

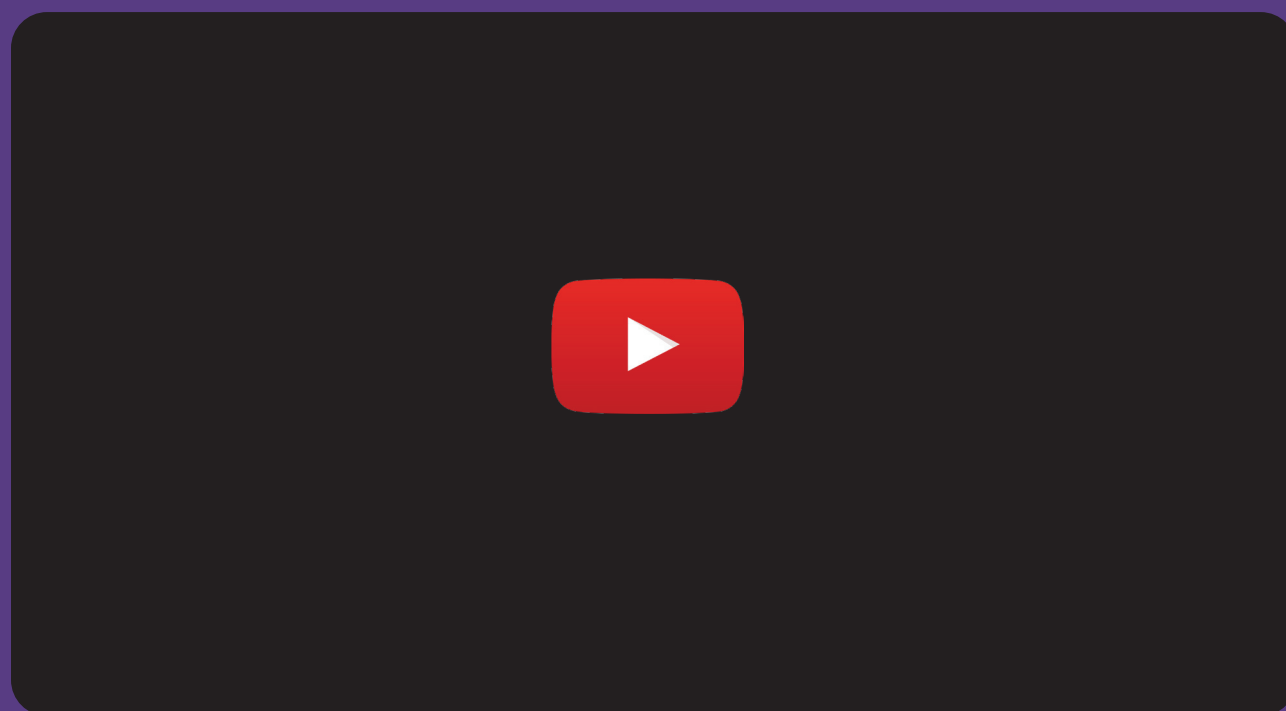


Retail Panel

Current State and Future of Retail

Thursday October 14, 2021

What will it take for the retail sector to thrive in the future? Industry experts led a candid discussion on how retailers can stay relevant post Pandemic, addressing the end-to-customer journey and how this has changed, how the sector is optimizing data to drive sales, and shifts in the customer experience.



Top takeaways:

- The pandemic was a true test in Leadership for everyone. Networking, communication and decentralizing of decision making were all employed to help get through this very challenging time.
- Bricks and Mortar locations will continue to play an integral part in a retailer's omnichannel experience. The physical store is where the best customer experience occurs, which leads to a lower cost of acquiring new customers, stronger customer retention and better brand loyalty.
- Well located grocery anchored, necessity based retail will always thrive, and is an excellent foundation for any retail real estate platform.
- Uncovering cost efficiencies helped us to redefine standards proving sometimes less is more.
- As the team's ability to adapt strengthened, so did the relationships of co-workers, tenants and customers.

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