

RESTAURANT CONFERENCE ONLINE

AGENDA

Session 1



00:00

Finn Scott-Delany,

News & Finance Editor, MCA

SETTING THE SCENE



04:00

Zoe Bowley, Managing Director, Pizza Express

OPERATIONAL CHANGES

Pizza Express has had a transformational 2020, refinancing its debt, appointing a new CEO, and approving the restructuring of its property estate. Talking us through the changes, and how the brand is positioned for the future, MCA welcomes Zoe Bowley.



22:00

Greta Glaveckaite, Insights Manager, Lumina Intelligence

UK RESTAURANT MARKETING REPORT

Highlights from Lumina Intelligence's flagship annual report are given an exclusive airing during this session. Greta Glaveckaite presents an outlook for 2021, takes the temperature of hospitality leaders, and drills down into consumer attitudes.



38:00

Nick Collins, Chief Executive, Loungers

WHAT ARE THE POSITIVES?

Despite all the upheaval, for some operators, lockdown has offered the opportunity to pause for thought and breathing space to innovate. Nick Collins picks over some of the positives for the Lounge and Cosy Club operator, which has emerged as a champion of its communities.



51:50

Shamil Thakrar, Co-founder, Dishoom

Brian Trollip, Managing Director, Dishoom

01:06:50 **Howard Eggleston**, Co-founder, Tomahawk

01:16:20 **Scott Collins**, Co-founder & Managing Director, MEATliquor

OPENING RESTAURANTS DURING A PANDEMIC

Not everyone has been closing sites, some pressing ahead with expansion, despite the heavy restrictions. In a series of special interviews, Big Hospitality editor Stefan Chomka talks to the founders of Dishoom, MEATliquor and Tomahawk about the opportunities and challenges of growing during lockdown.



01:24:45

Graeme Smith, Managing Director – Co-Head Of Financial Advisory Services, AlixPartners

TALKING FINANCE

From M&A to CVAs, AlixPartners looks ahead to predict how the financial landscape will play out, from fixing the balance sheet, to options for investment and debt refinancing.

BREAK

Session 2



01:55:20

Chris Thompson, Senior Consultant – Director of Location Analytics, CACI

PROPERTY AND PLACES

Last year, conventional wisdom about consumer behaviour was turned on its head. Navigating us through this new landscape, Chris Thompson, from marketing and data specialist CACI, joins the Restaurant Conference.



02:15:30

Panel hosted by Finn Scott-Delany, News & Finance Editor, MCA

Matt Ring, Director, National Accounts, Deliveroo,

David Page, Chairman – Strategy, Fulham Shore (Franco Manca)

Steve Braude, Director & Co-lead of EMEA Travel & Leisure, AlixPartners

THE EVOLUTION OF DELIVERY

Delivery has been one of the winners of the pandemic, but it hasn't always played out as expected. This session explores consumer adoption of delivery, and how the relationship between platforms and restaurants has changed – from three very different perspectives.



02:37:40

Will Beckett, Co-founder, Hawksmoor

THINKING ABOUT OUR PEOPLE

Hospitality workforces have faced a turbulent time, and keeping people engaged during furlough has been a key lockdown challenge. Will Beckett says a strong company culture intact is crucial to this dilemma, and argues hospitality remains a compelling career for a young workforce entering an uncertain marketplace.



02:57:30

Karl Chessell, Director for Hospitality Operators & Food in EMEA

THE BIG PICTURE

From reopening rates by geography, to consumer adoption of new tech, CGA has a formidable data bank to draw from. For this session Karl Chessell will examine findings from the Coffey Peach Business Tracker, growth of delivery, and the new customer journey.



03:16:30

Panel hosted by Peter Martin, Contributing Editor, MCA

Peter Borg-Neal, Executive Chairman, Oakman Inns & Restaurants

Steve Holmes, Chief Executive, Azzurri Group

BACK TO THE FUTURE

The hospitality sector is desperate to return to a sense of normality, but what will the new normal look like? Exploring everything from pricing to portfolios, Peter Martin asks our leaders panel what the future holds.



3:32:00

Finn Scott Delany, News & Finance Editor

CLOSING COMMENTS

CLOSE