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STOCKLAND RESTAURANTS FIND SUCCESS IN NEW DELIVERY SERVICES

Businesses everywhere have been challenged to adapt to the changing needs of customers since the outbreak of COVID-19. For many restaurants, this has meant a quick transition from dine-in to online and delivery services.

Dante Reynaud, restaurant manager of Guzman y Gomez at Stockland Gladstone, said that the social distancing restrictions have inspired him to come up with new ways of supporting customers and staff.

“At Guzman y Gomez, we always support our customers and so we launched our ‘Got Your Back’ menu through our app and in store. It started as a great special on our fresh burritos and has since evolved to include our hard shell ground beef taco.

“Our hope with the app is to be able to reach all of our regular customers – and entice new ones – to try our food from the safety of their own homes.”

This move to delivery has allowed the restaurant to not only retain its staff but even take back members from Brisbane returning from studies.

“We can thankfully say that we’ve found success during these times. We have managed to keep all of our employees working, and are serving new guests every day that have never tried our food before,” Mr Reynaud continued.

“A big thank you to the Stockland Gladstone Centre Management team who have helped us during this time, organising the delivery parking spots in front of the Veranda and promoting our deals more widely in-centre and through social media. We couldn’t have done it without you.”

Christopher Allen, owner of Schnitz at Stockland Gladstone, shared a similar success story to that of Mr Reynaud.

“We actually found it pretty simple to make the transition to takeaway. I worked in the pizza industry for 15 years where delivery was a key element to business, and so have applied that knowledge and experience to make it work for us here at Schnitz.

“Our same great menu and favourites are available to order through our website, with delivery straight to your door. It’s something I’ve always wanted to offer our customers as an option, so this was the push we needed to finally make that work for our store.”

Mr Allen continued: “We really appreciate the support we continue to receive from the community and beyond, and look forward to welcoming everyone back to our restaurant when we can.”

Diana Mitchell, Centre Manager at Stockland Gladstone, said that helping retailers adapt to the changing needs of customers has been her priority.

“We want to see all of our retailers succeed and so we’ve been trying to lend support wherever we can, whether that be helping restaurant owners to set up delivery services and promoting those on our centre’s website, advertising on social media or creating designated parking spots at the centre for pick up.

“We’re here for our retailers in the same way that we value and support our customers. It’s been encouraging to see some of these local businesses evolve, and the spirit they’ve maintained while doing so is inspiring.”

To his guests, Mr Reynaud said: “Gracias to all of our guests who have our back and who continue to come in or order online during these times. There is nothing more sad than a restaurant without any customers to enjoy it. All of the Guzman y Gomez staff are working very hard and making every order with love to keep our customers happy. We hope to see you all very soon amigos, we miss you and stay safe.”

Guzman y Gomez is available to order on their app and Menulog, every day from 10am to 9pm.

Schnitz is available to order on their website from Sunday to Tuesday from 10am to 7pm, and Wednesday to Saturday from 10am to 8pm.

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About Stockland: Stockland (ASX: SGP) was founded in 1952 and has grown to become Australia’s largest diversified property group – owning, developing and managing a large portfolio of shopping centres, residential communities, logistic centres, business parks, office assets and retirement living villages. Stockland is rated as one of the most sustainable real estate companies in the world by the Dow Jones Sustainability World Index (DJSI). Stockland is also an Employer of Choice for Gender Equality, as recognised by the Workplace Gender Equality Agency www.stockland.com.au