

# Takeaway or fast food

## Business start-up guide

### Takeaway and fast food industry overview

Demand is steady for takeaway and fast foods from busy professionals and families. Takeaway food operators generally prepare food on their premises to sell over the counter or deliver to customers.

Fast food operators sell a range of fast food over the counter including burgers, chips and sandwiches. Ingredients are often bought from wholesalers in a raw state then turned into fast food at store premises.

Starting or buying a takeaway or fast food business involves many essential steps. Legally, you must ensure that you apply for and receive the correct licences.

This guide explains how to start a takeaway or fast food business in Queensland. It will help you understand the challenges and opportunities of entering the takeaway and fast food industry so you can make good business decisions.

### Getting into the takeaway and fast food industry

Before you start a takeaway or fast food business in Queensland, you need to understand how the industry works, what things you need to consider in your planning, and the legal requirements you must meet.

### Finding a competitive edge in Queensland's takeaway and fast food industry

In Queensland, takeaway and fast food retailers mainly compete on price but there are a number of ways to give your business a competitive edge.

You can find a competitive edge by using fresh produce and providing superior quality food. This will help establish your reputation so you can gain word-

of-mouth recommendations. Another way to compete is on speed of service. Employ experienced staff who can work quickly during busy periods to ensure your customers get their takeaway or fast food orders as quickly as possible.

Set your opening hours based on peak times for passing customers, depending whether your business is in a residential, industrial or CBD area, to maintain a competitive edge.

In recent years, customers have become more health conscious so there is more demand for healthier eating options. Add some healthy food options to your menu to make your business stand out from your competition.

### Key success factors for a takeaway or fast food business

To start a successful takeaway or fast food business, you need to:

- be clear about the type of food business and customers you want
- design and market your business for target customers
- have business operating experience (e.g. managing cash flow, stock control, quality control)
- hire skilled staff
- meet government regulations
- present your food well
- open your store in a convenient location for customers.

### Takeaway and fast food industry entry barriers

The main barrier to entering the takeaway and fast food industry is the money you need to buy or set up a new store.



Generally, start-up costs range from \$90,000 up to \$300,000. Also, franchise operators have to pay royalty fees of 5-8% annual revenue and an advertising levy of about 1-4% revenue.

(Source IBISWorld, March 2012)

## Takeaway and fast food industry requirements

A number of licensing and registration regulations govern the takeaway and fast food industry. When starting a takeaway or fast food business you need to consider the following requirements.

### Operating a food service business

To serve food in your takeaway or fast food business, you may need a Food Business Licence from the [local council](#) where your food business is based. Licence costs and application processing times will vary so check details with your local council when you apply. Licensed food businesses may have more than one registered premises.

### Supplying alcohol to customers

To supply alcohol to your customers, you may need a [Liquor Licence \(Commercial other\)](#) from the Office of Liquor and Gaming Regulation. Licence costs vary depending on your business type so check with the Office of Liquor and Gaming Regulation when you request an application form.

### Picking up meat (e.g. from an abattoir) to sell to customers

To pick up meat to sell to customers, you may need to fill in an Application for Accreditation from [Safe Food Production Queensland](#). Accreditation costs vary depending on your business type and it may take Safe Food up to 4 weeks to process your application. You must ensure the meat's integrity for your customers' safety.

### Food safety

You are legally required to meet the food health and safety standards set in the *Food Safety Act 2006* and *Food Production (Safety) Act 2000*. Ensure you make and store food safely for your customers.

Learn more about [food industry regulations](#).

## Legislation that may apply to your business

- *Fire and Rescue Service Act 1990*
- *Food Act 2006*
- *Integrated Planning Act 1997*
- *Liquor Act 1992*
- *Local Government Act 1993*
- *Retail Shop Leases Act 1994*
- *Sale of Goods Act 1896*
- *Vocational Education, Training and Employment Act 2000*
- *Water Supply Act 2008*
- *Work Health and Safety Act 2011*

To access copies of legislation, visit [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au).

## Useful industry contacts

### Business Support Unit

For more information on licences, regulations, market research, business planning and other support services phone 13 25 23 or visit [business.qld.gov.au](http://business.qld.gov.au)

### Australian Retailers Association

Phone 1300 368 041

Visit [www.retail.org.au](http://www.retail.org.au)

### Restaurant & Catering Australia

Phone 1300 722 878

Visit [www.restaurantcater.asn.au](http://www.restaurantcater.asn.au)

### United Retail Federation

Phone 1300 721 730

Visit [www.unitedretailfederation.com.au](http://www.unitedretailfederation.com.au)

