

USHERING IN THE GOLDEN AGE OF RETAIL IN INDIA

IRF is an industry platform made possible with the entire retail fraternity's support and patronage ever since its inception in 2005. The hallmark of IRF has been the passion for modern retail which drives us all. IRF serves the entire retail industry's agenda in catalysing the profitable growth of modern retail by getting together important leaders in Indian and international retail businesses to share knowledge, discuss vital issues.







SEPTEMBER 2014 CONTENTS

INTERNATIONAL ROUNDUP 12

Retailers up their ante to combat weakening consumer sentiments

20 **NATIONAL ROUNDUP**

Indian retailers gearing up for upcoming festive season

24 **RETAIL EXCELLENCE**

Chunmun, a one-stop destination for family shopping, brings together a wide range of merchandise catering to all age groups.

IN CONVERSATION 30

From dairy, agri and bakery to a chain of 80 food and grocery retail stores, the Heritage Group has diversified business operations.

F&G 36

From dairy, agri and bakery to a chain of 80 food and grocery retail stores, the Heritage Group-

INTERFACE 42

Michael Winkelmann, Global Culinary Contact, Chili's Grill & Bar. speaks on the brand's performance in India.

64 **REGIONAL RETAIL**

Being a first generation food and grocery retailer means having to learn from scratch, knowing the nuances of the city, and building a customer base, says Mohammed Azim, owner of Metto Supermarket.

68 **TETE A TETE**

Mumbai-based Francesco's Pizzeria. famous for its handcrafted Italian pizzas (and also for its remote-controlled drone home delivery) is keen to expand in all the metros and tier-I cities.

72 **ALLIANCE**

Chicago-based Independent Grocers Alliance (IGA) sees India as one of the largest countries that it operates in within 10 years.

BRAND WATCH

Akhil Jain, Creative Director, Madame shares the philosophy behind the brand, their retail expansion plans, changing fashion trends and how they are evolving their manufacturing facilities.

78 **SHORT TAKE**

Lacoste is one of the iconic brands that has created its niche internationally. Images Retail decodes the philosophy of the brand.

80 CONCEPT

'Just as a candle cannot burn without fire, men cannot live without a spiritual life' - Buddha. Accentuating this thought is the retail venture - Life Positive Soul Space - initiated by Life Positive Private Ltd., which wonderfully fulfills the unmet needs of people in the corporate world.

PRAGMATIC MOVES 86

Apart from retail growth in urban and tier-I cities, there is also a radical shift witnessed in consumption patterns in smaller towns with people moving beyond necessities and using products that were once sold only in urban areas.













SEPTEMBER 2014 CONTENTS

96 BRAND LAUNCH

The Italian cosmetic company Officina Farmaceutica Italiana (OFI), with its brand Bottega di Lungavita has opened a store in New Delhi.

98 **F&B**

Vineet Manocha, Vice President-Culinary-at Lite Bite Foods, discusses the company's brands and formats at Mumbai, nInternational Airport and Metro Station.

102 **PROFILE**

EPCH is an ISO 9001:2000 certified non-profit organisation and the apex body representing Indian handicraft manufacturers and exporters.

110 **EVENT**

'Masmerize 2014- Sustainable Growth in Uncertain Times', the 4TH edition of retail and FMCG conference organised by Federation of Indian Chambers of Commerce and Industry (FICCI)

112 RETAIL STRATEGY

I am different, I am a flagship store

122 BIG DATA

Future of big data in retail

128 RETAIL DYNAMICS

The changing dynamics of EOSS

136 SUSTAINABILITY

Futuristic green malls

146 **DESIGN**

Design that works

150 **VM**

Top ideas for store makeover

154 TECHNOLOGY

Meeting retailers expectations

164 STORE AMBIENCE

Engaging shoppers is the key to success

166 TRENDS

Food couts: adding flavour to malls

172 CUSTOMER EXPERIENCE

Shopping for groceries and other food-related items is one of the most standard consumer activities in the world. But shopping in grocery stores and supermarkets is hardly a static activity.

174 PERSONALITY OF THE MONTH

Praveen Sinha, Co-Founder and Managing Director, Jabong.com

176 INDEX