



Season1 - Episode7

Restaurants in 2023

Journey into the future

On the weekends the Miller Family usually visits the new Rock Center for climbing and exercising in their neighborhood. This center has been established after the Covid pandemic to revive the city, along with renovating and opening new bars and restaurants nearby. After the family finishes their climbing routine, they often go for a refreshing drink spontaneously in one of the bars close to the Rock Center.

Bars became such a trend during the last couple of years. They are almost like restaurants substitutes as no one can get a table in a restaurant without a pre-booking with order nowadays. The family is walking around, checking which bar they would like to enter. Melanie and Christie are searching for the most colorful place possible. Melanie says, "we want somewhere cozy and colorful" and Christie adds "that serves ice-cream!" Both parents knew this could take a while until the girls settle on a place, so they pick an attractive bar just around the corner.

"This place has a very attractive design, few small round tables, round frames on the walls and also a place to sit outside" comments their Mother Xenia. Thomas agrees and chooses a table just beside the door with flowers next to it. When Christie checks the menu board and the menu App, she cannot find her favorite ice-cream and she gets a little bit upset "they don't have my favorite chocolate chip ice-cream! Can we go someplace else?" Thomas replies "we can go but afterwards or you can try a new ice-cream flavor maybe it will be your new favorite, Christie". The girl takes some time to think while her parents make their orders through the App. They notice ice-cream flavors are presented in short nice videos online, so they show it to little Christie. She is excited to try out a mix flavored fruit ice-cream as it looks so delicious in the video. After 10 mins the orders arrive with cleansing sanitized tissues to use before eating. Christie is really surprised that this ice-cream did indeed become a new favorite of hers.

Agnes Kunkel:

Hello, I'm Agnes Kunkel, your host in 2023, your window to the world beyond Covid-19. Today we are reaching 21 million confirmed cases of worldwide and over 760,000 people are confirmed to have died from Covid-19. The curve of new daily infections seems to flatten just below 300,000 cases per day. This number adds up quickly to a million. Here in Europe, we see unpleasantly rising numbers of daily new infections. U.K. now demands a two-week quarantine from people coming from France or Netherlands, countries like Spain and Belgium had already been on the list for a few days or weeks. Today, it's 14th of August 2020. Our guest today is wonderful Alison Pearlman, the author of 'Smart Casual: The Transformation of Gourmet Restaurant Style in



America' and 'May We Suggest: Restaurant Menus and the Art of Persuasion', a book that found great attention around the world. 'May We Suggest', was highly praised and recommended in several well-known papers here in Germany. Alison Perlman is a professor of art history at California State Polytechnic University, Pomona, a brilliant thinker, writer and researcher in an area that touches everyone. Food and especially wonderful food, served in great restaurants. Welcome, Professor Pearlman.

Alison Pearlman:

Thank you for having me. I hope I can live up to your wonderful introduction.

Agnes Kunkel:

I'm absolutely sure. Professor Pearlman, your greatest passion, are restaurants. And as I understand from your publications and your books, you don't hold back from experimenting on your own. And I guess you have spent quite some time in restaurants of all kinds in the recent years. Do you already go now to restaurants during this Covid pandemic?

Alison Pearlman:

Well, the truth is I go more often now, I would say three times a week rather than, maybe once that I might have done before. But these visits are completely different now. I go for takeout only and I go to restaurants only within walking distance and I go only to the same few places that we trust. Now, this is part of a deliberate strategy on my part to support restaurants, first of all, but also to do so with the least risk, not just for safety but also taking the opportunity that I have to drive less.

Agnes Kunkel:

Yes. Very wise. What you are telling me is very clever.

During these restrictions we see a lot of stress for the restaurants and the severe economic crisis. I hope you are not personally, so negatively affected by these experiences seeing that maybe beloved restaurants are struggling for their survival.

Alison Pearlman:



Well I should tell you, you in Germany are way ahead of us here in the United States, specifically Los Angeles, where I am. Dining rooms in restaurants, your listeners should know, are closed. Again, this is for the second time. So right now, as I speak to you, we had restaurants, where the dining rooms were allowed to open and then were closed again. So, we have not gotten the Covid situation under control. And this is even worse for restaurants than closing once, because the uncertainty makes it worse. And for your listeners around the world, I should explain just how dire the situation is in the United States, especially if they're not as familiar with the restaurant industry. No other industry in our country has been hit harder in terms of job losses and revenues. One quarter of the workers in the United States who have lost their jobs are restaurant workers. And, you know, we just had in July the Yelp, whose research has reported that 60 percent of the restaurants that had to close temporarily have now closed permanently. So, this has been so devastating here. It's very, very sad. And so, when you ask about negatively affected, I should say two things. One is I don't work in the industry, so I am not affected personally, financially. But as you can imagine, it has been a great loss socially and aesthetically. And by being so careful myself, of course, and restricting myself to the local walking distance, I've lost one of the great pleasures of urban life.

Agnes Kunkel:

Yes, I understand. It is really shocking. Of course, I did some research on this, which of course, is a little bit outdated. Not so, let's say, up to date for today, as you told us this now. And what does this mean for the year 2023 when you go to the city? What will we find? What will we see?

Alison Pearlman:

Well, I think, assuming Covid is under control and this is a very big assumption, but by 2023 I think it will be under control by then. I believe, restaurants will be back open, but they might not look and function the same way as they did before Covid. And I'm sure we will get to all of that in our discussion. And the ones that are closed for good now, will be taken over by new owners, I think. As they call them, the vulture capitalists are flying over the skies right now looking for possible carcasses. I think, that you will see a turnover in ownership. Yeah, but they'll be open.

Agnes Kunkel:



In our story, the father, Thomas and the two daughters, they went to a park in a city, a city revival project. And afterwards they just go to a small bar and have some drink and maybe some cupcakes. Excuse me, cookies. As of course, economically the situation for many people is severe and maybe, even now or let's say in the years lying behind us for the family. It was quite a luxury or even not affordable to go to a really stylish restaurant. And I guess it might be even more difficult to do so in the years ahead.

Alison Pearlman:

Well, yes, that is one of the major variables, what is people's discretionary income will determine a great deal about what happens, in fact, in the future. Who knows? You know, it took us in the US, five to seven years to get over the recession we had last time. And this is much, much worse. So, of course, that is a large variable indeed.

Agnes Kunkel:

One idea from the story is that maybe, even for saving money, and working more economically, restaurants or smaller bar restaurant type places, may try to make it necessary to pre-order, to check in with an app, not only for a table, but even for the meals and the dishes you want to order, maybe even to pay upfront for the meal, and that for a real restaurant you won't to go spend spontaneously, you will do it for purpose and you will check in with your app. Could that be possible?

Alison Pearlman:

Well, some places are already doing that. And it's to reserve ahead so that restaurants can basically make sure that they don't have a crowd, a bottleneck of people showing up and creating a distancing problem. Of course, that's one of the things that people are doing now. But I think if the threat is no longer there, I think most places, most restaurants, especially the more casual restaurants, will not want to do that anymore. And that's for the same reason they didn't want to do it before, which is that many restaurants depend on people making last minute decisions to dine in a place. And it's a very important part of the business. So, I don't think, unless we are talking about fine dining, basically what we had before Covid, would still be the operating logic, I would think. Reserving ahead, really restricts the customers that you can have. And even the very upscale places still want to have some walk-in customers, because they can't depend on long



term planning for people. And so, I don't think that's really, if there is no longer the threat, I don't think we will want to have that.

Agnes Kunkel:

OK, you see not much change there.

Alison Pearlman:

No.

Agnes Kunkel:

What about your beloved menu, your highly praised book? Could you imagine that it slightly or even more quickly changes to some sort of app? I have seen things like that, maybe not pre-ordering, but when you go to the restaurant, then you'll get the tablet and then you order via the tablet. But maybe it's done ordering by the guest electronically. But apps may be at home or in the restaurant. Replace the classical paper menu as we know it.

Alison Pearlman:

Well, you raise two different devices, basically two different scenarios there. One is that the tablet in the restaurant and the other, mobile app. Right. Both of which exist today. And it existed before Covid. So, the tablet is a special case, and I don't think the tablet will replace the printed menu any more than it already has. Well, that depends on style and what people get used to nothing related to Covid. After all, some formats, are not safer. I mean, you're touching a surface. It's actually worse than a paper menu that you can throw out. But a mobile app is a different situation. I actually write a lot about them in the book. You know, I love a beautiful textured printed menu, just as much as anybody else. But the digital menus and the apps do have their own particular charms for the consumer. And the most important one, I think, is that they can offer the diner this choice to click on an item and get more information about it, which is very useful. Now, that is, I think, probably the best advantage that the apps have and that they will continue to offer us as consumers. I think there are a lot of other advantages for the digital the mobile apps as well.



But most I think, those are advantages for the restaurateur and not for the consumer. The thing about the mobile menus being put into mobile apps is that the app can structure people's attention much better than a printed menu. And so, because you have to go through a series of screens, your attention can be focused on particular promotions and offers, in the order that they want you to see them and can suggest also items targeted to you personally, based on your previous purchasing habits and the information and the data that they may have about you, that you can't do with a printed menu. So, these are incredible marketing advantages that will continue very much in the future, because of the marketing advantages.

Agnes Kunkel:

Yeah, I understand you correctly that for marketing advantages, it might be possible that restaurants promote apps intensely.

Alison Pearlman:

Definitely. But here's the problem. Here's the thing I would say as a twist on that, is people don't, this is well known within marketing circles, that people have app fatigue. So, they don't want so many apps on their phone. You're not going to have a lot of or all people downloading apps. What people are turning to more and more now, and this is something that has accelerated during the Covid-19 crisis, is the QR codes. So, no longer do you have to download an app. Now, anything you can do with an app, you can do with a QR code. You just point your phone at the QR code and you don't have to download anything and it will take you directly to the site website that would basically function as the mobile app.

Agnes Kunkel:

OK, while you were talking the idea came in my head, might organizations like TripAdvisor or similar, where you have many restaurants and one platform might, which by the way, I don't like. To me it's just a horror.

As it does not provide, you spoke about the pleasant experience, as I would have when I like a restaurant, but I don't think it is a pleasant experience to go to something like TripAdvisor or whatever it may be. That maybe some restaurants in town or in a city form a corporation to bring out a pleasant experience for ordering and bringing the marketing, let's say, the brilliant



marketing aspects of these tours in work. But to make it pleasant for the customer or the restaurant guest.

Alison Pearlman:

Well, I think what you're really hinting at is, what the answer will depend on, I think is the part, how the power struggle plays out among the digital companies. And who takes over whom. Because who will prevail? Will it be the delivery app companies, that like Uber and Door Dash or will it be Google and TripAdvisor who will be the umbrella over whom that will determine the answer. However, the problem for restaurants is very enormous here, because right now, as you may know, that the restaurants really hate these apps. Yeah. I mean, everybody. Well, customers seem to like it. And that's the problem for restaurants is the customers are responding very well to the Door Dash and their ilk. But the restaurants, it's taking 25 to 40 percent of the restaurant's profits on the items. So that is the problem. And the restaurants, many of them feel that they have to be on those apps or else they will disappear from the customer's viewpoint. And that is the problem. But they would rather not be on those apps. So, if you know and this, again, is about in the future, if we are looking into the future, we have to ask what new services, what new technologies, what new possibilities for restaurants might develop that would enable them to get their power back? Maybe the QR code will help this evolve. Because right now the apps are a stranglehold on the industry.

Agnes Kunkel:

I have to admit, I'm not a good user of QR codes. Can you explain to our listeners, where do I pick it from?

Alison Pearlman:

Oh OK. You know what? It's so much easier than an app. All you have to do if you have, anyone who was able to take a picture with their phone can use a QR code, because you don't have to have any special software, the phones, all you have to do is use your swipe to take a picture. You put your camera up to the QR code, which is just a graphic. It could be physical, like on a doorway. You can print it out. And you can post it anywhere in the city. Or you could put it on a computer screen, you can put it anywhere in the world. And you just point your phone to the QR code and



it immediately takes you to the website, or wherever. So, you don't have to download anything. You don't have to do anything. You just immediately go where they want you to go.

Agnes Kunkel:

OK, thank you for this explanation. Maybe when I take a stroll through the city and then go to a restaurant door and there is a QR code. That's it. Or I browse on the computer and I will find it, but when I'm on the computer I can just go to the website. You don't need one. But maybe I'm on a map. Or A portal. And I just take a picture of the QR code. OK, thank you. That was great. Now I have realized that it can be maybe in a place in the city somewhere and wherever. Or in a newspaper.

Yeah. OK, so when we go back to the idea, how will our cities and the restaurants and the diners look in 2023? We have now talked about the menu. What about the dishes and the offerings we have on the menu? Do you think they will change, becoming maybe simpler, less items, maybe more simple items? What would you expect?

Alison Pearlman:

Well, right now, in the Covid era, I guess you could call it, the menus are being simplified all across the industry. So, everything from McDonalds to fine dining restaurants of the highest reputation, all of them are simplifying their menus. And that doesn't just mean cutting the menu. When I say simplifying, it doesn't just mean smaller. It also just means less complicated in the preparation. So, in that way, we have actually witnessed a massive compression in the range of the style of restaurant food. I think almost everyone has gone to more casual, more home style in the direction and in the direction of dishes that don't require many people to assemble or that have intricate presentations. This is what has been happening. But I really believe that this, when we no longer believe we are in danger of a pandemic, I think this trend will go away. There is too much professional ambition at stake, especially in gourmet dining for us to continue to see this. I think this is a temporary situation, doing really casual, homey food. I think, unfortunately, that is just a lack of range right now. Not to say that there isn't a great range in the quality or in the creativity in what they're doing. But stylistically, it's an unfortunate shrink, a shrinkage of the range of possibilities. And I don't think from a professional standpoint that restaurateurs will want to continue that.



Agnes Kunkel:

I understand, it is quite plausible. What do you mean by shrinking? I picked this word and your formulation. Might the restaurants itself shrink to be smaller, cozier, less expensive to rent?

Alison Pearlman:

Well, I'll tell you, the size of restaurants, to some extent, the sizes will probably remain the same, if you're talking about the architecture. Because there is only so much change that can happen to existing architecture in such a short period of time. But some quick service restaurants, I should say, especially chain restaurants that today are building new units and planning ahead right now are building them smaller and if possible, with more area given to the window or curbside pickup stations and or drive through lanes. I would expect that to continue, because they're also planning into the future with that. So, that is a testament in part to how much people have used delivery devices, the delivery apps, of course, more and more even before Covid. But with Covid, it makes it even more significant as a possibility. I think that's true with places that can really thrive with delivery and pickup especially. But I don't think a smaller size will be desirable for all kinds of restaurants. Of course, certainly not ones that depend on a full service or a good service environment. And even in places where service becomes more automated or contact-less. And I'm partly joking when I say this, but the robots might still need some room to wander around.

Agnes Kunkel:

OK, when we speak about a delivery service and similar, what came to my eyes at that moment, even more high quality and even in directional fine dining, as you told me, will pick up. When we imagine and you are thinking about static's and all the refinement and all that, what does this mean to the packaging? If we take, let's say, a little bit more classy, maybe not top class, but a little bit more ambitious restaurant bringing food outside by delivery, will they put effort in the packaging, how does this work at the moment?

Alison Pearlman:

Well, for the very fine dining restaurants, I will say in a phrase, the Bento box is back.

Agnes Kunkel:



Yeah.

Alison Pearlman:

Yeah, the Bento box is in. And so, we're actually seeing a lot of creativity going into this area. To the extent that places like that will expand or continue their takeout and delivery options, that you will see a continuation of the creativity in this direction.

We are already seeing restaurants really thinking of it, because they can't do the beautiful plating, with a beautiful plate, the beautiful presentations on the plate, which really separate them from other places. And so now, we're seeing beautiful boxes. And of course, the Bento box is wonderful, because and the reason that they were used before, is that the items don't move and you don't have a problem with transportation, so you can really create these beautiful mosaics of food in these boxes. The Bento boxes is kind of a model for this. But there are other ideas. And the other thing I would say with packaging and creativity in this area, is not only choosing, for example, sustainable packaging. We want restaurants that care and that have as part of their Ethos, a sustainable model that they will choose sustainable material. So that's one thing that will continue to be important, but also the beautiful, the artistic and personalization in the absence of persons.

And to replace that, to the extent possible, you can have personality. So that means notes from the chefs, maybe a handwritten note, something with instructions on how to put the food on the plate or how to reheat something. Reheating instructions that come along with it, just something nice and personalizing to put into the package for people, so that packaging really can become an opportunity to convey the values of and the personality of the brand. I guess you could say, that will be very important as long as the takeout and delivery continues. And I think it really could, as long as the labor that it takes to produce that is not too costly. I mean, if we go back to a situation where we have fully booked dining rooms and the restaurants are fully functioning the way they were before, whether or not this will continue is a matter of, is it profitable to do it? I mean, the good thing for that is, that people will have become used to it. They will be accustomed to this way of ordering food even from a fine dining restaurant. So, if people get used to something, usually it continues, but only if it's really profitable.



Right now, a lot of places are doing that, operating barely at a profit, if at a profit. Some places are doing things now, that are actually not profitable and they just want to employ their staff or keep their staff employed. Some of the practices that are happening now, are not entirely indicative of what is actually profitable. You have to also realize, that in the United States there are very, very strange benefits. For instance, we have this Paycheck Protection Program that came out in the beginning of the Covid crisis, which many restaurants cannot use at all, because it's not functional for them. But some of them that did apply for these benefits, it requires them to keep a large percentage of their staff employed. Some of them are doing this to keep their staff and to keep their "family" together. In a sense, their professional family together and are doing all kinds of things and still may be operating at a loss. So, you have to think about that.

Agnes Kunkel:

Right now, I am imagining a mouthwatering Bento box. Filled with many delicious little items. And on the other hand, you spoke about maybe after Covid-19, 2023, we will again, have fully booked restaurants and don't have the time for doing these little Mosaic's. I have read about expression, which sounded to me not so mouth-watering, ghost kitchens. Might it be that these Bento boxes, that stuff might be outsourced to some big places on the edge of the city or even maybe somewhere in the globe, where cheap labor is preparing stuff and then it is brought by refrigerated containers or a fleet of refrigerated cars to the restaurants, or maybe it doesn't go to a restaurant, but it goes immediately to a client who has ordered food for his party at home or something like that.

Alison Pearlman:

Well, I think for the restaurant industry, would probably make a distinction between those two practices. So for example, the kitchens that, and this has been a common practice for many years in the industry, serve restaurants that have multiple locations, called commissary kitchens. Actually, and that is a practice that's been going on for a very long time.

And it's always been an efficient model for delivering the same food, that doesn't need to be prepared. And just to the restaurants that are part of that area. But so, that will continue, I'm sure, because it's always been there and it makes sense economically. But it probably doesn't really exist that much and probably will not for that segment of the industry, that features a chef



driven or more spontaneous menu. So, what we call ghost kitchens, operate differently from that. So those are commissary kitchens, because they serve restaurants. But what we call ghost kitchens operate very differently now. They are not suppliers of restaurants with dining rooms. They are substitutes for them entirely. Ghost kitchens are delivery only businesses, that consumers access via an app. They have a digital presence and that makes them appear like restaurant brands. And some people order from them, not even knowing that they're not places for dining. So that's what I mean. That's what we call ghost kitchens. And that's why I guess the word ghost is sort of funny, because it makes it a little scary, right?

You think you're ordering from a place and it's not really a place. And often these kitchens are large brands that are national or even international brands that operate these kitchens all over the place. And some of them have multiple brands inside their premises. So, for example, they have within the same building, a Chinese brand and then an Italian food and then another thing and each going out for delivery under a different brand name. So, if you go on to your Door Dash app and you order from the Hunan Kitchen, you could be ordering from one of these places that has multiple kitchens going on. So that's the ghost kitchen. The ghost kitchens has been a surging business. And I imagine that it will continue to be that way, especially as more and more people are getting very fond of ordering through these delivery apps. And they're very economical, as you can imagine, because they are saving on labor and architectural maintenance of a dining room. That's a lot of money you're saving.

Agnes Kunkel:

Maybe it's even a mix with these commissary kitchens. But you have your ghost kitchen and the ghost kitchen also draws from commissary kitchens or from the food prepared somewhere else where labor is. Well, that's very interesting. I never heard of it before. So, thank you for your kind explanations of all that. When we think about the bills we have to pay, the profitability of segments in a restaurant or a place where you go to eat and to drink. Might it be, that more bar type style, which has the larger drinking menu, which typically, as I understand, are more profitable for a restaurant or a bar and a very small dining menu, maybe not drawn from some commissary kitchen to make a profitable business in 2023, to see more Tapas bar style places in comparison to real restaurants.



Alison Pearlman:

Oh, well, the potential depends on, are we still afraid of contagion in 2023. Is that, are we still worried about that. That's the question, I think. And if we are, it's funny that you mention the Tapas bar style kind of thing, because in some ways that may be the opposite of what we see. I say this, because those formats are very conducive to conviviality and sharing. Tapas are shared snacks, shared plates. I mean, if what is happening now is any indication of a future trend and I don't know that it is, if we're completely finished with this by 2023 and people don't remember this anymore, then maybe we will have some of that. But if we are still worried about that, then I think we have cut down on all of the trends that existed before Covid that were about sharing. So, shared plates, we don't have that. Even in that we've cut down on, except for takeout and delivery, where you have more family meals, because people are trying to sell larger items for larger prices. For takeout and delivery, going to a single household, the sharing is good. They want that. But in a physical location, that is not where things are going. And in fact, the other trend related to this, which is the communal table, all of that is gone too, because you can't have that. You can't have that kind of conviviality, let's say, as we used to have. So, in many ways, those trends are very pre-Covid.

Agnes Kunkel:

OK, yeah, very interesting. When one is not an expert in this area, like you are, one easily mixes things up. But hopefully in 2023 we will have forgotten about contagion. Right. Sit very close and well, you know.

Alison Pearlman:

It occurs to me that by participating in your podcast, I am designing my own future embarrassment, as I predict things that will be in 2023, and I will find out how wrong I was.

Agnes Kunkel:

No, no, no. I guess you did wonderful predictions. When we think of our dear listeners, would you be able to summarize a little bit, where you will see the most important trends, that could materialize in the next two to three years or let's put it that way, that will materialize when the fear of Covid is gone, if it might be 2022 or 2023 or 2024?



Alison Pearlman:

Yes. Well, OK, I think maybe the practices are different outside of the US, but in the US, we will hopefully finally get rid of tipping. And this is a practice that siphons money away from the restaurant operation and that many have been decrying for years, as not an equitable practice. And of course, we have right now, here, two simultaneous trend-lines going on, one of which is the Covid and design related to more safe operations, but some of it is also about equity and changes that are happening or people who are raising their voices, about other changes that need to be made in the restaurant industry, that are kind of also happening at the same time.

So, I think this is one that could really hopefully happen. The tipping model, maybe we'll get rid of that finally. And another thing kind of on a different tack, is related to maybe hygiene and safety measures. If restaurants have greater costs due to more hygiene and safety measures, which they will, they already are enduring tremendous extra costs to put up barriers or do things like sanitize more frequently. All of that is costing them a lot of money. The protective equipment, all of that is costing a lot.

So, going out to eat at a full-service restaurant might become more expensive, and getting rid of tipping, will also first appear to raise prices. We can be looking at a different environment, a different landscape of restaurants in terms of the cost. So that's another angle to think about. I think that the contact-less ordering and payment is probably here to stay. Especially with the QR codes that we talked about. I see, also continuing creativity with takeout and delivery services. And this includes, I would say not just the packaging and communications that we talked about earlier, but I would say also an expansion in what restaurant brands are selling. Because one of the things we saw or have been seeing with Covid, is an expansion in the possibilities of what a restaurant will sell. And this includes things like, meal kits, sort of chef curated meals or specialty items, pantry items that are special, maybe spice blends that the restaurant might prepare. Or also we have seen virtual cooking classes. Under the banner of a restaurant brand, we can see them selling things like that. And that is an expansion in the possibilities of what a restaurant can sell. So that's all potential, I think. In terms of architecture we can see more quick service chains, of course, continuing to design smaller layouts, as we talked about before, more emphasis on the pickup and delivery and more automation.



So we've already been seeing this in the industry. More robotics, anything that can be automated will be automated, so if there is a machine that can make French fries, which is what's happening now at one of the chains in America, then that's what they're going to do as much as possible.

Creative artistic barriers between tables in full-service restaurants. We're already seeing people doing that. It's already happening. Beautiful, colorful glass or beautiful textured partitions. Why not? It can become part of the environment. Continued visibility of food preparation is very important. Because establishing trust is one of the most important things that a restaurant can do, this is the most basic thing that a restaurant needs. All restaurants have to establish trust. So people would like to see how their food is being prepared. We've already been seeing that as a trend and I think that's necessary to continue, even if there's a glass partition in front of it. If it makes sense and if laws permit, we'll see more outdoor dining. And we are seeing a lot of that right now here. Why not? If you can do it during the summer, if it's possible to have little more courtyards or parking spaces, then maybe we'll see more of that as well. So that's what I would say.

Agnes Kunkel:

You are predicting from your glass, your crystal ball, Professor Pearlman. I would think we could talk on for hours till it's 2023.

Now I have the picture of cozies, separators with wonderful stained glass and ornamented separations and yes, it was so many insides and I would not be surprised if we see some broad spectrum, where the one go in this direction and others go in another direction. I guess we will see a lot of change. And it was really, really impressive how you painted like an artist, these pictures, what type of restaurants and diners and pickups we will see.

And I would be very glad maybe, in some time to talk to you again, maybe in a little bit more of a friendly situation than Covid, a little bit more restricted and on the downside and moving away. I have to admit, of course, I like dining myself and I had from time to time being seen in a restaurant and seen good restaurants. So, let's hope, Professor Perlman, that we will see great chefs and great cuisines and great restaurants again and that all these many, many people now



without work can go back to good restaurants and work in some. Appreciated and supported way and make our life more. Yeah, great, wonderful, hilarious.

Alison Pearlman:

I really hope so, and I have to say, it's been a pleasure talking to you. Just from my side, so stay safe. You, too. Enjoy your pick up meals, your Bento Boxes. Thank you.

Agnes Kunkel:

Absolutely. Sure. In a few months, we will talk again to do a resume of what's happened in between. Thank you very much, Professor.

Alison Pearlman:

Thank you. Bye.