

The New Normal: Permanent Shifts Expected in the Retail and Hospitality Industries

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Our themes that explore how COVID-19 has impacted consumer markets

COVID-19 USHERS IN NEW NORMAL

The "new normal": what's here to stay for retail and hospitality? COVID-19 likely to lead to a permanent shift in consumer behaviour

PERMANENT SHIFTS EXPECTED BY INDUSTRY

Consumer Finance: COVID-19 accelerating the decline of cash usage Consumer Finance: crisis boosts the sustained move away from cash Case study: Fintech Swish capitalises on the consumer shift in payments

Consumer Foodservice: lockdowns force industry evolution

Consumer Foodservice: fewer restaurant meals, more prepared meals

Case study: Wow Bao launches national ghost kitchen programme

Retailing: pandemic destabilises consumer confidence, store operations

Retailing: expected trajectory of e-commerce accelerated by COVID-19

Case study: MercadoLibre launches online supermarket features

Sports: returning fans to live sports events remains an unresolved hurdle

Sports: tech promises to deliver the balance of safety and experience

Case study: WaitTime Crowd Intelligence software to rise to challenges

Travel: industry collapses amid restrictions, fears over virus transmission

Travel: uncertain times accelerate the move towards responsible tourism

Case study: Iniciativa Imagine supports sustainable actions

KEY TAKEAWAYS

Permanent shifts expected across the retail and hospitality industries
Digitalisation is at the core of many of these crisis-inspired shifts
Rising interest in sustainable consumption also coming to the fore
Reinvention of the last mile is an example of a trend with opposing forces
What should retail and hospitality operators focus on?

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