

## Retail: Overview - UK

### March 2013

#### Food and Drink Retailing - UK

“Fortunately, horse meat is not poisonous – unlike the adulteration of olive oil scandal, which hit southern Europe a couple of decades ago. The issue is that trust in labelling has been seriously undermined because some, perhaps many, meat suppliers had been using cheaper product and then passing it off ...

#### Online Grocery Retailing - UK

“Without a hike in delivery charges or perhaps substantially higher minimum order values, online retailing for multichannel grocers is never likely to yield margins comparable to store-based shopping. But we think retailers can focus marketing communications on higher socio-economic groups to help mitigate the inherent financial disadvantages of retailing online ...

### February 2013

#### Electrical Goods Retailing - UK

“Apple stores have raised consumer expectations and provide a model – a Platonic ideal, perhaps – for the retailing of electricals. Retail experience – from store appearance and quality of service to merchandising of product – is arguably more important than ever: if consumers want pure functionality, they can shop ...

#### Optical Goods Retailing - UK

“When retailers start discounting they grab market share, but continued use of the same tactics quickly becomes tired and less effective. In the future the best optical goods retailers need to use a more innovative range of techniques to inspire customers to buy through understanding their lifestyles, style aspirations and ...

### January 2013

#### Beauty Retailing - UK

“As affordable quick fix beauty treatments have become more established in the UK, we’ve seen greater spontaneity from consumers, a shift in channels to market and an opening up of the mass market.”