on the decisions affecting our industry and help to secure a sustainable future for foodservice industry across Canada.

As a community, we're **Stronger Together!**

RESTAURANTS CANADA AWARDS OF EXCELLENCE

Canada's restaurant and foodservice industry is powered by passionate, innovative and creative people – from business owners and chefs to frontline staff, suppliers and the many others who team up to serve more than 22 million customers every day. Restaurants Canada recognizes excellence in our industry through an annual awards program in the following three categories: Culinary excellence, Leadership and Innovation.

We're thrilled to announce the 2019 winners of the Restaurants Canada Awards of Excellence.



RC CULINARY EXCELLENCE AWARD

Chef Brad Long received this award for his outstanding contribution to the culinary landscape, his commitment to the ethical treatment of animals and his advocacy for sustainability.

RC LEADERSHIP AWARD

Jean-Francois Archambault, CEO and Founder, La Tablée des Chefs, received this award for his outstanding contributions and being a pioneer in the Canadian food industry.

RC INNOVATION AWARD

Sally the Robot received this achievement for her efforts to reduce food waste and labor costs, while creating thousands of made-to-order meal options ready at the touch of a button in places fresh food wouldn't normally exist.



BOARD OF DIRECTORS

2020-2021

Thank you to the industry leaders on our board of directors who bring tremendous value to Restaurants Canada and to our members.

NAME	COMPANY
Bill Allen.....	Fresh Casual Restaurants Inc.
Jeremy Bonia	Raymonds Restaurant & The Merchant Tavern
Richard Brennan.....	Dickie Brennan and Company
Darren Carter.....	Beer Bros. Gastropub & Deli, The Willow on Wascana
Tina Chiu	Mandarin Restaurants Corporation
Michael Conway	Starbucks Canada
Julie Denton.....	Recipe Unlimited Corporation
Leslie Echino.....	Blink Restaurant & Bar
Nicolas Filiatrault	Benny & Co.
Duncan Fulton.....	Restaurant Brands International
Kelly Higginson	The CFW Group
Jordan Holm	Boston Pizza International
Norman Hower	7-Eleven Canada Inc.
Alan Howie	Northland Restaurant Group
Mo Jessa	Earls Restaurants Ltd.
Brad Kramble	Salisbury House of Canada Inc.
Jeffrey Kroll	McDonald's Restaurants of Canada Limited
Guy Laframboise.....	Les Restaurants Subway Québec Ltée
Kelvin Lum	White Spot Limited
Steve McMullin.....	Grafton Connor Group
Scot McTaggart	Fusion grill
Bill Pratt.....	Chef Inspired Group of Restaurants and Food Trucks
Patrick Saurette.....	The Marc Restaurant Group
Kent Scales	Scales Group of Companies
Matthew Senecal-Junkeer.....	Birds and the Beets
Cindy Simpson	Imago Restaurants Inc.
Peter Stoddart	Saint John Ale House
Brent Todd.....	A&W Food Services of Canada
Nivera Wallani.....	KFC Canada, Yum! Brands
Mike Yasinski.....	Hudsons Canada's pub



Restaurants Canada is a tremendous resource for restaurateurs. From giving access to insightful data – online and print – to the events they offer, they are an invaluable partner for industry professionals.

Trevor Lui
Principal, Highbell Group
TOWN, CITY



The voice of foodservice | La voix des services alimentaires

CONNECT WITH US!

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Thank you to our corporate sponsors





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**Restaurants
Canada**



DIRECTEUR,
HIGHBELL GROUP
(TOWN, CITY)

TREVOR LUI
et sur papier, ou des événements où ils offrent, ils sont un partenaire
restaurateurs. Qui sait s'agisse de l'accès à des données utiles, en ligne
inestimable pour les professionnels du secteur.

Restaurants Canada est une ressource formidable pour les



Merci aux chefs de file de l'industrie qui siégent à notre conseil d'administration et qui apportent une valeur inestimable à Restaurants Canada et à nos membres.

CONSEIL D'ADMINISTRATION

NAME

COMPANY

BILL ALLEN	FRESH CASUAL RESTAURANTS INC.
JEREMY BONIA	RAYMONDS RESTAURANT & THE MERCHANT TAVERA
RICHARD BRENNAN	DICKIE BRENNAN AND COMPANY
DARRREN CARTER	BEER BROS. GASTRO PUB & DELI, THE WILLOW ON WASCANA
TINA CHIU	MANDARIN RESTAURANTS CORPORATION
MICHAEL CONWAY	STARBUCKS CANADA
LESLIE ECHECINO	RECIPIE UNLIMITED CORPORATION
NICOLAS FILIAUT	BLINK RESTAURANT & BAR
KELLY HIGGINSON	THE CFW GROUP
JORDAN HOLM	BOSTON PIZZA INTERNATIONAL
NORMAN HOWER	7-ELEVEN CANADA INC.
ALAN HOWIE	NORTHLAND RESTAURANT GROUP
MO JESSA	EARLS RESTAURANTS LTD.
BRAD KRAMBLE	SALISBURY HOUSE OF CANADA INC.
GUY LAFRAMBOISE	WHITE SPOT LIMITED
KELVIN LUM	LES RESTAURANTS SUBWAY QUÉBEC Ltee
SCOTT McTAGGART	GRAFTON COMMON GROUP
STEVE McMULLIN	WHITE SPOT LIMITED
BILL PRATT	FUSION GRILL
PATRICK SAURETTE	CHEF INSPIRED GROUP OF RESTAURANTS AND FOOD TRUCKS
KENT SCALLES	SCALES GROUP OF COMPANIES
MATTHEW SENECAL-JUNKER	MATTHEW SENECAL-JUNKER
CINDY SIMPSON	BIRDS AND THE BEETS
PETER STODDART	IMAGO RESTAURANTS INC.
NIVERA WALLANI	SAINIT JOHN ALTE HOUSE
BRENT TODD	A&W FOOD SERVICES OF CANADA
DIRECTEUR, HIGHBELL GROUP	BRENT TODD.....
TREVOR LUI	PETER STODDART.....
(TOWN, CITY)	CINDY SIMPSON.....
	NIVERA WALLANI.....
	KFC CANADA, YUM! BRANDS
	BRENT TODD.....
	SAINT JOHN ALTE HOUSE
	IMAGO RESTAURANTS INC.
	A&W FOOD SERVICES OF CANADA
	BRENT TODD.....
	KFC CANADA, YUM! BRANDS
	MIKE YASINSKI.....

L'UNION FAIT LA FORCE

Tous nos remerciements à nos commanditaires d'entreprises

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GARLAND HIGH LINE PEPSICO
INTERAC GORDON SILVERCREST

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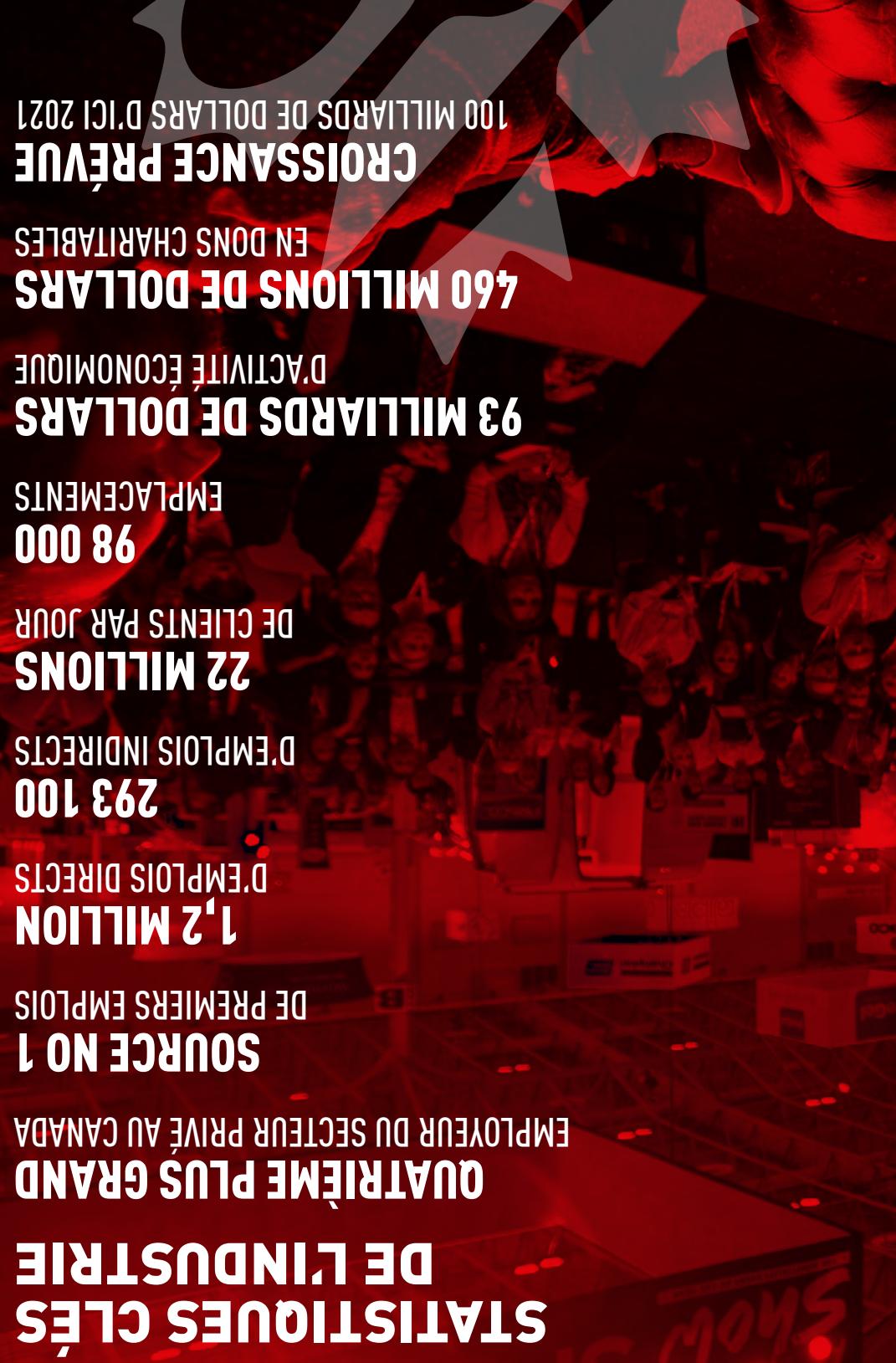
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FATIS SALILLANTS AU NIVEAU FÉDÉRAL

TERRE-NEUVE-ET-LABRADOR

- Augmentation du salaire minimum lié à la ligne des prix à la consommation.

ÎLE-DU-PRINCE-ÉDOUARD

- Réduction du taux d'imposition des petites entreprises et augmentation de l'exonération de base de l'impôt sur le revenu personnel de base.

NOUVELLE-BRUNSWICK

- Obtenir d'une réduction des heures d'ouverture du service des boissons alcoolisées commençant dorénavant à 9 : 00 dans les aéroports.
- Suppression des frais d'entreprises basées à l'étranger de la province.

NOUVELLE-ÉCOSSE

- Soutien aux membres de Restaurants Canada depuis plus de 30 ans. Pendant cette période, nous avons toujours trouvé que Restaurants Canada était une source fiable d'informations mises à jour concernant le secteur des services alimentaires.
- De manière toute aussi importante, nous en sommes parvenus à comparer sur Restaurants Canada pour défendre professionnelslement les intérêts du secteur à l'échelle provinciale et fédérale, ce que la plupart des petites entreprises comme Cindy Simpson

Toronto, Ontario

- Vice-présidente exécutive de Maggo Restaurants Inc.

Cindy Simpson



SUCÈS PROVINCIAL

QUEBEC

- Nouveau crédit d'impôt pour aider touristiques culinaires dans le cadre de la stratégie nationale du tourisme.
- Création d'un fonds pour les expériences touristiques émergentes à temporelles.
- Nouveau programme pour aider les travailleurs étrangers temporaires à être modifiée pour recueillir les formations professionnelles.
- Mise à disposition de financements à effectuer leur transition vers à emplois aidant les travailleurs à résidence permanente.
- Nouvelles mesures pour supprimer les obstacles au commerce d'économie d'énergie.

SASKATCHEWAN

COLombie-BRITANNIQUE

- Gel de la taxe provinciale sur l'alcool pour les cinquante années.
- Prairie transmis plus tot concernant les augmentations du salaire minimum.
- Préavis transmis plus tot concernant les augmentations du salaire minimum.
- Efforts en cours pour réduire les inégalités de prix entre les restaurants de production permettant aux restaurants de produire des produits de prix des alcools en gros.
- Examen indépendant du système de distribution de l'alcool en gros.
- Assouplissement du prix réglementation permettant aux restaurants de produire des produits de main-d'œuvre.
- Nombreux changements apportés à la politique du travail et de l'immigration pour remodeler aux pénuries de main-d'œuvre.

ONTARIO

- Réduction du taux d'imposition des petites entreprises et augmentation de l'exonération de base de l'impôt sur le revenu personnel de base.
- Les heures d'ouverture du service des boissons alcoolisées commençant dorénavant à 9 : 00 dans les aéroports.
- Levee de l'interdiction des chaînes sur les terrasses.
- Travail sécuritaire NB importante des exigences en matière d'étiage des calories.
- Obtenir d'une réduction des heures d'ouverture du service des boissons alcoolisées commençant dorénavant à 9 : 00 dans les aéroports.
- Suppression des frais d'entreprises basées à l'étranger de la province.

MANITOBA

- Reformes du travail adoptées pour soulager les entreprises qui vendent ou achètent des boissons alcoolisées sur les marchés.
- Adoption des règles pour améliorer la sécurité en difficile situation de travail.
- Introduction d'une législation qui permettra aux restaurants de vendre de l'alcool pour une consommation hors site.
- Nominatrices au sein de groupes consultatifs du secteur des services alimentaires au sein de la province.

ALBERTA

- Admettre des services alimentaires en difficulté le secteur des services pour soulager les entreprises qui vendent ou achètent des boissons alcoolisées sur les marchés.
- Admettre des services alimentaires en difficile situation de travail.
- Admettre des services alimentaires en difficile situation de travail.
- Admettre des services alimentaires en difficile situation de travail.

LÉGISLATION EN ALBERTA :

- Sensibilisation accrue aux difficultés du secteur des services alimentaires en Alberta.
- Recoumandations de l'industrie intégrées dans les principales plateformes des partis en vue des élections d'avril 2019.

GOUVERNEMENT!

ENSEMBLE, NOUS AVONS

UNE VOIX PLUS

FORTE AUPRÈS DU GOUVERNEMENT!

PRINCIPALES

CAMPAIGNES

ELÈVONS LA BARRE :

EN MATERIE D'ALCOOL

RAPPORT SUR LA POLITIQUE

LES RÉSULTATS EN ALBERTA :

- Faciliter l'accès de tous les types de boissons alcoolisées au prix de gros pour tous les types de boissons alcoolisées afin de réduire les formalités administratives et faciliter la législation sur les boissons alcoolisées.
- Modemiser la législation sur les boissons alcoolisées à tous les types de boissons alcoolisées.
- Permettre à tous les titulaires de brevet ou maintenir un système une consommation hors site.
- Insister ou maintenir un système de salaire de serveur d'alcool.
- Reduire les marges bénéficiaires excessives sur les boissons alcoolisées.

5. Reduire les marges bénéficiaires excessives sur les boissons alcoolisées.

4. Insister ou maintenir un système une consommation hors site.

3. Permettre à tous les titulaires de brevet ou maintenir un système de salaire de serveur d'alcool.

2. Modemiser la législation sur les boissons alcoolisées afin de réduire les formalités administratives et faciliter la législation sur les boissons alcoolisées.

1. Faciliter l'accès de tous les types de boissons alcoolisées au prix de gros pour tous les types de boissons alcoolisées.

Formuler les recommandations clés dans tout le pays :

Cinq recommandations clés

Faciliter l'accès de tous les types de boissons alcoolisées au prix de gros pour tous les types de boissons alcoolisées.

- Recoumandations de l'industrie intégrées dans les principales plateformes des partis en vue des élections d'avril 2019.

Unir nos membres pour que le plein potentiel de l'industrie des services alimentaires puisse progresser.

NOTRE MISSION





Guy Laramboise
Président du conseil d'administration
Restaurants Canada

Notre communauté, soit 1,2 million d'individus travaillant sans relâche pour mettre des aliments dans l'assiette de 22 millions de Canadiens chaque jour, est le moteur de cette croissance. Chez Restaurants Canada, nous sommes extrêmement reconnaissants de pouvoir réunir 30 000 membres dynamiques et uniques grâce à nos services, nos recherches, nos mesures de défense et nos événements, tous ayant un impact sur l'industrie. D'un océan à l'autre, les propriétaires, les exploitants et les distributeurs relevant des défis, s'efforcent d'innover et se soutiennent les uns les autres. Faisons des liens solides et durables au sein de notre communauté, et l'an prochain ravir d'être à vos côtés tout au long de ce voyage passionnant, et nous sommes là pour vous soutenir à chaque étape.

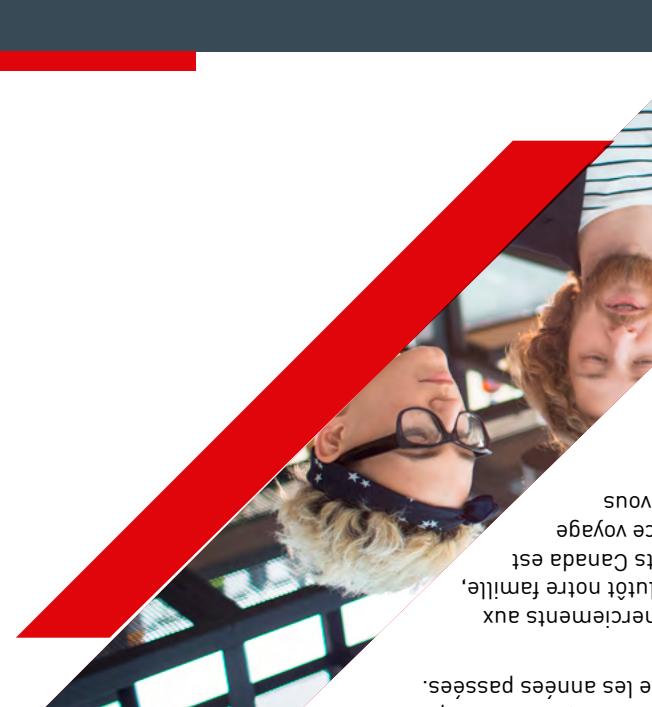


NOTRE VISION



Shanna Munro
Président and CEO
Restaurants Canada

Dans le cas des restaurants, les revenus vont au-delà des activités traditionnelles classiques. La technologie a donné naissance à des plateformes de livraison en ligne pratiques pour les cuisinistes familiers qui augmentent les revenus des entreprises. Les consommateurs en exploitation des applications mobiles pour commander. Le modèle économique pour honorer les commandes. L'environnement actuel des services alimentaires exige une concentration sur les processus d'attente d'un résultat net salin. L'exploitation de voies multiples pour accroître les ventes tout en se concentrant sur les procédures pour améliorer les revenus. Ces possibilités existent et elles sont nombreuses. Il suffit de sortir de sa zone de confort, accepter le changement et oser innover.



Nous voudrions adresser tous nos remerciements aux membres de notre communauté, ou plutôt notre famille, pour leur soutien constant. Restaurants Canada est ravi d'être à vos côtés tout au long de ce voyage passionnant, et nous sommes la pour vous soutenir à chaque étape.

Après tout, l'union fait forte force. Nous voulons donc continuer à stimuler les ventes, voir le développement de notre industrie, et l'an prochain passerons. Nous voudrions également faire une déclaration que les années passées, toujours été l'épine dorsale de notre industrie, et l'an prochain qui signifie que nous devons expérimenter avec de nouveaux ingrédients, raconter des histoires sur les aliments qui améliorent l'expérience du client ou fournir des articles à importer pour les consommateurs préférant la commodité. De telles expériences nous aideront à nous démarquer, y compris la tendance croissante à la consommation pour s'adapter à l'évolution des choix alimentaires des consommateurs. Y compris la tendance croissante à la «curiosité sobre» et les options à base de plantes. L'innovation et l'originalité sont nos deux leviers pour rester rentables.

La diversification consiste à explorer les possibilités d'ajuster nos menus pour répondre aux demandes croissantes des consommateurs. Aujourd'hui plus que jamais, la diversification des menus pour répondre aux demandes croissantes des consommateurs. Aujourd'hui plus que jamais, la diversification et l'innovation doivent guider nos décisions si nous voulons proscrire et rester rentables.

MESSAGE DE LA PRÉSIDENTE

DU PRÉSIDENT

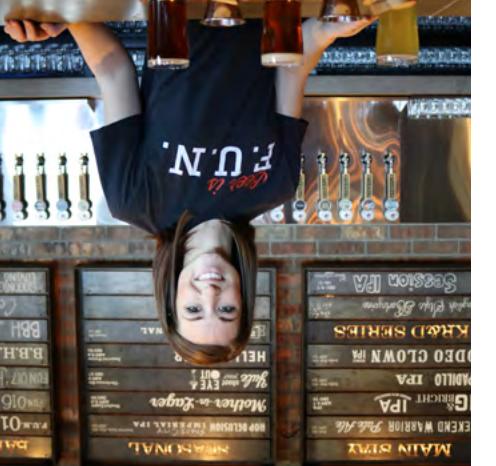


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