

# Huhtamaki

## Q4 Trends Report



University Dining | Restaurant Technology | Hospital Foodservice



## SCHOOLED IN DINING

Gen Z and millennials have made their mark on trends in restaurants, but now colleges and universities are revamping their dining services to meet students' ever-changing demands.

## Growth of Plant-Based Options

sixty-seven percent  
*of Gen Z wants*  
**NUTRITIONAL**  
content in their food.

Students *expect more*  
 *meatless* choices.

Sharing Is Caring

# SHAREABLE

*Shareable items* are ideal for **groups** and give **students** the chance to **try multiple items at once**.



Tapas



Appetizers



Spreads

## Customization Is Key

*School cafeterias* are mirroring the **ease** of **fast-casual dining** with **personalized concepts**.



Salad &  
sandwich bars



Hibachi  
grills



Burger  
bars



## Avoiding Allergens

*Colleges* are creating **allergy-friendly spaces** and **menu options** for students.

*Child food allergies*  
increased approximately

**50%**

*from 1997-2011.*

*One in 13 children*  
**in the U.S. has**  
*a **food allergy.***



## TECH-SAVVY SERVICE

From major chains to local eateries, restaurants are integrating technologies into their operations that increase convenience and speed without sacrificing the quality of food.



Chick-fil-A's new call button system has three customer-friendly requests:



"I want the manager."



"I want service."



"I want to order something else."





Pizzas might soon be traveling several blocks in mere minutes as Pieology continues to test delivery by drones.





Wingstop is developing voice-recognition technology that converts phone orders into online orders.



# Domino's®

Domino's new "Dinner Bell" allows customers to create groups within the app that can be notified when an order is placed and when it is ready.



**Square  
Roots**  
Kitchen

New touchscreen tablets at Square Roots Kitchen let customers place orders and pay in 90 seconds or less on average.



CaliBurger is using face-recognition technology in its kiosks that allows customers to view past orders and even “Pay by Face.”



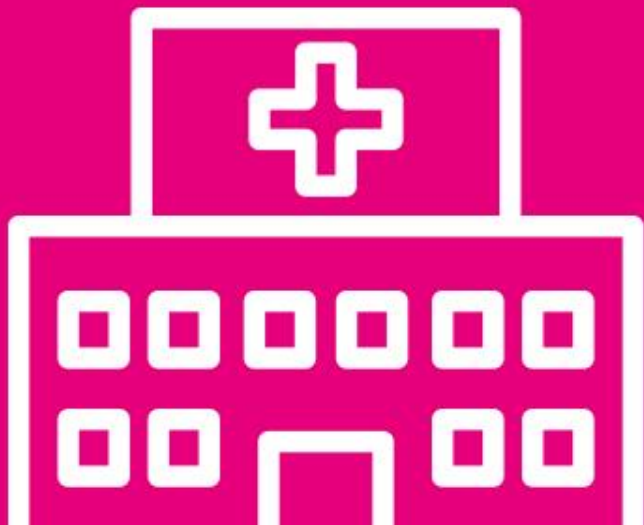
## TRENDS IN TLC

Hospitals across the country are looking for new ways to spruce up menus, cater to patients and make meals more convenient for busy staffers.



## Going Local

*Hospitals* are increasingly sourcing **food and talent** from **local restaurants** to build a **stronger connection** *with the community.*



## More Variety

Hospital dining services are offering patients, guests and staff more options than ever before.



Menu items  
& cuisines



Various serving  
stations



Broader meal times

## Room Service

***MEAL SCHEDULES:***  
To help decrease food waste, hospitals are adopting **more flexible models** that allow patients to order meals **on *their own schedules***.



***DELIVERY CARTS:***  
NYC Health + Hospitals is taking *dining door-to-door* with carts equipped with fridges & convection ovens **to maintain food's integrity**.

## Convenient Eats

*Grab-and-go kiosks* provide portable meals and **quick, easy transactions** for **staff, patients and guests**.



*Delivery* is helping to add **diversity to hospital dining** with the **same ease** as eating on-site.

# Huhtamaki

University and hospital foodservice providers are adapting to meet consumer needs, ranging from shareable foods to kiosks. Restaurant technology is also evolving to offer consumers the convenience they are after.

Huhtamaki North America stays at the forefront of these trends to help your business navigate the ever-changing foodservice landscape.