## Crumbs - Post Covid Assumptions

These points are not in any particular order and are based on published materials as it affects both the hospitality and charity sectors

1. The management of risk and the duty of care will become paramount in dealing with all users, staff, trainees and customers
2. The future will be very different from the past
3. There will be a need to recognise long-term health issues including mental health post crisis
4. The need to establish trust with employees and fully recognise the duty of care
5. The need for enhanced staff training.
6. Training funding will continue
7. Training is critical to our long term success
8. Trainees are by their very nature vulnerable
9. Training does not all need to take place at the centre - blended learning is the future
10. The practical training will need to be carefully managed and delivered
11. The current training programme will require review and possible modification
12. Most of the current customer base will not be coming back any time soon
13. Major shift in the all work place operations which could impact on sales
14. Cooperation and interdependency are the key to survival
15. There will be a renewed local focus on the hospitality experience and spaces as people may be more reluctant to travel.
16. The High Street will never be the same again as many retail and hospitality businesses will be forced to close.
17. Offices will occupy less space and become more of a work hub where workers may visit but not have permanent offices.
18. Economic recovery will be a slow growth from a local base. There is no immediate quick fix whilst health will remain the priority.
19. Consumers will prioritise those organisations that are caring, show compassion and demonstrate true hospitality. Brands will be measured against how they responded in crisis how they contributed to the public good.
20. Consumers will need to have confidence in the product the service and experience and how their well-being is being managed throughout the entirety of the process.
21. Consumers will be seeking confidence and security before entering any social contact.
22. People will remain fearful of situations they cannot control. They need to have ‘trust’ in strangers who are providing hospitality.

All of the above present both challenges and opportunities