

Report Price: £3254.83 | \$4395.00 | €3662.99

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



"Hispanics are value-oriented consumers who shop at a variety of stores, and choose their food and drink destinations based on product price and taste. Still, as grocery retailing becomes more competitive retailers that spend the time to understand the different segments of Hispanic shoppers will be in a better position to determine how they can fit in their shopping approach to stand out."

- Juan Ruiz, Director of Hispanic Insights

This report looks at the following areas:

- Four segments of Hispanic shoppers approach food and drink shopping with different motivations
- Brands need to look beyond product/pricing to stand out
- . Hispanics don't associate many store types with key attributes
- Appeal to Hispanics' sense of responsibility
- Recruit Enthusiastic Shoppers as brand ambassadors for in-store prepared food
- Stress the positives to reinforce Hispanics' perception of value

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL:EMEA
+44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

+86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

EMAIL: reports@mintel.com

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market



Report Price: £3254.83 | \$4395.00 | €3662.99

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Table of Contents

Overview

What you need to know

Definition

Executive Summary

Overview

The issues

Four segments of Hispanic shoppers approach food and drink shopping with different motivations

Figure 1: Hispanic food and drink shoppers' attitudinal segments, August 2018

Brands need to look beyond product/pricing to stand out

Figure 2: Important attributes in food and drinks Hispanics buy - Top 5, August 2018

Hispanics don't associate many store types with key attributes

Figure 3: Perceptions of types of stores, August 2018

The opportunities

Appeal to Hispanics' sense of responsibility

Figure 4: Grocery shopping responsibility, indexed to all, August 2018

Recruit Enthusiastic Shoppers as brand ambassadors for in-store prepared food

Figure 5: Hispanics' attitudes toward in-store prepared food, by attitudinal segments, August 2018

Stress the positives to reinforce Hispanics' perception of value

Figure 6: Share of Hispanics who spend more money than they should grocery shopping, by household income, August 2018

What it means

The Market - What You Need to Know

Hispanic households' grocery expenditures show moderate growth

Factors affecting how Hispanic shopper for food and drink include:

Hispanics shoppers have different motivations driving behavior

Market Size

Hispanic households' expenditures for groceries is nearly \$100 billion

Figure 7: Hispanic household expenditures for groceries, at current prices, 2013-18

Market Perspective

The youth of the market fuels their enthusiasm but also their lack of engagement

Figure 8: Hispanic share of total US population, by age, 2018

Preferences of more household members influence Hispanic shoppers

Figure 9: Average number of people per household, by race and Hispanic origin, 2017

Figure 10: Households with related children, by race and Hispanic origin of householder, 2017

Hispanics prioritize saving across household income levels

Figure 11: Median household income, by race and Hispanic origin of householder, 2016

Figure 12: Household income distribution by race and Hispanic origin of householder, 2016

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £3254.83 | \$4395.00 | €3662.99

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 13: Consumer reported household income, by Hispanic origin and language spoken at home, April 2017-June 2018

Hispanics more likely to be Cooking Enthusiasts

Figure 14: Cooking segments, Hispanics vs all US Consumers, [Hispanics] April 2018; [all US Consumers] July 2018

Food and Drink Shopper Attitudinal Segments

There are four segments of Hispanics shoppers

Figure 15: Hispanic food and drink shoppers' attitudinal segments, August 2018

Enthusiastic Shoppers (32%)

Figure 16: Profile of Hispanic Enthusiastic Shoppers, August 2018

Pragmatic Shoppers (17%)

Figure 17: Profile of Hispanic Pragmatic Shoppers, August 2018

Unengaged Shoppers (25%)

Figure 18: Profile of Hispanic Unengaged Shoppers, August 2018

Confident Shoppers (26%)

Figure 19: Profile of Hispanic Confident Shoppers, August 2018

Implications of Hispanic segments

The importance of fitting in Hispanics' routines

Figure 20: Hispanics' attitudes toward grocery shopping routine, by attitudinal segments, August 2018

Experience matters, but so does convenience

Figure 21: Hispanics' attitudes toward experience when shopping for food and drinks, by attitudinal segments, August 2018

The search for value keeps Hispanics open-minded

Figure 22: Hispanics' attitudes toward value when shopping for food and drinks, by attitudinal segments, August 2018

In-store prepared food valued by male-skewing segments

Figure 23: Hispanics' attitudes toward in-store prepared food, by attitudinal segments, August 2018

Food for Thought - What You Need to Know

Hispanics may be getting ready for a breakthrough in online ordering

Traditional supermarkets embrace Hispanic concepts

Food and drinks offer plenty of material for social media content

Food for Thought

Tailwind for in-home delivery and online ordering

Spanish-dominant and bilingual Hispanics show interest

Figure 24: Walmart's Free Grocery Pickup – I like it – TV ad, November 2018

Figure 25: Hispanics' attitudes toward in-home delivery and online ordering, by language spoken at home and household income,

Figure 26: Hispanics' attitudes toward in-home delivery and online ordering, by gender and age, August 2018

Latin American online shopping trends can help less acculturated Hispanics become comfortable ordering online

Figure 27: Hispanics' attitudes toward in-home delivery and online ordering, by country of origin/heritage, August 2018

Blurring lines between Hispanic grocery stores and traditional grocery stores

Can grocery stores use content to engage with Hispanic shoppers?

Figure 28: Olimpica's social media video – Sabores de Colombia, Ep 2 (Flavors of Colombia, Ep 2), November 2018

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £3254.83 | \$4395.00 | €3662.99

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

The Consumer - What You Need to Know

Hispanic parents feel the need to claim grocery shopping responsibility

Price and taste are the foundation to get Hispanics' attention

Sophistication and confidence go hand in hand

Less affluent Hispanics are less likely to have remorse about how much they spend grocery shopping

Hispanics use coupons on familiar products

Store flyers and the need for digital versions

Hispanics like Walmart

Grocery Shopping Responsibility

Hispanics can overstate their contributions to grocery shopping

Figure 29: Grocery shopping responsibility, indexed to all, August 2018

Figure 30: Grocery shopping responsibility, by gender and parental status, August 2018

Hispanic women grow into the role

Figure 31: Grocery shopping responsibility, by gender and age, August 2018

Key Drivers for Food and Drink Purchases

Price and taste are key drivers

Brand and tradition are secondary

Figure 32: Important attributes in food and drinks Hispanics buy, August 2018

Priorities evolve with age

Figure 33: Important attributes in food and drinks Hispanics buy, by age, August 2018

Gender roles influence key drivers

Figure 34: Important attributes in food and drinks Hispanics buy, by gender, August 2018

Attitudinal differences don't change core drivers

Figure 35: Important attributes in food and drinks Hispanics buy, by attitudinal segments, August 2018

Hispanics' Shopping Approach

Are Hispanics shopping at multiple stores?

Yes, driven by attitudinal differences rather than demographic differences

Figure 36: Share of Hispanics shopping at multiple stores, by key demographics, August 2018

Do Hispanics know which store offers the best value for what they need?

Yes, but those who shop at fewer stores are not convinced

Figure 37: Walmart's Savings Catcher savings notification email, November 2018

Figure 38: Share of Hispanics who know which store offers best value, by key demographics, August 2018

Do Hispanics have a fixed budget for grocery shopping?

Less affluent Hispanics try to stay within a fixed budget

Figure 39: Share of Hispanics with a fixed grocery shopping budget, by key demographics, August 2018

Do Hispanics feel they spend more money/time than they should grocery shopping?

Some regrets signal need for action

Figure 40: Share of Hispanics who feel they spend more money/time than they should grocery shopping, by key demographics, August 2018

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £3254.83 | \$4395.00 | €3662.99

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Tools to Connect with Shoppers

The importance of empowering shoppers

Figure 41: Hispanics' grocery shopping dynamic, August 2018

Figure 42: Hispanics' grocery shopping dynamic, by attitudinal segments, August 2018

Do Hispanics use coupons?

Yes, but technology may help even more

Figure 43: Dollar General's acquisition mailing, September 2017

Figure 44: Share of Hispanics who use of coupons if they can, by gender and age, August 2018

Do Hispanics embrace loyalty programs?

Yes, but rewards need to be achievable

Figure 45: Share of Hispanics who feel rewarded when using store loyalty cards, by language spoken at home and household income, August 2018

Do Hispanics find store flyers useful?

Yes, but age influences engagement

Figure 46: Hispanics' opinion about store flyers helpfulness, by gender and age, August 2018

Does having Hispanic foods and beverages make a difference?

Hispanic foods and beverages help to remain top-of-mind

Figure 47: Importance of having Hispanic foods and beverages, by language spoken at home and household income, August 2018

Grocery Shopping Destinations

On average, Hispanics typically shop at multiple places

Figure 48: Hispanics' grocery shopping destinations, August 2018

Attitudes toward shopping influence where Hispanics shop

Figure 49: Hispanics' grocery shopping destinations, by attitudinal segments, August 2018

Preferred brands and atmosphere drive Hispanics' loyalty

Figure 50: Correspondence Analysis - Perceptions of types of stores, August 2018

Figure 51: Perceptions of types of stores, August 2018

Appendix - Data Sources and Abbreviations

Data sources

Sales data

Consumer survey data

Direct marketing creative

Abbreviations and terms

Abbreviations

Terms

A note about acculturation

Correspondence analysis' methodology

Appendix - The Market

Figure 52: Hispanic household expenditures for groceries, at inflation-adjusted prices, 2013-18

Appendix - The Consumer

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £3254.83 | \$4395.00 | €3662.99

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 53: Hispanic Enthusiastic Shoppers' grocery shopping destinations, indexed to all Hispanics, August 2018

Figure 54: Hispanic Pragmatic Shoppers' grocery shopping destinations, indexed to all Hispanics, August 2018

Figure 55: Hispanic Unengaged Shoppers' grocery shopping destinations, indexed to all Hispanics, August 2018

Figure 56: Hispanic Confident Shoppers' grocery shopping destinations, indexed to all Hispanics, August 2018

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300