



# STRATEGI RITEL

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MANAJEMEN BISNIS RITEL  
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A retail strategy is a statement identifying (1) the retailer's target market, (2) the format and resources the retailer plans to use to satisfy the target market's needs, and (3) the bases on which the retailer plans to build a sustainable competitive advantage

## Target Market and Retail Format

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A retail market is a group of consumers with similar needs and a group of retailers that satisfy those needs using a similar retail channels and format

Customer loyalty means that customers are committed to buying merchandise and services from a particular retailer.



**McDonald's has developed a competitive advantage by projecting an image of fast service, consistent quality, and clean restrooms.**

Brand Image Retailers build customer loyalty by developing a well-known, attractive image of their brands and of the name over their doors. For example, when most consumers think about fast food or hamburgers or French fries, they immediately think of McDonald's. Their image of McDonald's includes many favorable beliefs such as fast service, consistent quality, and clean restrooms.

A retailer's brand image reflects its positioning strategy.

Positioning is the design and implementation of a retail mix to create an image of the retailer in the customer's mind relative to its competitors.

# Unique Merchandise

It is difficult for a retailer to develop customer loyalty through its merchandise offerings because most competitors can purchase and sell the same popular national brands. developing private-label brands (also called store brands or own brands)—  
products developed and marketed by a retailer and available only from that retailer

Retailers also can develop customer loyalty by offering excellent customer service.

Location is a critical opportunity for developing competitive advantage for two reasons:

(1) Location is the most important factor determining which store a consumer patronizes. For example, most people shop at the supermarket closest to where they live.

(2) Location is a sustainable competitive advantage because it is not easily duplicated.



- 1. Informasi penting hari ini**
- 2. Manfaat penting dari informasi penting hari ini**
- 3. Tindak lanjut yang dapat saudara lakukan**

# Thank You!

Any Questions?