







Northwestern University May 15, 2019



Industry Workshop



We make it easy to source local food

Local Foods is a wholesale distributor of Midwest-grown foods, servicing 300+ restaurants, caterers, schools, institutions and more throughout Chicagoland & the upper mid-west























































Source: Forbes (Dec. 2018)

Uber Eats could generate at least \$1 billion in revenue this year (an estimated 7% to 10% of the total market), and ranks second in the U.S. behind rival Grubhub (likely \$1 billion in 2018 revenue) and ahead of competition like Caviar, Postmates and DoorDash.

Restaurants are, at best, semi-willing partners that can ill afford a 30% blow to their bottom lines. And since Uber isn't (yet) willing to have your meal share a ride with a paying customer, there are fewer network efficiencies to capita lize on.



Source: Bloomberg BusinessWeek (Dec. 2018)

A year ago, <u>DoorDash Inc.</u> looked like just another meal delivery app maker on its way out. The company was burning cash as it struggled to differentiate its software from that of <u>Uber Eats</u>, <u>GrubHub Inc.</u>, and other competitors, and it had recently sold shares that valued the company at less than its previous funding round. Then something strange happened:

Excluding overhead expenses such as salaries and rent, DoorDash started turning a profit. Granted, that's a generous definition of the word "profit," but it was enough for Saudi-backed SoftBank Group Corp., which swooped in to lead a fresh round of investment totaling \$535 million.



A FEW CAUTIONARY TALES



Amazon net profit was 4% of revenue in 2018



Amazon cost of fulfillment has gone from 13% in 2016 up to 14.2% in 2017 and went up further to 14.6% in 2018.



Uber Adjusted EBITDA in 2018 (\$1.85B)



Lyft 2018 revenue \$2.2B with net income of (\$911MM)



Managing Expectations

- 1. The way the 3rd party delivery concept is pitched to restaurants and retail grocery is:
 - Increased revenue and marketing reach
 - Customers are expecting you to provide delivery but...
 - Delivery infrastructure is costly and risky
 - You already have the labor in house so the only increase is food costs and a bit of packaging.
 - We'll take care of the rest and you make the \$\$\$\$\$
- 2. Top line revenue growth isn't always the answer
- 3.Restaurant and grocery margins are thin at best (very high failure rate even amongst seasoned professionals) and a major source of sit-down restaurant profits come through liquor sales.
- 4.Increased labor and packaging costs nearly impossible for restaurants and grocery retailers to absorb.
- 5. The logistical challenges of 3rd party delivery are beyond most independent restaurant and store owners. Low band-width, high turn-over and modest technology.
- 6. The risk remains with the food provider—their name and reputation—not the delivery partner.



What to do?

- 1.Customers want what they want and have high expectations—especially when it comes to food!
- 2. You have to play—simply saying no isn't the right answer.
- 3.Speed (with associated risk but capturing share and learning on-the-fly) v. Thoughtful (mitigating execution risk but potentially "left behind" by being late adopters). What fits you best?
- 4.Local Foods currently following the more thoughtful path (we've put our current 3rd party delivery arrangement on hold) but with a commitment to execute in the future.
 - a. Quality of execution paramount
 - b.Supply chain—capabilities of our farmers, ranchers & makers.
 - c.Building capabilities within my team.
- 5.My restaurants chose not to participate as we concentrated on our seated experience as well as other customer engagement platforms—more onbrand for us.
- 6.Delivery providers need to consider increased customer training, systems support, on-site onboarding/implementation procedures, etc.



How many miles?

- 9 Separate Items
- Sourced from 13 countries
- Packaged in North Carolina
- On a Family Dollar shelf right here in Chicago!
- \$2.00 a bag!







