

# At-Work Meal Counts Decline, SHFM Study Finds

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The number of employees having meals in their company's dining center has continued to decline from prior years, a 2017 survey has found.

Survey respondents reported 38.5% of the available population has lunch and 20.5% has breakfast in the staff café in both profitable and subsidized operations. Offsetting the decline, average lunch sale per customer increased by 5.5%, and at breakfast by 4% from the prior survey, reporting results in 2014, respondents said. The 2017 study reports results in 2016.

The study, "Industry Standards and Benchmark Comparisons", is published by the Society for Hospitality and Foodservice Management, based on a nationwide survey of dining service managers. It is the only comprehensive, nationwide study in the corporate dining market.

"This is the second study in a row that goals of all facilities have been met or exceed," the report notes. "This shows operators continue to use methods and practices to contain costs and are working towards continuous improvement."

Productivity in corporate cafes has declined to an average 8.4 transactions per labor hour from 9.1 in 2014 and 11.8 in 2010, according to the study. The report shows data by region, industry and size of population.

The study is conducted by the consulting firm Corporate Dining, Inc. Copies or a customized version of the report may be purchased from SHFM, [shfm-online.org](http://shfm-online.org).

