

AUSTRALIA

2025 Dining Out Trends Report

Quandoo
FOR RESTAURANTS

EXECUTIVE SUMMARY

From rising costs and labour shortages to no-shows eating into profits, restaurant owners and managers are facing some tough challenges. These issues highlight the need for smarter, more efficient strategies to boost profitability.

What's more, diner behaviour in Australia is changing as well.

To keep diners returning, merchants need to understand what their customers truly value in their dining experiences.

We at Quandoo for Restaurants decided to dig deeper to give you a clearer picture. We analysed data from **over 2,000 restaurants** between **January 2022 and July 2024**.

Here are some interesting trends we found:

- Bookings are often last-minute, with the majority of reservations made less than a day in advance.
- Asking for credit card details helps reduce no-shows, but it also lowers booking conversion rates. It's a trade-off restaurants need to consider carefully.
- There is a clear link between typical payday periods and when diners are most likely to eat out.
- Friday is the most popular day for booking tables. But when it comes to actually dining out, Saturday evening is the busiest time for restaurants.
- Most diners opt for a table for two, accounting for almost half of all bookings.

To help you make the most of these trends, we've also included some practical tips on:

- Boosting online visibility and reaching new, first-time customers
- Bouncing back from last-minute cancellations and no-shows
- Setting up tables to maximise your space (and profits)
- Cutting down on manual work so your staff can focus on what matters

Key Trends

01 Be ready for last-minute reservations

02 Same-day cancellations remain unavoidable

03 Approach cancellation fees with caution

04 Saturday is the go-to day for booking and dining

05 The prime time to dine

06 Aussies keen to splash the cash after payday

07 Two's a treat for dining out

TREND 01

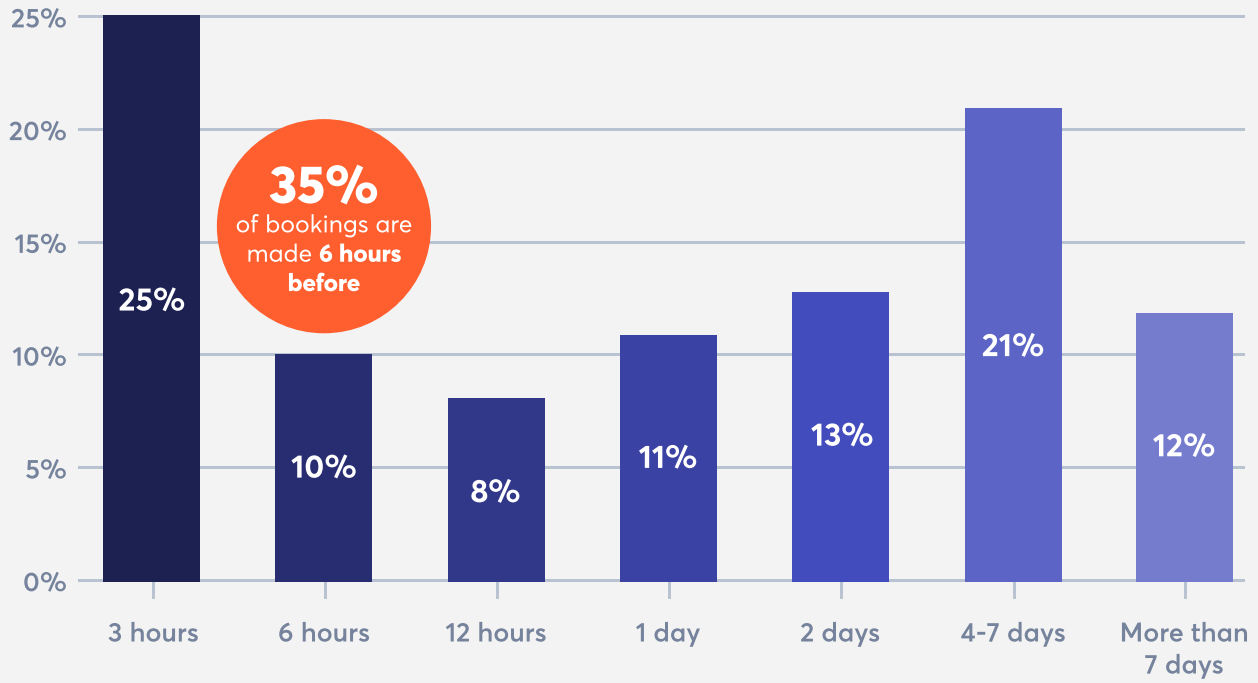
Be ready for **last-minute reservations**

Bookings are often last minute, with the majority of reservations made **within a day in advance**. A large number of bookings also occur on the same day.

In fact, **a quarter (25%)** of all bookings are made up to three hours in advance.

Percentage of Reservations by Lead Time: 3 Hours to Over 7 Days (Australia, 2022–2024)

Lead time is the time between when a reservation is made and the actual dining time.



TREND 01

Seize the **spontaneity**

TAKEAWAY

Restaurant managers may view last-minute bookings as less than ideal, but the reality is that consumers are becoming more spontaneous in every aspect of their lives.

So, why not turn this into a revenue opportunity? Make your restaurant easy to find when diners are searching. Optimise your online presence and keep your reservation system up-to-date for last-minute bookings.

This is key because many spontaneous diners check online before heading out. If your availability isn't current, you could miss out on potential guests.

Stay ahead with Quandoo for Restaurants

Our reservation system centralises all your bookings – online, walk-ins, and offline – keeping your availability updated in real-time. This reduces the risk of overbooking and ensures you never miss an opportunity.

TREND 02

Same-day cancellations remain unavoidable

Similarly, cancellations are often last minute, with **over half** occurring on the same day of the booking.



TREND 02

Cancellations happen. **Empty tables don't have to.**

TAKEAWAY

Listing your restaurant on marketplaces helps handle cancellations and no-shows. By boosting your online visibility, you increase the chances of re-selling tables and securing last-minute reservations.

These platforms let you offer live availability, so when cancellations happen, new diners can quickly book those spots.

Stay ahead with Quandoo for Restaurants

Our **marketplace** connects diners with your restaurant, helping you attract more customers and boost bookings.

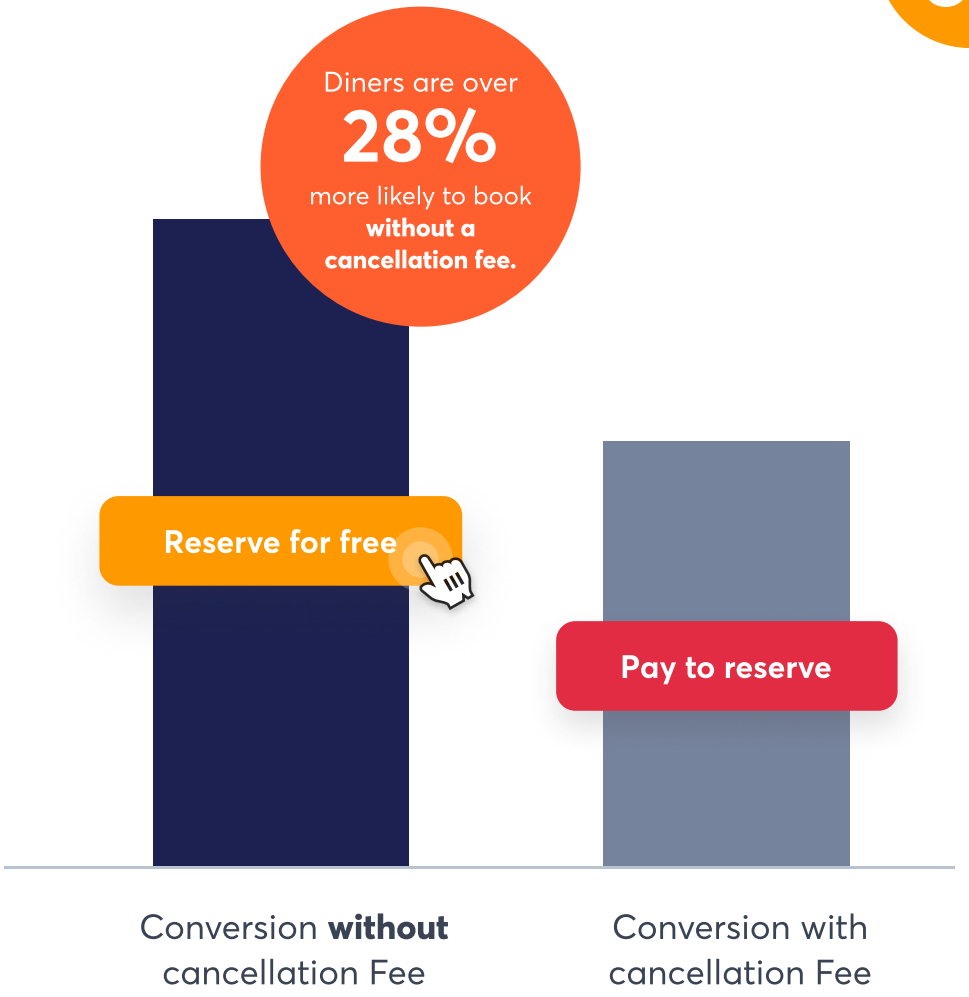
Diners can easily find and reserve a table on the Quandoo website and app. Customise your restaurant profile with photos and menus to stand out and draw in more diners.

TREND 03

Approach **cancellation fees** with caution

Restaurants that ask customers for credit card details when booking a table have seen a decrease in no-shows. However, guest turnout is higher when these are not requested (despite no-shows), as more people book.

Diners are **over 28% more likely to make a reservation** when there is no cancellation fee policy.



TREND 03

Balancing credit card capture and conversions

TAKEAWAY

Credit card capture can help to reduce last-minute cancellations and no-shows but also acts as a barrier that puts guests off from making the booking altogether.

To help maximise revenue, several other strategies can be taken. Confirmation emails and automated reminders for example are a great way to prompt guests to confirm their booking.

Also, consider how you can make it as easy as possible for guests to let you know if their plans have changed and use an online reservation system where diners can confirm or cancel with just a few clicks.

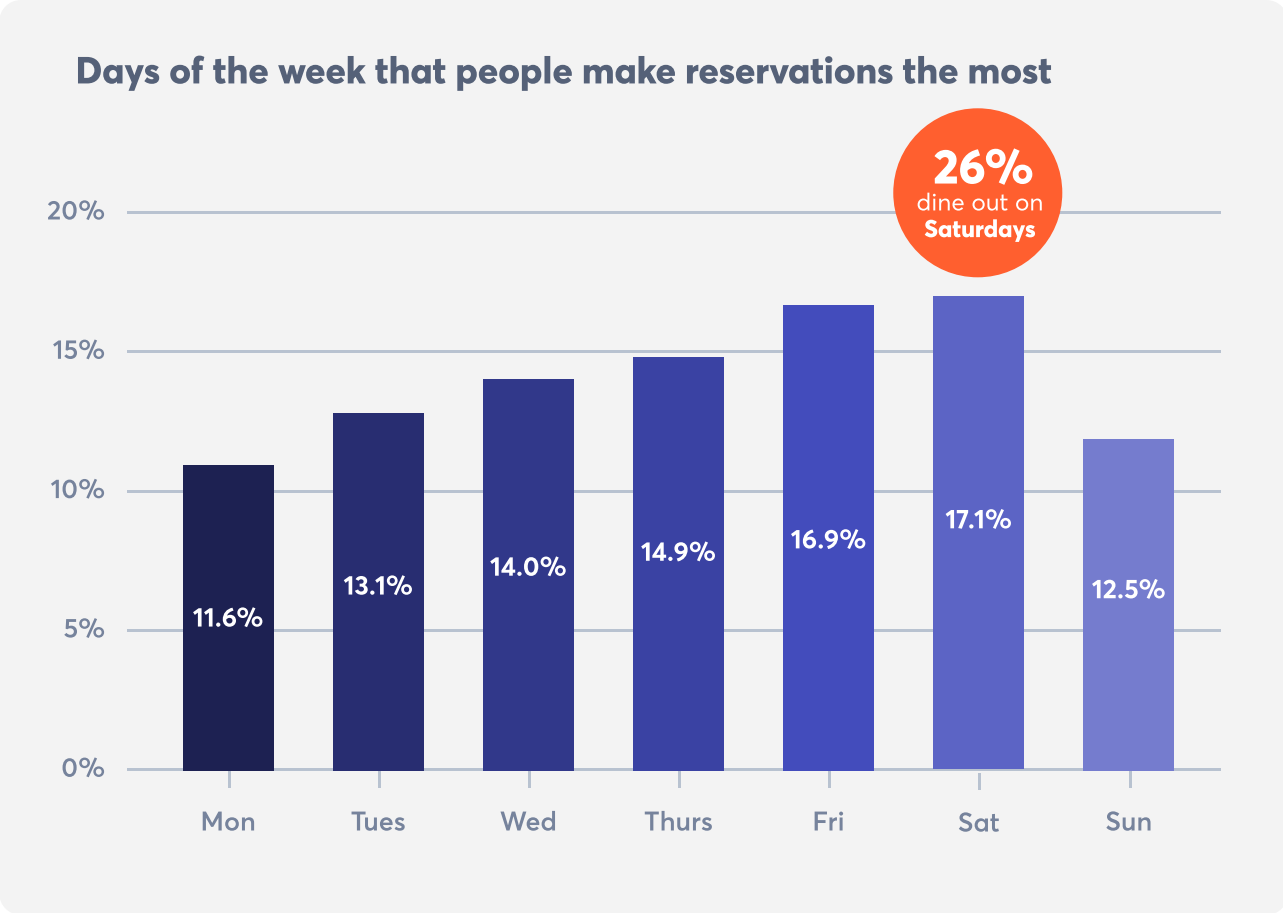
Another effective strategy is implementing a careful overbooking policy. Many restaurants take a few extra bookings to make up for people who might not show up. If done right, this can keep your restaurant full without always needing credit card details or deposits.

TREND 04

Saturday is the go-to day for booking and dining

Saturday is the top day for making bookings, with 17.1% of reservations made then. Friday is close behind at 16.9%, and Thursday follows at 14.9%.

When it comes to dining out, Saturdays are the busiest, with a quarter (26%) of all restaurant visits. Fridays are next at 20%, then Sundays at 17%. Monday is the least popular day, with bookings gradually increasing as the weekend approaches.



TREND 04

The weekend remains **most popular** for dining out

TAKEAWAY

Weekends are big for eating out, with Friday and Saturday being the busiest days.

Here's the important part: don't skip taking bookings on these days, even if you think you'll be full. Diners prefer the security of a confirmed table, especially during peak times.

By taking bookings on Fridays and Saturdays, you're helping both planners and last-minute diners. A booked table means a sure customer, even on your busiest nights. Plus, it helps you plan better for the weekend rush.

Making it easy to book tables on busy days isn't just about filling seats. It's about staying competitive and winning over diners from restaurants that don't take bookings.

TREND 05

The **prime time** to dine

Dinner is the most popular meal for dining out.

63% of reservations are made for the evening.

Overall, 31% of diners specifically choose a 6 pm slot. For lunch, the majority of people choose to sit down at noon.



31% of bookings are made for **6pm**

DINNER

63%

5 pm onwards

LUNCH

31%

12 pm - 5 pm

BREAKFAST

6%

Till 11 am

TREND 05

Dinner is the most popular meal for dining out

TAKEAWAY

Ask yourself which menus are driving the most revenue on which days. While our findings indicate that breakfast bookings are becoming something of a rarity, you may find that an all-day brunch on weekends is still appealing. Or perhaps a take-out lunch service is more effective?

Spice things up with a special menu! Unique dishes attract new customers and boost revenue with higher-margin items. By tapping into dining trends and seasonal themes, you'll keep things exciting and encourage diners to return.

Stay ahead with Quandoo for Restaurants

Our Menu Highlights feature lets you showcase standout dishes on your profile. Capture attention and watch the bookings roll in!

TREND 06

Aussies keen to splash the cash **after payday**

The most popular date for dining out is the **12th** and **14th.**



TAKEAWAY

We saw a direct correlation between **payday and consumers treating themselves** to a meal out.

Payday-specific promotions and incentives are a great way to capitalise on this trend and boost loyalty amongst returning diners.

TREND 07

Two's a treat for dining out

Most diners opted for a table for two, accounting for almost **40% of bookings.**



TAKEAWAY

How you configure your table layout is key to maximising venue capacity and revenue. With most diners opting for tables for two, consider introducing more smaller tables that can be merged as needed. This flexibility allows you to accommodate various party sizes efficiently.

Let reservation software guide your table arrangements. Fill those popular window seats first, seat pairs at tables for two, merge tables for trios, and keep larger tables open until the smaller ones fill up.

Stay ahead with Quandoo for Restaurants

Easily set up and manage areas, tables, and combinations with our intuitive **table management features**. Adapt your layout to fit any party size, ensuring you make the most of your space with flexibility and ease.

Quandoo
FOR RESTAURANTS

restaurants.quandoo.com

Founded in 2012, Quandoo is one of the fastest-growing restaurant reservation platforms and marketplaces that connects diners with restaurants through its intuitive website and mobile app.

Having seated **400 million+ diners in over 16,000 restaurants**, Quandoo for Restaurants empowers venues to reach more diners and increase bookings. It also helps restaurants manage reservations and optimise operations through its easy-to-use reservation system.

Headquartered in Berlin, Quandoo operates in **11 countries** including Germany, Austria, Switzerland, Italy, Turkey, the UK, Finland, Singapore, Australia, New Zealand and the Netherlands. Quandoo was acquired by Recruit Holdings in March 2015.

For more information, visit their **website**.