

"At Starbucks, Arthur set the gold standard for high-quality, rapid retail expansion..."

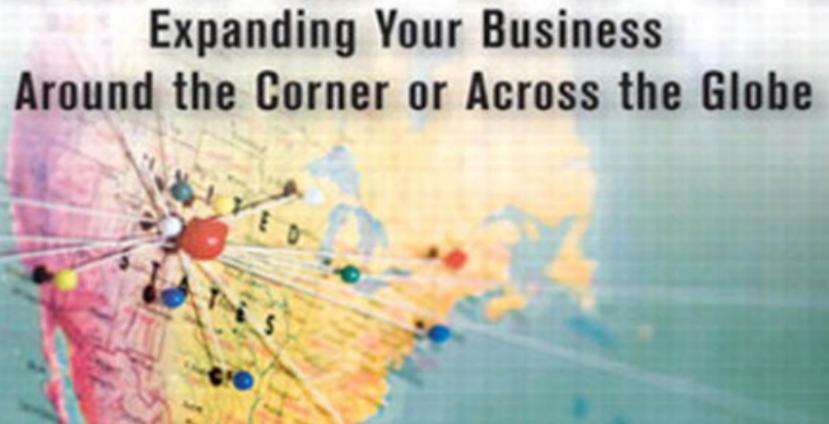
-HOWARD SCHULTZ, Chairman & Chief Global Strategist, Starbucks

ARTHUR RUBINFELD

COLLINS HEMINGWAY

BUILT FOR GROWTH

**Expanding Your Business
Around the Corner or Across the Globe**



Foreword by Jeff BROTMAN, Co-founder and Chairman, Costco

Library of Congress Publication in Data is on file.

Publisher: Tim Moore
Acquisitions Editor: Paula Sinnott
Editorial Assistant: Richard Winkler
Development Editor: Russ Hall
Marketing Manager: Martin Litkowski
International Marketing Manager: Tim Galligan
Cover Designer: Chuti Prasertsith
Managing Editor: Gina Kanouse
Project Editor and Copy Editor: Ginny Munroe
Indexer: Angie Bess
Interior Designer: Kim Scott
Compositor: Kim Scott
Manufacturing Buyer: Dan Uhrig
Cover Photo Artists: Nancy LeVine and Bob Woodward

Copyright © 2005 by Arthur Rubinfeld. All rights reserved.
Publishing as Prentice Hall
Upper Saddle River, New Jersey 07458

Prentice Hall offers excellent discounts on this book when ordered in quantity for bulk purchases or special sales. For more information, please contact U.S. Corporate and Government Sales, 1-800-382-3419, corpsales@pearsontechgroup.com. For sales outside the U.S., please contact International Sales at international@pearsoned.com.

Company and product names mentioned herein are the trademarks or registered trademarks of their respective owners.

All rights reserved. No part of this book may be reproduced, in any form or by any means, without permission in writing from the publisher.

The information, opinions, suggestions and ideas contained in this book are NOT intended as a substitute for competent legal or tax advice. This book only contains content of broad general usefulness and does not provide legal, tax or other advice which may be applicable in the reader's own particular circumstances. Any use of or reliance upon this book are at the user's own risk, and the author and the publisher specifically disclaim any liability resulting directly or indirectly from the use or application of, or reliance on, any of the content. Although the author and the publisher have used their best efforts in preparing the book to make it as complete and accurate as possible, the author and the publisher make no warranty of any kind, express or implied, with regard to this book, or the accuracy or timeliness of its content.

Printed in the United States of America
First Printing March, 2005
ISBN 0-13-702570-X

This product is printed digitally on demand. This book is the paperback version of an original hardcover book.

*This book is dedicated to my parents, Max and Jeannette,
for encouraging me to “soar with my own wings.”*

*And to Ellen, Benjamin, and Lauren—thank you all for
enriching my personal journey.*

This page intentionally left blank

Contents

Forewordix
Introductionxv

PART 1 Make No Little Plans

Chapter 1 It's About Your Values3
Chapter 2 Opportunities, Ideation, and Concepts27
Chapter 3 The Importance of the First Store49
Chapter 4 Maximizing the Retail Experience Through Design63
Chapter 5 Seamlessly Connecting Design to Brand While
Staying on Budget79
Chapter 6 Merchandising: Maximizing Your Profits97
Chapter 7 Customizing Customer Service121

PART 2 Go Long

Chapter 8 Blueprint for Execution131
Chapter 9 Taking Your Organization Long149
Chapter 10 Kicking the Economic Model Into Gear169
Chapter 11 Wellsprings to Expansion185

PART 3 Own Main & Main

Chapter 12 How to Grow Rapidly Without Stumbling203
Chapter 13 Hot Spots, Oil Stains, and the Perfect Location221
Chapter 14 A Walk Through the Locationing Process247
Chapter 15 Real Estate: Who Needs Who More, When261

PART 4 Push the Envelope

Chapter 16 Innovation as the Path to Growth291
Chapter 17 Defining Your Mission in the New Age of Retail313
Index331

About the Authors

Arthur Rubinfeld, the architect behind Starbucks' expansion, helped build Starbucks into one of the world's top brands.

As executive vice president at Starbucks, Rubinfeld built a multi-faceted store development and design organization with the talent, in-house processes, and systems necessary to execute rapid expansion. Under his leadership, Starbucks grew from 100 stores to more than 3,800 stores worldwide, and it established innovative co-tenancy and co-branding concepts with companies ranging from Wells Fargo to Barnes and Noble. Starbucks' store development capabilities remain the standard by which the industry measures brand presentation, real estate site selection, store design, construction management, and asset management.

In 2002, Rubinfeld founded AIRVISION, one of the world's leading innovators in integrated brand positioning, retail design, strategy, and operations. Since its founding, the Seattle-based AIRVISION team has worked closely on the development of many of the nation's most recognized brands including Oakley, Gateway, adidas, and Washington Mutual.

Arthur can be reached at arthur@airvision.net.

Collins Hemingway is best known as the coauthor with Bill Gates on the #1 best-seller, *Business @ the Speed of Thought*, and has worked in the business and technology arena for 30 years. A Microsoft director of business development and international marketing, Hemingway was an integral part of the company that virtually defined the digital revolution. Through his firm, Escape Velocity Ventures, he lectures and writes on topics as diverse as management, aviation, medicine, technology futures, and the importance of conscience in creating profitable enterprises.

Collins can be reached at collinshemingway@hotmail.com.

Foreword

When I was starting out in the retail business a long time ago, first working for my father's clothing store and then starting a couple of retail businesses with my brother, I could have benefited from this book by Arthur Rubinfeld. *Built for Growth: Expanding Your Business Around the Corner or Across the Globe* is a valuable primer on all aspects of retail: brand, location, people, finance, property management, expansion strategy, and long-term thinking. He understands the difficulty of the small guy getting started and the big guy keeping the brand fresh. This book contains a lot of information that will not be obvious to most people. Even an experienced retailer should stop and reflect on Arthur's insights, which come from many years of experience in every aspect of the business. (Arthur and I first met in the early 1990s, when he directed Starbucks' retail expansion and I was on the Starbucks board.)

At Costco, we follow many of the precepts that Arthur describes here. We are fairly sophisticated about analyzing data versus going with our gut, but senior management is also hands on. We go out to the stores. We try to know as much about what is happening on the stores' floors as our sales associates. We are actively engaged with the people involved in evaluating and selecting our merchandise. I am personally involved in real estate and site selection, which remains one of my primary responsibilities. Of course, Costco has fewer stores than most other retail concepts, so each decision is very, very important to us. I recommend that every senior manager stay in touch with the practical day-to-day functioning of the business, especially site selection. Putting together a great team is also important, as is treating employees well. Our management team has been together since our founding more than twenty years ago, and our benefit package is designed to encourage long-term employee retention. Arthur explains the benefits

of such practices to retail businesses of all sizes, particularly how investment in quality can provide a better return on investment than the usual approach of cost cutting.

Built for Growth should benefit a wide audience, especially people who are out of the retailing mold who want to start their own business. The practical advice is good, and the book provides a broad understanding of brand, an insider's perspective on retail strategy, and a professional's approach to structuring the business. *Built for Growth* is also easy to read, and Arthur's warmth and intellectual curiosity come through. I agree with him that retail is more difficult than it looks. When you're out there on your own, just getting into the business, you don't know what you don't know. Arthur fills in the blanks.

Jeff Brotman
Chairman, Costco Corporation

Acknowledgments

This book began when I met my agent, Kelli Jerome, through a mutual friend, Anne Whitney. Finding Kelli proved fortuitous. Our early conversations validated the concept of this book, and concept validation turned out to be as fundamental in developing a book as it is in developing a retail idea. Kelli assembled an outstanding team that was dedicated to the book from its birth, to the related Web site, and to the marketing and publicity efforts.

Co-author Collins Hemingway was invaluable in framing and fleshing out a topic as broad and complex as retail. He challenged me to articulate my ideas in the broadest possible ways, while still ensuring that we expressed those ideas in the most concrete and meaningful manner. Collins' business background contributed greatly to the content, and our personal rapport provided encouragement as we wrestled with numerous drafts, often late into the night.

Many other professionals deserve acknowledgement, beginning with Tim Moore, Publisher at Prentice Hall. Tim initially saw the potential in our book. I also want to acknowledge Paula Sinnott, who stepped in and took the project enthusiastically under her wing. Russ Hall tirelessly read early versions of the manuscript. His perceptive feedback enabled us to develop content more fully. Insightful comments about the manuscript by William Ghormley and Stephen J. Hoch led to substantive improvements. We are grateful to the many others at Prentice Hall who helped produce, market, and sell the book.

CKA Creative's Dan Fraser produced the artwork in the book and Mark Anderson designed the Web site. Megan McKenzie of McKenzie Worldwide helped immeasurably with the publicity. I also appreciate the efforts of Amy Hatch in helping to keep all of us on track.

Special thanks to Jayson Tipp, Dave Barrows, Mark Austin, and Ada Braswell, my colleagues at AIRVISION; to M. Mark Albert, my partner at AV CAPITAL; and to Bill Sleeth and Shauna Stinson at Vizwerks for their important contributions and support.

Many people fostered my career. I am extremely grateful to Jeff Brotman, who has shared his wisdom and sound advice with me over the years, and to Michael Epstein, who has generously given his time and energy to mentor me in the retail business.

As you will shortly learn, much of my business maturity developed during my tenure at the Starbucks Corporation. For my experience there, I am deeply indebted to Howard Schultz, Orin Smith, Howard Behar, and Dave Olson. It was an honor to be part of such an extraordinary, inspirational team. Also deserving of recognition are Michael Casey, Georgette Essad, Cydnie Horwat, Nancy Kent, and many other Starbucks partners.

Several people shared their insights and experiences with me or contributed to the book in other ways. Thanks to Pat Ackerman, James Allard, Joel Benoliel, Wayne Bettis, Colin Baden, Kjirsten Doole, Amy Dowless, Robert A. Fulton, the late Irving Getnick, Neil Getnick, Wendy Hemingway, John Heubusch, Mike Hislop, Mark Jaffe, Thomas S. James Jr., Tom Jednorowicz, Bryant L. Keil, Dave Lorenz, Kathleen Mazzocco, Mike McClure, David Meckler, Mike Morgan, Link Newcomb, Jeff Obtsfeld, Danny Picora, Michael Raskin, Steve Rosen, Ellen Rubinfeld, Engle Saez, Bruce Simon, Todd Simon, Brad Shaw, Stuart Skorman, David Smith, Craig Tall, TMB members Richard Cogan and Denis Woychuk, Bob Tiscareno, Ted Waitt, and Gary Wenet.

*We make a vessel from a lump of clay;
It is the empty space within the vessel that makes it useful.
We make doors and windows for a room;
It is these empty spaces that make the room livable.
Thus, while the tangible has advantages,
It is the intangible that makes it useful.*

—Lao Tzu

This page intentionally left blank

Introduction: The Hardest Easy Business

Who doesn't want to run his own business? Who doesn't want to have her own store? If you're young, you think about it from time to time. If you're older, you wish you had opened that little shop before the kids came—or you plan to open it when you retire. We all want to control our destiny. We all want to express our creativity. We all want to build something that will last.

But how do you start a retail operation? That's the question I am most often asked. How do you create a going concern, one that will grow and build long-term value? That is another common query. *Built for Growth: Expanding Your Business Around the Corner or Across the Globe* answers these and related questions. The book is primarily geared at helping a retailing entrepreneur rapidly expand into a powerful market presence. The same principles that drive an entrepreneur, however, can also reinvigorate the brand for an existing retail chain and trigger new growth. These principles also help carve out a profitable, defensible niche against potential market invaders for the retailers who want to keep their business small. Small retailers must be even better than bigger competitors at understanding and applying the basic principles: As a small retailer, you don't have a portfolio of other stores to help establish your brand or to offset poor overall financial performance.

Retail is the hardest business that is easy to get into. People have an idea, borrow against their house, find a location, buy some inventory, and open their doors. They hope to be successful, expecting business to pour in. Most often, however, business doesn't pour in, it dribbles. Given the haphazard way most entrepreneurs begin, the fact that many succeed is a testament to their energy and determination. However, approximately half of all startup businesses fail, usually within a year.

The immediate cause is usually a lack of cash; however, the fundamental cause is a lack of knowledge of how to avoid pitfalls, how to think through the business and brand positioning issues, how to efficiently operate and execute the business, and how to systematically build new stores. In short, how to create, establish, and maintain a retail brand that can survive in the short term and succeed in the long term.

Things are not much easier for existing retailers. The Big Box stores and Internet vendors have knocked the bottom out of prices for an increasing number of consumer products. Very few top-of-the-line brands are dominating the concepts that have not been commoditized. “General retailers”—everybody else—are having the oxygen sucked out of them by the pressure at the top and bottom. Many well-established retail brands have faltered in the last few years, some after a century or more of existence. They have either lost the price wars or failed to keep their brands relevant to today’s consumers. Two prime examples are Kmart and Sears, which after years of separate struggle decided to merge in an effort to compete with Wal-Mart. Even new retailers, who have started off well with successful stores in local markets, do not understand why their concepts stall once they enter new markets, or why the cost of new store development spirals upward while sales at new stores fail to meet expectations.

Solutions exist for all of these problems, as long as the problems are viewed in context. You the retailer need a *holistic* approach to conceiving, designing, and carrying out a retail business plan. You need to understand how to create an exciting concept and grow it to fruition in the local market. You need to understand how to rapidly expand from one market to dominate other markets at the regional, national, or even international level. You need to understand how to keep your brand fresh and relevant as it matures. *Built for Growth* covers these topics and uses examples from some of the most innovative and well-regarded retailers in the industry. The book describes a new way of thinking about retail, an approach that embodies strong personal values, creativity toward concept, an artistic approach to design, a scientific methodology in finance and market analysis, and “old-time” customer service that seeks to personalize the experience. *Built for Growth* offers a comprehensive strategy to differentiate your retail brand and a set of practical, street-wise actions to achieve success.

Delving for New Ideas

In a typical day at the office, I may propose to a CEO ways to extend his \$2.5 billion retail business and brand before his current concept runs out of runway. I may advise a nationally known confectioner that he needs to expand into a seemingly different area to keep his concept relevant. I may counsel the head of a major fast-food chain on ways to redefine his value proposition to jump to the head of a crowded pack. My passion is growing retail businesses, and I work with companies to develop new retail concepts or bring new ideas to existing concepts. My expertise comes from more than 20 years of work in brand positioning and retail expansion. For 10 years, I led Starbucks Corporation's retail growth from 100 stores to more than 4,000, evolving from a unique and relatively unknown coffee vendor to one of the world's most recognized brands. Since going out on my own, I have helped many companies build or expand their retail success in a variety of enterprises ranging from outdoor gear to food service to fine women's apparel. *Built for Growth* distills what I have learned into a comprehensive view of what it takes to develop a winning retail concept. This shows you:

- How to combine core personal and company values with your business expertise to create a meaningful brand.
- How to creatively craft your on-the-street retail presence to capture the essence of your brand and develop customer loyalty.
- How to identify the best locations for your concept.
- How to build your management team, organization, and systems—whether you want to have one store or 1,000.
- How to systematically and aggressively execute your plans.
- How to successfully operate your business to keep customers coming back.
- How to innovate and renew your brand.

Other books deal with one or two of these topics, but none has taken a *holistic* approach to retail development, combining theory and practical ideas to cover the entire scope of what it takes to succeed in retail.

Building Big Principles on Simple Ideas

The book is organized into sections based on four fundamental principles. Each of the four sections covers a major aspect of retail strategy, in the order in which you will normally experience them as you grow your business. They are:

PART I, "MAKE NO LITTLE PLANS"

Have the imagination, courage, and drive to believe that you can become a nationwide brand. The most dominant retail brands in the world began as small operations run by people with no more experience than you. Some had no retail experience at all. Ray Kroc was selling milkshake machines to the McDonald brothers for their hamburger shop when he recognized that the retail operation had more potential than equipment sales. More than a quarter-century later, Howard Schultz was selling drip coffee containers to a small chain of stores called Starbucks Coffee when he had a similar epiphany. Each man ended up buying the business and ... well, you know the rest. Other people may have been as talented, but Ray Kroc and Howard Schultz had the ability to think about the potential and the energy to push the brand forward. They both showed a capacity for making big, long-term decisions. An integral part of their vision was optimism. No cynic invests in the future. Thinking big entails hope. It entails a positive vision of the world as well as big ideas on how to improve it.

Making big plans has other meanings as well. You need to think big about concept. The obvious concepts have been done. You need to reinvent concepts and categories or develop new ones. This first section describes the steps you can take to dig into your core values, to understand what you are really good at—and enjoy doing—and how to translate that knowledge into a unique, authentic working concept. Thinking big also means you need to be imaginative in design and merchandising, so that you do not repeat the look of competitors. This section describes ways to create a distinctive visual appeal that attracts customers. It also explains how to build stores with great appeal, using high-quality materials, while staying on budget.

PART II, “GO LONG”

The phrase, which originates in American football, means to throw long passes in an effort to move the ball downfield, score quickly, and demoralize the opposition. The San Diego Chargers, Oakland Raiders, and St. Louis Rams perfected the strategy in different eras. In retail business, “going long” is a strategy designed to rack up points (profits) and quickly put the game out of reach of would-be competitors. As in football, the “go long” approach is not a “Hail Mary” pass—a desperate effort to score when you’re behind—but a mindset and a game plan designed to push so hard that you always keep a step ahead of competitors. Your plan, your investors, your organization, your economic model, and your expansion strategy are all of the plays that position you to “go deep.” This section shows how—*because you have prepared for expansion from the very start*—you can strike quickly and grow rapidly when you decide to expand.

PART III, “OWN MAIN & MAIN”

The “corner of Main & Main” is an expression we used at Starbucks to describe any urban street corner that offered high customer traffic counts, great visibility, and high-quality co-tenancy (quality companies located around us). By targeting the best “Main & Main” locations, we achieved not only significant sales, but also brand prominence. The brand prominence helped lift sales in future locations. Over time, the phrase “Main & Main” has taken on an expanded meaning—the best location in any trade zone, whether this is urban or suburban, on a street corner, or in a shopping center. This section describes how to aggressively seek the best markets, how to scientifically determine the best areas in those towns according to demographics, and how to identify the best sites in those areas from both a technical and “street-wise” standpoint. This section also includes detailed, real-world specifics that demonstrate the principles. By claiming “Main & Main” for yourself, you make competitors constantly play catch-up.

PART IV, “PUSH THE ENVELOPE”

The final section shows how a retailer can maintain brand leadership over time. The chapters detail the dangers of “falling into the middle” and the importance of invigorating all aspects of the concept over time—product, design, service, and quality. Pushing the envelope requires constant innovation, as the material describes. The section also describes the future of retail and the role that retail plays in the revitalization of American cities and towns.

As with any complex subject, some chapters in this book could be placed in more than one section. Depending on your interests or where you are in growing your retail business, you might want to read the chapter on leaseholds and landlords first or the chapter on the economic model. You might already have a couple of stores, so the chapter on developing a strategic plan for growth might hold the most interest. Feel free to tackle the text in whatever order is most relevant to you, but note that some chapters naturally cluster together and should be read in order. The most obvious of these are the opening chapters on developing a concept and the chapters that show the progression in finding new markets and the right locations within those markets.

In addition, different chapters reference letters of intent, lease agreements, site surveys, sample financial statements, and a variety of other forms and checklists of general interest to the retail community. Samples of these and other supporting materials can be found on www.builtforgrowth.com.

Ideating, Creating, and Executing

A framework is needed to tackle a topic as complicated as retail development. A three-step approach ensures the right combination of creativity and discipline. The holistic approach is to *ideate*, *create*, and *execute*. I usually express them as a unity, like this—*ideatecreateexecute*—because they relate so closely and one flows out of the other seamlessly. To *ideate* is the act of generating ideas, to imagine all the different possibilities for your business, to think about your concept in every way possible, to examine it from every angle, to challenge your assumptions

and think about all the options, and to brainstorm all the possible ways you might develop the concept. You ideate when you seek to freshen or even recreate an existing concept. All the aspects of this phase must be built on your established purpose and core values.

To *create* is the next step, which is to develop a specific business solution that embodies your concept and expresses your values and brand. It's the actual "thing" you want to do, the kind of retail approach you want, and how you will proceed with it. In the creation process, you do the research, establish the financial model, and develop the strategic operating plan.

To *execute* is to carry out your plan, beginning with the design, store location, and opening of your first store and continuing through the building of your business empire. Execution includes listening to customer feedback, evaluating the success of the concept and the various products that you sell, tweaking the concept, and constantly updating your concept and brand as needed.

Ideatecreateexecute is the mechanism that drives the work to be done in each of the major parts of this book. Each problem and opportunity begins with ideation, follows with creation, and concludes with execution. For any concept to reach its maximum potential, a retailer must become skilled in carrying out all three steps within each of the four phases of developing a retail business.

My retail career began in a greeting card store, where as a teenager I learned early lessons in merchandising from Mr. Levy, the owner, and in an Italian restaurant that had a very demanding clientele, where I learned the importance of customer service. My love of building design began in upper New York State, where my parents took my brother, Josh, and me every summer to get us out of the heat of Brooklyn. Playing in and around concrete foundations for new houses in the rural area of Spring Valley, I began to wonder about space and the function of buildings, and that curiosity led me to an initial career as an architect. I later served as the project architect and construction manager for The Palace Hotel in Manhattan, under the Helmsleys, before embarking on a career in retail real estate development on the West Coast. The twists and turns of my career brought me back to brick-and-mortar retailing where I had started as a young man, but now with experience in all aspects of the business. *Built for Growth* is intended to convey

my passion for this field as well as a depth of working knowledge. Nothing, I have found, has provided quite the enjoyment as helping people create and build successful, growing retail brands.

Built for Growth cannot be a cookbook for success. No one has a formula for Insta-Brand or Insta-Riches. Any such recipe must be followed by the label, “Just add talent, imagination, discipline, and hard work”—rare and magical ingredients indeed. However, *Built for Growth* provides a methodology for approaching the most vexing problems of retail, provides insights into the best ways to proceed in the most difficult passages, and provides numerous approaches to practical problems that *do work*. The book contains many practical tips and warnings about pitfalls, but the greatest value is in the principles themselves. *Built for Growth* provides a vessel into which you can pour your best ideas and out of which will come a coherent and exciting framework for growth. You will be on your way to developing the next great retail brand. And with a little bit of luck, your concept will be opening soon.

This page intentionally left blank

CHAPTER 1

It's About Your Values

NOT TOO LONG AGO, on a hot, summer night, I took my family to a quick-serve restaurant, a franchise known for its ice cream. The place was dirty. Service was slow. Other customers stacked up behind us. Finally, somebody took our order, and we experienced another long delay while sitting at a table that had not been recently wiped. The employees did not seem to care that we and others were waiting. We could hear them talking in back somewhere. A few other customers, frustrated with the wait, left before being served. When we finally got our treats, we ate them hastily, a nice evening gone flat. A few months later, the city tore up the street at that intersection. The construction caused temporary problems for all the surrounding businesses, but this restaurant closed permanently. The franchisee complained in the local newspaper that “the city” had put him out of business. I remember thinking that what put him out of business was having the most unappealing eatery and the worst service in town.

You see this kind of thing in retail all too often—a disconnect between the promise of the retail brand and its execution. Mediocre service and dirty tables do not make for happy customers. Sometimes the disconnects are accidental or

unforeseeable. Perhaps that restaurant had people call in sick and the crew was worn out near the end of a double shift. (Couldn't they at least have given us a frazzled smile?) More often, poor results come from a superficial understanding of brand, or wishful thinking, or plain laziness. You cannot promise quality and follow through with half-hearted execution. I wonder how many times that franchise owner—the one so angry at the city—checked on his store at odd times to see what was happening. I wonder whether he ever did a reality check on his operations after his sales started to slide, which I suspect was long before the street reconstruction began.

What we saw as customers that night was a brand breakdown. Every breakdown in brand occurs because of a lack of corporate values or an insufficient effort to execute on those values. This chapter begins with a brief discussion of brand, follows by relating the brand to core values, and shows how core values are instrumental in a retailer ideating a compelling concept, developing a meaningful mission statement, and creating a compelling customer experience out of that mission.

“Brand” is a complex subject issue because for retailers the “brand” consists of both the brand image of the products being sold and the brand presentation of the store itself. For a retail concept that sells only or primarily its own brand of products—Armani clothing, Starbucks coffee, or Goodyear tires, for example—the situation is simpler, but the overall retail brand still has two elements: the quality level and packaging of what is being sold and how it is being presented and sold within the four-wall retail environment. Most brand discussions focus only on what is being sold—products—rather than the manner in which the products are offered to the public. Even here, the brand discussion often degenerates into superficial or temporary aspects of brand, such as the creativeness of the logo, the freshness of the packaging, or the jazziness of the ad campaigns. This approach trivializes the basis of a product brand and does not begin to grapple with the concept of brand as it relates to retailing.

For these reasons, it is necessary to briefly define brand as it relates to both product and retailing and to discuss the issues that affect both.

For a product and for a product company, “brand” is the product or corporate image, the positioning asserted in various marketing campaigns and supported by product quality, customer service, and overall business behavior. A retail brand builds on these same elements,

benefiting from the quality and the features of the products, the packaging, and related product marketing. The retailer's overall business behavior also shapes the customer's perception about the brand. However, the retail brand is so much more than any of these individual elements. Brand is the design and presentation of your building. It is whether you can deliver the product in a timely and consistent way. It is your company policy on returns and exchanges. (This includes how easy and pleasant it is for customers to engage with store personnel to make the exchange.) It is whether your store has parking and whether, if it supports your positioning, you pay for validated parking. It is the comfort level of your store when customers shop. It is your employees and their attitudes. It is how they dress and whether they smile. It is whether they know when to assist and when to let the customer browse. It is their knowledge about your products. When customers leave the store, it is whether employees say "thank you" in a way that makes customers feel appreciated. Ultimately, a product brand comes down to the customer's belief in the quality or the value of the product. A retail brand comes down to the overall experience of the customer in the store, of which product quality or value is only one part.

For long-term success, all of the attributes of a product brand must be aligned, but a strong positive image for a product can create a "grace" period in the public's mind. Corporate image can carry a product company for a while when its products trail those of competitors, and product quality can carry the company for a while when its corporate image is less than perfect. Because the retail brand rests upon an actual, personal, encompassing experience, however, no one element can "carry" all the others. The potential buyer comes face to face with every aspect of the brand at once. Store design and appearance, product quality and presentation, and customer service will overwhelm any brand impressions the customer might have had before entering into the establishment. *For retailers, the store experience is the brand.* Because the customer is *there*, in the store, the reaction to any slippage in any brand attribute is immediate. The ice cream store failed on its appearance and service, so our confidence in the brand collapsed in a single visit, despite its fine products.

Even more than with an individual product, a brand attribute for a store is not something you can slap on, a sticker that proclaims "high quality." Whatever you assert, the customer has to merely look around

to decide whether you meet your promise. Brand does mean a unique positioning—the best, the brightest, the fastest, the “something” that nobody else has. But that *something* has to come from within, not from “without.” Just as a product brand cannot long retain credibility by shouting, “New and improved!” if the product is old and unchanged, neither can a retailer long survive with advertising proclaiming the latest fashion trends if the clothing line has the same styles season after season. Maybe the hard truth is that your only unique positioning is that old *Mad Magazine* maxim—“Our price, cheap”—but at least the positioning is an honest one. Whatever claim you make for your brand, it must be an intrinsic part of who you are as a product company or retailer.

To become a powerful brand, every retail concept must be based on strong, core personal values and business values. Because of the personal nature of retail and the customer’s direct presence, you cannot fake who you are and what you stand for. As you look to create a new retail brand or to invigorate an existing one, you must look inside to your own ideas and standards. Make no little plans, and have no small values. The word “value,” as used in branding, can mean either *principles* (of the business person or company) or *worth* (to the customer, as in the value proposition). Here, “core value” means a blend of the two because your worth to the customer must spring directly from your principles. Personal honesty and honest treatment of your customer are two sides of the same coin.

Each exciting, new concept begins with ideation—idea generation—and the first step in idea generation is to determine these core values. Without building on your own core values, it is highly unlikely that you will create a concept that differs from a dozen other similar concepts that are already out there. Basing the concept on a core value provides a fundamental and sustainable differentiation. The difference is not in a transient value, such as the flash of a particular marketing program, or even in the particular product you sell, however good it may be. It is in the way you run your business, which, in turn, determines the product you sell and also the *other* attributes of business (brand!) that you embody. Core values lead to corporate values. Corporate values lead to product and store values. Product and store

values lead to store branding. Store branding leads to corporate branding. Corporate branding reinforces corporate values. All of these ideas roll one into the other to create a self-perpetuating wheel of value, action, and perception. A specific example helps illustrate how core values pertain to both product and retail branding.

The adidas sports brand takes its values from its founder, Adi Dassler, an athlete who played soccer well into his 60s and who spent his entire life creating equipment for athletes. Beginning with his first hand-made shoe in 1920, Adi personally created the category of athletic shoe. He made the first spiked track shoe; the first screw-in cleats, which helped Germany claim a World Cup victory on a muddy field; the first bobsled shoe; the first ski-jump boot; and the first ultralight sprint shoe, among many other inventions. Once, while watching the Montreal Olympics from home in Germany, he called Alberto Juantoreno and advised him to reposition his spikes to avoid drifting around the turns—a problem Adi had noticed on television—and the Cuban runner became the first person to win gold medals in both the 400-meter and 800-meter run.

Adi's passion for athletes carries through in adidas's innovation and brand positioning today. With more than 700 patents on sports equipment, adidas's focus remains on athletes and equipment that makes athletes better performers, whether this is a new design for a soccer ball or a special shoe for high jumpers. In the company's retail stores, these values are celebrated in a dual-store format. One concept is the Heritage store, the smaller of the two concepts at about 4,000 square feet. These stores feature several iconic displays, such as historical prototypes of some of Adi's shoes, to ensure that the company's legacy is communicated at the retail level. The other brand-defining concept is the large-store format, at between 12,000 to 25,000 square feet. These stores feature breadth and depth, the company's complete line of equipment and clothing in all sports, which range from track and field to soccer to golf to snow sports. In both formats, store personnel offer technical expertise to complement the company's background and to ensure a positive store experience for the customer and a position of category leadership.

SPORT HERITAGE



SPORT PERFORMANCE



SPORT STYLE

**FIGURE 1-1**

The heritage of Adi Dassler, who invented an athletic shoe for almost every category of competition, led to the creation of the first legitimate sports brand in the world, adidas, and to one of the most recognizable logos, the adidas trefoil (top). The solid grounding of the brand in the company's mission and corporate values has helped the company continue to innovate for more than 80 years. The company's brand strength has led to natural brand and logo extensions into high-performance gear (center) and lifestyle-fashion gear (bottom).

For the retailer especially, branding really does go back to its original sense of *imprinting*. Brand is every way you touch the customer, and *branding* is the overall personal experience your customer has with you. The slick aspects of packaging, ads, logos, store signs—all the visual, sensual stuff—summon up those experiences, but they cannot replace the experience itself. Neither can a good product make up for a poor in-store experience. If the experiences are good, the logo (as one example) becomes an icon that draws customers. If the experiences are poor, the logo deflects customers toward the competition. Retail is about the here and now, the quality of the experience *today*. The power of the retail experience is why many product brands would love to have a direct experience with the customer, rather than relying on another company to present the brand to the public. The power of the retail experience is why many product brands, from shoes to clothing to computers, open their own shops after testing their concepts within another company's retail shops to determine their differentiating factors and the “sweet spot” for both pricing and presentation. The power of retailing is why a number of companies that sell primarily through other retailers also open their own stores. In addition to emphasizing the company's history and showing customers the full range of the brand's products, for instance, the adidas's retail stores also demonstrate to other resellers of their products unique ways to merchandise them.

In contrast, the power of the retail experience is why even one poor store can be so damaging to the brand. The ice cream shop where we stopped that one summer night was just one outlet of the many 100s of good ones around the country, but the experience has remained. To this day, we generally choose another stop for our dessert. Because of my work, I may have a sharper eye than most, but my kids are the ones who made the decision not to return to this company's stores.

Clearly, the operator of this one store did not carry within himself the values that the franchise attempted to create nationally. Likewise, the operator of the store evidently made no effort to pass these values on to his shift managers or employees. Perhaps the effort was not necessary at one time. A number of years earlier, this franchise was the only ice cream shop in town, and the location was ideal. Customers flocked to it, despite the restaurant's shortcomings. Now several similar shops exist, and new roads have diminished the value of this location.

Given a choice, customers are going elsewhere. In this one spot, the retail brand failed.

When you make a mistake—poor product, poor value, poor behavior—you break a pledge to your customer, a pledge based on your marketing or on the customer’s previous experiences. You are far less likely to tarnish your brand with mistakes or inconsistency if you forge your corporate behavior in the fire of your core values. At Starbucks, our determination to be the “premier purveyor of the finest coffee” led to a fanatical approach to quality in everything we did. In addition to sourcing, roasting, and serving the highest quality coffee, we targeted the best locations and used high-quality materials in everything we did—from wall graphics and flooring materials to the lighting fixtures and table designs. When faced with the usual financial constraints and tradeoffs in building each store, we needed only to reflect back on the words “premium” and “finest” to guide our decisions. Given our core values, the decisions were usually easy. Another company might have “low prices” as a core value to customers. This does not mean the retailer can ignore quality, but it means that the tradeoffs might be different. Although this book describes ways to incorporate high-quality materials into stores inexpensively, a “price” retailer still expresses quality less in terms of store ambience and more in terms of premium goods at a discounted price. Different values make for different choices.

Defining Principles Mean Defining Brand

Every successful company establishes itself in a well-defined set of ideas. For example, the following companies define their ideas as:

- 3M—To solve unsolved problems innovatively.
- Merck—To preserve and improve human life.
- Walt Disney Corporation—To make people happy.

This section examines the importance of such defining principles and how retailers can develop them. An example from both a new retailer and a well-regarded existing retailer shows how defining principles have a profound impact on the company’s mission and its brand. The examples show how having well-defined principles more crisply defines

the retailer's purpose—and hence, the meaning of the brand—while at the same time expanding the retailer's view of the role it can play in the world beyond making money.

Jim Collins, author of *Built to Last: Successful Habits of Visionary Companies*, worked extensively with Starbucks after we had reached a billion dollars in sales in the mid-1990s. Jim is a pretty matter-of-fact guy, but his challenge to us was substantial. “You want to be the biggest coffee roaster in the world, so what?” he said. “Anybody can do that. What's different about you?” He reiterated one of his constant themes: Over time, the most important product of a company is the company itself. Jim defines core values as the organization's “essential and enduring tenets—a small set of timeless guiding principles that require no external justification” and notes that a company “need not have customer service as a core value (Sony doesn't), or respect for the individual (Disney doesn't), or quality (Wal-Mart doesn't), or market responsiveness (HP doesn't), or teamwork (Nordstrom doesn't). ... The key is not what core values an organization has, but that it has core values.” I would add that these values must emanate from within the individuals that operate the company.

Who are you, and what kind of company do you want? The answer begins with an honest and rigorous look inside yourself. Determine what is really important to you, to see what you really care about, not just in business, but in life. This self-evaluation includes a hard look at your personal strengths and weaknesses, which are the expression of your values. If you are unsure about your strengths, tell your friends and business associates that you want to start your own company. Ask them what kind of business you'd be good at and what kind of people you would need around you. You might discover that others perceive strengths you never recognized or weaknesses you might not have been aware of. Do not get discouraged if you hear something that puts you off. This feedback is just one more piece of information to consider along with everything else. I was surprised when I was once told that I needed to listen more carefully to see whether people just wanted to air their feelings or they actually wanted me to help them solve a problem. It seems that if someone mentioned a difficulty to me, I'd immediately say something like, “Okay, here's what you need to do.” This feedback—yes, it was from my wife—has helped me communicate better with everyone.

To look beyond the quantitative aspects of your business, dig deep into the qualitative *human* aspects of intent, drive, and attitude. The goal is to find your core values, to determine the connection between the human being and the business—to get beyond the public presentations and the finely honed “remarks for attribution” and get to the soul of your company. Leaders get forced into managerial and organizational roles in which they feel compelled to speak and act in “reasoned tones.” They get so used to answering formal (and formulaic) questions about their company that they go on autopilot. They begin to think in externalities from the perspective of “the company.” Having worn the corporate mask for so long, having engaged in “corporate speak” for so long, they often forget who they really are and what they and their company really represents. They cease to tap into their original passion or stay in touch with the company’s current passion. You need to see beyond this.

Ask yourself such things as:

- Where did you grow up? How many brothers and sisters do you have? Are you the oldest or youngest? How did your family dynamics shape your view of the world?
- What do you do outside of work?
- What do you view as your biggest success and feeling of accomplishment, and why? What do you view as your biggest failure, and why?
- What do you believe about contributing to your community?
- What do you believe about a commitment to excellence?
- What do you as the founder or CEO, along with your key senior team members, believe in?
- How should and can your company contribute positively to the world?
- What kind of people do you want to surround yourself with? How do you view your colleagues and would you want them with you in a foxhole?
- What is your attitude and your team’s attitude toward winning? Do you want to win at all costs, or do you strive for win-win solutions?

- What are your personal core values? What are your company's core values? How are they aligned, and do you see a discontinuity between them?
- How do you impart these values to your employees? How do you impart them to your customers?
- What part of the customer's experience does your company truly value?

Consider, for instance, a kaiten sushi restaurant named Blue C Sushi. A kaiten restaurant presents sushi on plates on a conveyor belt that runs through the restaurant, continually presenting choices to customers. The guests take their choices from the conveyor belt as the plate passes by. When I first started working with James Allard and Steve Rosen, two friends since high school who are the two primary partners of Blue C Sushi, I asked what led them to this particular venture. I was not sure how their previous jobs—both worked for a young Internet company—had taken them down the path to sushi. The question led to an in-depth discussion of motivation, and soon I was listening to James speak of his admiration for Japanese culture, particularly its sense of honor, dignity, and resilience. He had been intrigued with Japan since childhood, although he did not pursue the interest until college. Rather than take his second year of French, an impulse caused him to sign up for Japanese. That experience led him later to take off from law school to do a year's immersion study in Japan. There, on a "poor student's budget," he ate regularly at an inexpensive kaiten restaurant around the corner from his apartment. When he returned to the U.S., he finished school, practiced law for three years, joined Microsoft in operations, and then became senior vice president of operations at Go2Net as it grew from less than a 100 people to 500. But even with all those "real jobs," James never forgot about those kaiten sushi houses that served healthy, inexpensive food. When he and Steve left their high-tech jobs, James thought that it was time to do something different. The more they thought of bringing Japan's healthy dietary habits—high protein, low fat—to their fellow citizens, the more they liked it. They soon "talked each other into it."

When they brought the idea to me, I gave them a homework assignment to do before they put any energy into the concept itself, into designs, into location, or into anything else. "Figure out your core

values,” I said. They sat down at a coffeehouse (you know the one) and went to work. Here is what they came up with:

- We bring healthy, delicious sushi to sushi novices and experts alike.
- Our sushi is only of the highest quality.
- We practice absolute integrity in everything we do.
- We offer heroic customer service (friendly service and excellent value).
- We demonstrate corporate and environmental social responsibility.

Their core values and commitment to the concept meant that we had a lot to work with.

A deep and persistent link connects the spirit of the founders and the spirit of a company. If you know the people at the top, you have a good sense of a company and how it will work through its good and bad times. If you know, for instance, that Howard Schultz, now the chairman of Starbucks, once lived in one of the poorer neighborhoods in Brooklyn, and that from the age of 12 years old and on, he did a succession of menial jobs to help out his family, you will correctly surmise that any company he runs will treat its employees with respect. And not just hallway politeness: Starbucks annually grants stock options to many of its employees, and it was the first major U.S. company to offer healthcare benefits to most of its part-time workers.

Starbucks, in fact, is a good example of how you can use core values with an established company as a way to instill fresh vigor into the organization and to help a company grow. Prior to Jim Collins working with us, our mission statement had expanded in geography, but not in significance. We wanted to be the leading purveyor of the finest coffees in the country, then the continent, then the world—bold goals, certainly. However, shouldn’t our purpose in life be more than having the biggest pile of beans? On an offsite retreat with senior management, Jim split up the group of ten into two teams. I was on the team assigned to crafting a new mission statement. All five of us were asked to individually craft an updated mission statement for the company. When we came back together and read our compositions, something wonderful emerged: Four of the five of us had all included the word “spirit” in our proposed mission statements.

Spirit! This was a pivotal moment for me. Almost all of us who made up the task force had independently incorporated a higher value

into our view of what the company could and should stand for. “To be the leading purveyor of the finest coffees in the world and to nurture and inspire the human spirit” was the statement we developed from that exercise. Months later, because of that exercise, the formal mission statement that is used to this day emerged: “To establish Starbucks as the premier purveyor of the finest coffee in the world while maintaining our uncompromising principles as we grow.” (The phrase “to nurture the human spirit” seemed a shade grandiose for the formal mission statement, but it has appeared in many internal documents and graced the front of the 2003 annual report.) The mission expressed our relationship with the local communities in which our stores were located.

This new value statement was something that all employees could carry out in their daily interactions with customers. The statement also directly affects corporate behavior. For example, although we already strongly supported CARE, a relief organization, we expanded our involvement in local communities as noted in the following:

- Using the substantial advance from the book he was writing about his career, Howard funded the Starbucks Foundation to support local literacy programs wherever Starbucks has coffeehouses. We also formed an alliance with eight companies to provide more than 320,000 new books to children.
- We partnered with Earvin (Magic) Johnson to open coffeehouses in inner cities.
- We established a \$1 million philanthropic partnership with Jumpstart, a national organization that provides tutors to needy children.
- We developed a number of programs to help improve circumstances for many small, independent coffee growers in regions that supply the coffee.

Starbucks has done much, much more that continues today in local communities worldwide. The entire company rallied around a common view of our role—a successful company has a responsibility and opportunity to use its good fortune to do something good for society.

Doing a reality check about a company’s mission is a good way to find out at any point in its development whether everyone in the company is marching in step. At a recent client meeting, I asked the 18 senior people in the room to write down what they thought their

company's mission was, or should be. I also asked them to finish the following sentence: "Our company provides customers..." The results produced roughly six different mission statements and six different customer statements. This is one red flag that shows the company lacks a compelling vision. The other red flag is that ten of the 18 mission statements were, in various words, "to be profitable" or "to produce profits." The customer-related questions were similarly short in reach. After the meeting, I told the company president that until everybody was singing off the same song sheet—and the song was something everybody believed in and wanted to sing—the company was not going to be as successful as it could be.

Initially, the mission statement defines your company and gives it direction. Over time, during different phases of growth, revisiting that mission enables a company to reach something bigger than the product or service it sells. As Starbucks grew, it became clear that we could leverage each step in growth to realize more ambitious manifestations of our values. These included new partnerships, new products, and corporate initiatives targeted at addressing global issues relevant to us and meaningful to our customers.

Translating Core Values into Mission into Action

Think of the mission statement as the way your company translates its core values into a call to action. Blue C Sushi's mission statement ended up being this:

To provide our guests with the finest **value**-oriented sushi experience possible, as reflected by the **natural purity** of our sushi, the simple **elegance** of our surroundings, and the **pride** of our sushi chefs. We treat our food with **reverence** and our guests with **honor** and **dignity**.

A lot of people make the mistake of believing that the mission statement should be some kind of slogan or tagline. The opposite is true. You should try *not* to come up with a catchphrase or verbal short-hand at first. Use as many words as you need to fully flesh out everything the company is, stands for, and does. The goal is to be complete, accurate, and aspirational.

To ensure that you consider your mission in the broadest terms, you should list all the customers and other constituencies that your company touches, what benefit they get from your company (or product), and how they receive those benefits. A simple matrix will help for this step. For example, a pharmacy has patients who benefit from their medicines and from information about prescriptions and generic equivalents; doctors and health-care facilities that benefit by having a knowledgeable dispenser of medication; and insurance companies that benefit from modern bill-processing systems the pharmacy should have. Do not forget to include partners, employees, and shareholders (or investors) and how they benefit. The goal is to broaden your awareness of what you really do while also describing what you do in concrete terms. As you fill in the matrix of customers and benefits, you put together a full picture of how you actually play in the world, and you look for the larger concepts that tie all of the elements together.

With your preparation done, write up what you do *completely*. The initial mission statement for the pharmacy, for instance, might read something like this:

The Hankins Hall Pharmacy recognizes that today's customers want more than just prescriptions. They want a healthy lifestyle and complete information about their medicine. We provide the highest-quality pharmacological services, educate our clientele, and offer additional products to enhance health and fitness. We ensure that customers understand their prescriptions and possible side-effects, and we are actively alert to conflicts between any prescriptions. We offer lower-cost alternatives where possible. We treat our employees well and provide the most up-to-date training possible to ensure the highest customer satisfaction. We provide the most modern systems possible to ensure promptness in the ordering and delivery of medicines and in the billing and payment process. We strive to maximize returns for investors in keeping with good healthcare standards.

A mouthful, no question. There is also no question what this pharmacy stands for. From here, it is relatively easy to come up with a pithier mission statement or (my preference) a three-word mantra; that is, three words or short phrases that define the essence of the brand or company.

The formal mission statement might ultimately read something like this:

We provide the highest quality medicines at the lowest possible price, educate our clientele about their prescriptions and all health matters, and offer additional products and services to support healthy life choices. We provide the finest training possible for our staff and reward them fairly. We strive to achieve an equitable return in keeping with good healthcare standards.

The three-word mantra for the company might be this:

QUALITY

We offer the best medicines, personal service, and education.

VARIETY

We offer a range of health and lifestyle products and services.

ACTIVITY

We offer wellness and fitness programs to promote healthy lives.

Putting the Mantra into Action

Properly done, the mantra for a company that is primarily retail can serve as the corporate mantra as well as the design mantra for the actual stores. This is evident in the “Quality, Variety, and Activity” phrase for the pharmacy example. If the company has other major sales channels, such as wholesale or mail order, then for our purposes—developing a new retail business or energizing an existing one—the mantra should focus primarily on the retail business. All aspects of branding should be aligned with the mantra, however. A retail mantra that speaks of “quality” will lead to a certain design concept, and the packaging for mail-order products needs to convey the same sensibility. It is not sufficient to use the same corporate logo on the mail-order products if the retail presentation is high quality, but the mail-order

packaging is inferior. The customer should have the same brand impression regardless of the sales vehicle.

For existing companies, it is often easy to jump quickly from the mission statement and existing values to the three-word mantra. The following examples illustrate how we *ideated* with clients to create a three-word mantra that distills the core values. The mantra can serve as a focus in the development of business strategy. Strategic planning is covered in Chapter 9, “Taking Your Organization Long,” and other chapters are devoted to the many other business actions that derive from the strategy. Because so much of retailing rides on the *customer experience*, this chapter focuses on how the mantra can be translated into the physical expression of the retail idea.

Il Fornaio Café and Bakery

Il Fornaio is an established “white tablecloth” restaurant chain mainly focused on the West Coast. Seeking to extend the brand into the fast, casual dining market, Il Fornaio began work on a new café and bakery concept that would not compromise the brand’s quality image in the fine-dining category. The core values were Il Fornaio’s roots as an Italian bakery: an authentic Tuscan tradition that evokes simple, timeless quality, a combination of sophistication and approachability, and a desire to be the preeminent bakery café brand. These values led to the three-word mantra for design:

AUTHENTIC

The Tuscan ideals of style, simplicity, beauty, and utility.

WELCOMING

A warm, friendly, and comfortable community gathering place.

FRESH

A distinctive, high-quality product that is quickly made to order and delivered with exceptional customer service.

Omaha Steaks

Omaha Steaks has been producing and distributing a variety of premium beef, poultry, seafood, and other gourmet foods for five generations, and it now has more than 1.6 million customers, mostly through mail order. Seeking to grow its retail business, Omaha Steaks began a reevaluation in 2004 of its retail concept, its offerings, and its design. To frame our process we ideated the following three-word mantra:

PREMIUM

Omaha Steaks' quality inspires me to create great meals for my family and friends.

PANTRY

The store experience reminds me of the pantry in my home. [The store has a complete supply of related products, and I know just where to find everything.]

CONVENIENT

Shopping here makes it easier to plan my family's meal program.

For Il Fornaio, the design concept of the new café and bakery that emerged from the mantra was a “Tuscan ideal.” In contrast to a highly ornate and opulent “Roman” concept, for instance, the design values of the Tuscan ideal would be a very high quality concept that is more honestly and simply expressed. For Omaha Steaks, the mantra led to a design concept that would create more reasons for consumers to use the existing product line, develop a new store environment to improve awareness of the company’s complete meal

offerings and the variety of its products, and make it easier for the customer to navigate the store. These values would increase the frequency of shopping and raise the level of the brand.

Both projects were unfolding as this book went to press, and we cover various aspects of the work in later chapters. In particular, the results of the design effort for Il Fornaio are covered in detail in Chapter 4, “Maximizing the Retail Experience Through Design.” The mantra becomes the basis on which you can ideate, create, and execute a new store concept, as the next example involving Gateway Computers shows. Although the business outcome of Gateway’s retail experience was unexpected—and to us, disappointing—the process shows how core values should drive all the thought that leads to a new retail approach.

Gateway Computers

Ted Waitt, Gateway’s founder and chairman, returned to the company as CEO after a three-year absence and invited my company to help with an ambitious turnaround and reinvention of the company. Ted wanted to create a new category—an end-to-end consumer connection from the Internet to flat-screen television—and to transform Gateway from a PC maker to a “branded integrator” for all these products. He sought a company that could help consumers put together their various home systems to get more education and enjoyment from them—PCs, personal digital devices, DVD players, high-definition televisions, stereo components, games, printers, plasma screens, and whatever else comes along. The approach would create a strong alternative to Best Buy or Circuit City, with their huge, impersonal stores and the sensory overload caused by massive displays of televisions and computer monitors and aisles and aisles of other equipment.

As with other clients, we used the ideation process to come up with three key words to shape the retail experience and store design behind Ted’s idea:

INVITING

A welcoming, comfortable, and communal atmosphere.

ENERGIZING

An exciting place that makes one feel creative and productive.

EDUCATIONAL

A playful, interactive experience that promotes learning.

At the center of our design concept was the area called “hearth,” a central area situated at the entry that felt like a family room or den and invited customers into the store. The couches, counter stools, and cocktail table sent an overall subliminal message that this was a place to relax. One side was devoted to a floor-to-ceiling, wood-faced slab that could display various items such as a plasma screen. Merchandise was placed together the way people actually used products, so that customers could see what they needed and what was involved in putting a system together. The setting encouraged a purchase because customers could visualize the items installed in their own home, and training was part of the package. We incorporated Gateway’s new logo, a variant of the computer “on” button, in various graphic displays along with several new icons unique to Gateway and subtly infused the company’s old black and white cowhide pattern in the artwork.

We designed the store’s physical environmental changes to be relatively inexpensive to implement so that we could move very rapidly to execute the concept’s rollout to one hundred eighty stores. A modular fixture and graphics package made the design easy to retrofit into existing stores to keep upgrade costs modest. We went from ideation to complete concept design in less than ninety days, and the first store with the new design opened within five months from when we first met with Ted. See *Figure 1-2*.

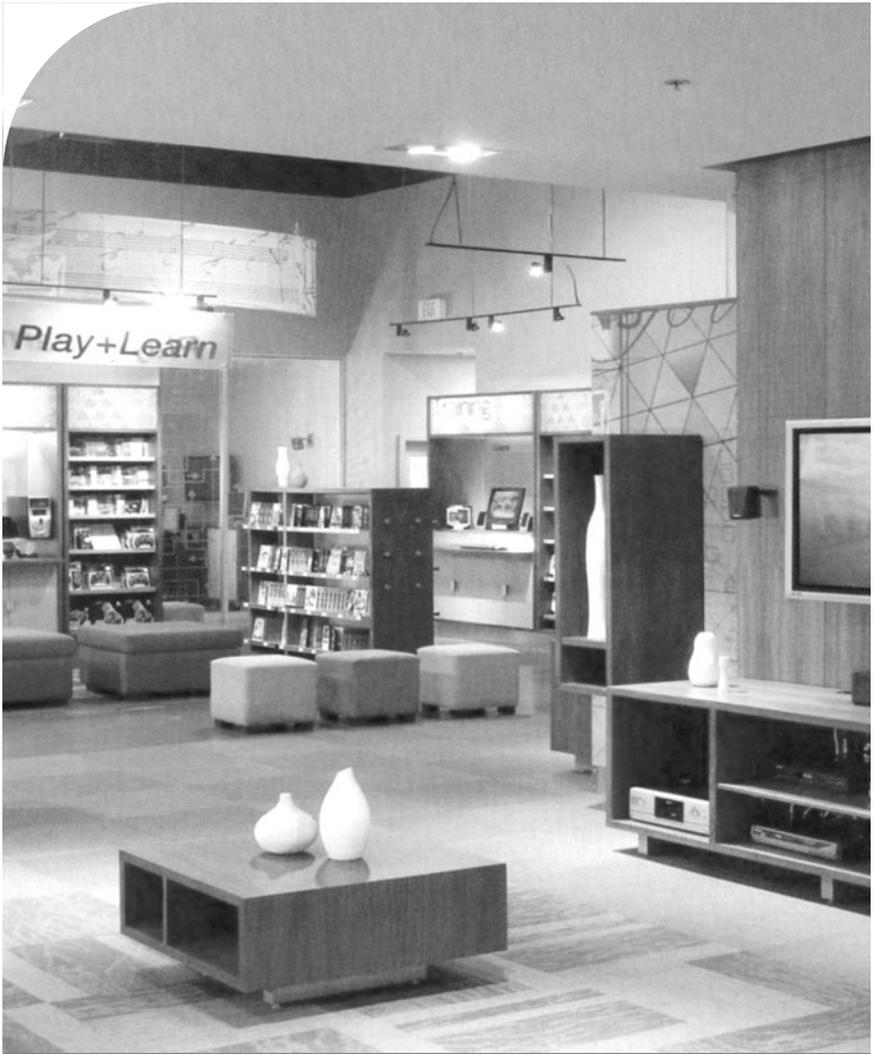


FIGURE 1-2

The hearth design for Gateway retail stores felt like a family room or den and invited customers into the store. The comfortable setting encouraged individuals to visualize digital systems installed in their own home, which led to increased sales and won a design award. However, a strategic business conflict led Gateway to withdraw from the retail market shortly after the new stores opened, leaving an opening in the “high-touch” home electronics market. (Photo by John Durant. Reprinted with permission.)

In short order, remodeled stores were doing 5 percent more business than they had done previously, and some new pilot stores were doing 42 percent more business compared to existing stores. In early 2004, however, Ted let me know that Gateway was closing its retail operation! The company had just purchased another PC maker, eMachines. The acquisition gave Gateway a strategic price advantage that greatly enhanced its chances for distribution through other retailers worldwide—but not with the substantial channel conflict created by Gateway’s own retail stores. Ironically, the Gateway store redesign project won a SADI (Superior Achievement in Design and Imaging) Award the same week that the company announced the closing of the retail business unit.

Proud as we were of our work in the renewal of the retail concept, we understood the company’s need to take another direction. In business, sometimes strategic conflicts can trump the role of any one sales channel, no matter how promising.

Standing for Something and Delivering

Core values for Il Fornaio, Omaha Steaks, and Gateway became both the literal and figurative cornerstones of their retail experiences. Their values led to unique store presentations, unique materials, unique layouts, and these led to unique experiences. For every company, distilling the spirit of the company’s retail operations into three key words serves as a useful discipline and provides a focus for business decisions and marketing and operational activities still to be undertaken (many of which are covered later in this book). Equally important, the three-word mantra enables everyone in the company to rally around the company’s mission in a way nothing else can.

Where you see a lame mission statement, you see a lame company. Every company must stand for something, and the mission statement says what that is. No matter how mundane its concept might seem, the company must stand for something special and *specific* about its offerings. A local diner might not aspire to be the next national chain, but it can aspire to be something more than a greasy spoon: “We serve the finest breakfast in town.” What it stands for can translate into something bigger that resonates with customers, something with *touch*.

“As part of our breakfast,” the diner mission statement might say, “we give you 15 very pleasant minutes before the start of your hectic workday.” What it stands for can translate into specific systems put in place to benefit customers: “We use the latest, cutting-edge equipment and systems to guarantee the prompt delivery of hot, satisfying meals.” And what it stands for can translate into specific behaviors of employees toward customers and of the company toward employees: “To ensure that you have a pleasant experience, we invest in ongoing employee training. We treat our employees well so that they treat you even better.”

Your corporate values, which derive from your personal strengths and values, are the intangible but absolutely necessary qualities that ultimately affect the most important ongoing decisions and operations of your company. You have to look deep inside yourself to understand your core values and to develop your core purpose from them. After you do, you will have gone a long way toward creating an enduring brand. Core values and business or company purpose apply whether you launch a new venture or you embark on a new growth strategy for an existing venture. Core values lead to guiding principles, which determine the mission statement and ultimately every aspect of the brand. Strong core values make it unlikely that a retailer will overlook the many components that make up the retail brand and create the customer experience. Core values eventually express themselves in every detail in the implementation and operation of every store, whether the company has one store or thousands or some number in between. As adidas and Starbucks illustrate, a company grounded in strong values has a solid frame of reference from which to evaluate operational and branding decisions and a better likelihood of consistently implementing the brand values in each retail store. As the ice cream store illustrates, even a single failure to connect values to the brand position can have serious detrimental consequences. Thus quality control and consistency become major issues for every chain, and for every new retail concept that seeks to grow. The proof of the core values is the willingness of the retailer to put the considerable effort and time required to provide that quality control in every retail setting. Protecting and projecting the brand is much easier with strong core values. They are the very heart of your enterprise. If you believe, as I do, that growth is an organic and dynamic process, then core values represent the seeds of an organization. From a tiny seed—the right seed—a mighty oak will grow.

CORE VALUES CREATE CORE PURPOSE

- adidas—To be the leading sports brand in the world.
- Cargill—To improve the standard of living around the world.
- Fannie Mae—To strengthen the social fabric by continually democratizing home ownership.
- HP—To make technical contributions for the advancement and welfare of humanity.
- Lost Arrow Corporation—To be a role model for social change.
- Mary Kay—To enrich women's lives.
- McKinsey—To help leading corporations and governments be more successful.
- Sony—To experience the joy of advancing and applying technology for the benefit of the public.
- Wal-Mart—To give ordinary folk the chance to buy the same things as rich people.

Index

Symbols

3M, 10
80/20 rule for merchandising, 114

A

Abercrombie & Fitch, 104
accessibility, site selection, 236
acquisition
 expansion, 195-196
 necessary systems (organizational development), 144-146
ADA (American Disability Act), 283
adidas
 core values, 7, 26
 Dassler, Adi, 7
 targeted lifestyle retailers, 31
ADT (Average Daily Traffic), 236
AEC (Alliance Entertainment Corporation), 157
aerial photo-mapping software, 231
Allard, James (Blue C Sushi),
 development of core values, 13
Alliance Entertainment Corporation.
 See AEC
Altoids, 40
Amazon, 29
American Disability Act. *See* ADA
analyses, financial, 176
angel investors, 160
angel networks, 161
annual reports, 177-178
Anthropologie, 303
Apple, design and layout of products
 (merchandising), 102
area-owned management, 194
Armani, 4
As Is provision (leasing real estate), 276
ascendancy (hub and spoke model),
 210-211
authenticity (ideation), 29
 high-touch experiences, 34-36
 retail positions, 31-32
Average Daily Traffic. *See* ADT
average sales volume per store, 178

B

Baby Boomer generation, trend
 evaluation, 37-39
*Balance Sheet Basics: Financial
 Management for Non-Financial
 Managers* (Spurga), 176
Baldwin, Jerry, 214
Banana Republic, 31
Barnes & Noble, 30
Barneys, 99
Behar, Howard, 141
Best Buy, 32
Big Box concepts, 32
Bizminer, 177
Bizstats, 177
Blue C Sushi
 core values, 13-14
 design and development, 64-67
 construction management, 89-93
 ideation validation with research, 45
 investors, 160
 locationing, 60
 mission statement, 16
 restaurant software, 145
The Body Shop, 31
brand, 4
 core values
 Blue C Sushi, 13-14
 ideation, 6
 qualitative human aspects, 12-13
 Starbucks, 14
 defining principles
 mantras, 18-24
 mission statements, 14-18
 design and development, 49
 brand touchstones, 72-76
 budgets, 86-88
 construction management, 89-93
 cost versus brand establishment,
 93-95
 locationing, 51-60
 material choice in terms of
 customer appeal, 88-89
 model and prototype reviews,
 84-86

- one-off store design versus multiple rollouts, 64-67
 - reinventing brand, 69-72
 - target markets, 81-82
 - unique value, 76
 - extension, 41-45
 - image and presentation, 4-5
 - imprinting, 9
 - organizational development, 142-144
 - unique positioning, 5
 - Bread & Circus store, 226
 - breve bar, 72
 - brokers, real estate
 - commission structures, 266-267
 - market plans, 264
 - BTII (Business Transparency and Integrity International), 309
 - Buckner, Robert W., *Site Selection: New Advancements in Methods and Technology*, 244
 - budgets, store design and development, 86-88
 - Built to Last: Successful Habits of Visionary Companies* (Collins), 11
 - Bumps for Boomers program, 38
 - Business Transparency and Integrity International. *See* BTII
 - buying real estate versus leasing, 262-263
- C**
- CAM (common area maintenance), 273
 - Cargill, 26
 - Cartier, 31
 - Chico's FAS, Inc., 178
 - China, cultural interchange, 309
 - Circuit City, 32
 - city building codes, 57
 - Claritas (data-gathering company), 178, 223
 - closed storefronts, 98-99
 - co-locating with similar brands, 239-241
 - The Coffee Connection, acquisition by Starbucks, 196
 - COGS (cost of goods sold), 170-171
 - Coldwater Creek, 179
 - Collins, Jim
 - Built to Last: Successful Habits of Visionary Companies*, 11
 - Good to Great*, 155
 - commission structures, real estate brokers, 266-267
 - commoditization, 172
 - common area maintenance. *See* CAM
 - community life improvement (New Age of Retail), 324-327
 - company-owned stores, expansion, 193-194
 - competitive landscape, expansion, 211-216
 - consignment investors, 166
 - consolidating functions for growth, 141
 - construction management, store design and development, 89-93
 - conventional locationing versus timeless locationing, 53-59
 - core values
 - brand, 6
 - New Age of Retail, 317-319, 327
 - retail development
 - adidas, 7
 - Blue C Sushi, 13-14
 - mantras, 18-24
 - mission statements, 14-18
 - qualitative human aspects, 12-13
 - Starbucks, 10-14
 - corporate image, 4-5
 - cost of goods sold. *See* COGS
 - Costco
 - design and layout of products (merchandising), 102
 - engagement of the senses, 100
 - merchandising, 115
 - price/value retailers, 32
 - covenant to remediate (leases), 279
 - Crate & Barrel stores, 104
 - cultural interchange, innovation opportunities, 307
 - China, 309
 - Hispano-America, 308
 - Russia, 309-310
 - customers
 - demographics, 305-307
 - experiences, 319-321
 - store design appeal, 88-89
 - service, 121-128
 - employee hustle, 127
 - high touch, 128
 - Les Schwab Tire Centers, 124
 - management attitude toward employees, 125-127

- process, 125
 - product knowledge, 123
 - respect for personal space, 122
 - Westfield Shoppingtown family, 123
- D**
- Dassler, Adi (adidas founder), 7
 - data-gathering companies, demographic analysis for growth, 223
 - defining principles, retail development, 10
 - Blue C Sushi, 13-14
 - mantras, 18-24
 - mission statements, 14-18
 - qualitative human aspects, 12-13
 - Starbucks, 14
 - Dell Computers, 142
 - Dell, Michael, 142
 - demographics
 - growth, 219-226
 - data-gathering companies, 223
 - landlord reports, 222
 - suitability model, 223
 - thematic mapping, 222
 - innovation, 302
 - Starbucks expansion, 205
 - trend evaluation, 37
 - Dent, Harry, *The Roaring 2000s: Building the Wealth and Lifestyle You Desire in the Greatest Boom in History*, 38
 - design, 49
 - brand touchstones, 72-76
 - budgets, 86-88
 - construction management, 89-93
 - cost versus brand establishment, 93-95
 - locationing, 51-60
 - conventional versus timeless, 53-59
 - sense of place, 60
 - material choice in terms of customer appeal, 88-89
 - model and prototype reviews, 84-86
 - one-off store design versus multiple rollouts, 64-67
 - reinventing brand, 69-72
 - target markets, 81-82
 - unique value, 76
 - Dick's Deluxe burger, 296
 - differentiation (ideation)
 - authenticity, 29
 - high-touch experiences, 34-36
 - retail positions, 31-32
 - trend evaluation
 - Baby Boomer generation, 37-39
 - brand extension, 41-45
 - demographics, 37
 - megatrends overview, 38-39
 - niche concepts, 41
 - validation of concept with research, 45
 - doppio, 72
 - due diligence (investors), 162-163
 - Dun & Bradstreet, 177
- E**
- early binding decisions, 165
 - early termination clauses (leases), 269
 - earnings before interest, taxes, depreciation, and amortization (EBIDTA), 176
 - eBay, non-touch environment, 29
 - EBIDTA (earnings before interest, taxes, depreciation, and amortization), 176
 - Eckerd Drugs, 195
 - economic model, 169
 - expansion, 198
 - expenses
 - cost of goods, 181
 - cost of sales, 181
 - occupancy costs, 182
 - pro forma financial statements, 183-184
 - projections, 182
 - gross margin, 170
 - commoditization, 172
 - differentiation, 172-174
 - examination of COGS, 171
 - net income, 170
 - annual reports, 177-178
 - average sales volume per store, 178
 - differentiation, 172-174
 - financial analyses, 176
 - fuel for growth, 174
 - out-of-area market research, 179-181
 - pro forma financial statements, 175-176
 - retail financial groupings, 172
 - Edelstein, David, 64
 - educational courses, expansion, 186

- Elephant Pharmacy
 - educational courses, 186
 - expansion of existing trends, 42
- eMachines (Gateway), 24
- emotions, induction of (merchandising), 99-105
 - design and layout of products, 102-103
 - financial resources, 105
 - lighting, 101
 - mood, 103-104
 - theater of retail experiences, 101
- employees, organizational development, 149
 - hiring heart over resumé, 151-158
 - matching motivation with values, 156
 - strategic plans, 142-144
 - telling the company's story, 158-160
- Epstein, Michael, locationing rules, 233-234
- ESRI BIS (data-gathering company), 223
- excess vacancy provision (leasing real estate), 277
- exclusive specialty retailers, 31
- exclusive use provision (leasing real estate), 278
- execution for expansion (strategic plans), 131
 - acquisition of necessary systems, 144-146
 - applying internal strengths to create external results, 147-148
 - financial results of planned expansion, 135
 - growth targets, 137-141
 - initiatives and objectives, 133
 - opportunity, 132
 - organizational development, 142-144
 - store development plan, 133
- executive summary (site surveys), 281
- expansion (growth)
 - acquisition, 195-196
 - additional sales through Internet, 186
 - area-owned management, 194
 - ascendancy (hub and spoke model), 210-211
 - availability of strategic partners, 216
 - brand soldiers, 217-218
 - cautions, 187-188
 - company-owned stores, 193-194
 - competitive landscape, 211-216
 - demographics analysis, 219
 - economic model, 198
 - educational courses, 186
 - evaluation of potential customer base, 216-217
 - franchising, 191-192
 - hidden wellsprings, 186
 - innovation, 291-311
 - cultural interchange, 307-310
 - customer demographic, 305-307
 - demographics, 302, 305-307
 - license, 300-301
 - maintaining premium position, 302-305
 - McDonald's, 297-299
 - shift to softness, 295-297
 - timing, 301-302
 - joint ventures, 196-197
 - licensing, 192-193
 - locationing
 - hot-spot mapping, 252-256
 - local and regional destinations, 256-258
 - market tiers, 247-252
 - real estate expansion, 258
 - mail order business, 187
 - multiple rollouts, 188-191
 - net income, 174
 - Omaha Steaks, 204
 - optimization, 208
 - "own your home" first methodology, 207
 - real estate management, 144
 - Sam Goody, 204
 - service model, 199
 - Starbucks
 - availability of strategic partners, 216
 - brand soldiers, 217-218
 - demographics, 205
 - evaluation of competitive landscape, 211-216
 - evaluation of potential customer base, 216-217
 - hub and spoke model, 210-211
 - market tiers, 206-207
 - MSAs (Metropolitan Statistical Areas), 205
 - strategic plans
 - acquisition of necessary systems, 144-146

- applying internal strengths to
 - create external results, 147-148
- financial results of planned
 - expansion, 135
 - growth targets, 137-141
 - initiatives and objectives, 133
 - opportunity, 132
 - organizational development,
 - 142-144
 - store development plan, 133
- summary of process, 219
- target markets
 - market planning, 221
 - metropolitan trade areas, 221-226
 - proxies, 228-231
 - sales estimates, 221-244
 - site selection, 221, 231-244
 - traffic flow, 226-228
- Wal-Mart, 203-204
- wholesale business, 187-198
- expenses
 - cost of goods, 181
 - cost of sales, 181
 - occupancy costs, 182
 - pro forma financial statements,
 - 183-184
 - projections, 182
- extension, brand extension, 41-45

F

- Fannie Mae, 26
- FedEx, merger with Kinko's, 43-44
- Fenker, Richard M., *The Site Book: A Field Guide to Commercial Real Estate Evaluation*, 244
- financial analyses, 176, 241-244
- Financial and Business Statements (2d Edition)* (Friedlob and Plewa), 175
- financial groupings (retail), 172
- financial models, net income, 175-176
- financial resources, merchandising, 105
- financial systems, 144
- first store
 - design and development
 - brand touchstones, 72-76
 - budgets, 86-88
 - construction management, 89-93
 - cost versus brand establishment,
 - 93-95
 - material choices, 88-89

- model and prototype reviews,
 - 84-86
- one-off store design versus multiple
 - rollouts, 64-67
- reinventing brand, 69-72
- target markets, 81-82
- unique value, 76
- locationing, 51-53
 - conventional versus timeless, 53-59
 - sense of place, 60
- Flamholtz, Eric, pyramid of
 - organizational development, 138
- Flax, Leonard, 102
- food service, 306
- Foot Candy, 106
- formal lease agreements, 271
- Foundation Design (Blue C Sushi store design), 64-67
- four-wall contribution. *See* net income franchising, 191-192, 211
- Free People, 303
- Friedlob, George Thomas, *Financial and Business Statements (2d Edition)*, 175
- fuel for growth, 174
- Furla, 31

G

- G&A costs (general and administrative costs), 170
- Gateway Computers, 21-22
- gazumping, 162
- general and administrative costs. *See* G&A costs
- Geographic Information Systems. *See* GIS
- Gerstner, Lou, 157
- GIS (Geographic Information Systems), 222
- Gloria Jean's, 211
- "going long" with retail concept, 137
 - investors, 160
 - consignment, 166
 - due diligence, 162-163
 - mismatches with founders,
 - 163-166
 - sweat equity investors, 166
- organizational development, 149-151
- hiring heart over resumé, 151-158
- telling the company's story,
 - 158-160

Good to Great (Collins), 155
 Goodyear, 4
 government regulations, 58
 Grade A locations, hot-spot mapping, 232
 Grade B locations, hot-spot mapping, 232
 grande markets, 206
 groceries, 172
 gross leases, 275
 gross margin, 170
 commoditization, 172
 differentiation, 172-174
 examination of COGS, 171
Growing Pains (Flamholtz), 138
 growth. *See* expansion

H

hazardous material provision (leasing real estate), 279
 hearth design, Gateway Computer stores, 22
 heating, ventilation, and air conditioning. *See* HVAC
 Heritage store (adidas), 7
 high touch
 customer service, 128
 ideation, 34-36
 retail offerings, 29-32
 high-volume businesses, 172
 hiring employees
 hiring heart over resumé, 151-158
 matching motivation with values, 156
 strategic plans, 142-144
 telling the company's story, 158-160
 Hislop, Mike, 84
 Hispano-America, cultural interchange, 308
 The Home Depot, 32
 home electronics, 306
 Hoover's Online, 162, 177
 hot-spot mapping, 230-232, 252-256
 house style (design), 70
 Howard Johnson, 41
 HP (Hewlett Packard), 26
 hub and spoke model (ascendancy), 210-211
 HVAC (heating, ventilation, and air conditioning), 282

I

iconography, 295-296
 ideation, 6
 authenticity, 29
 high-touch experiences, 34-36
 retail positions, 31-32
 Gateway Computers mantra, 21
 high touch
 experiences, 34-36
 retail offerings, 29-32
 opportunities, 27-29
 trend evaluation
 Baby Boomer generation, 37-39
 brand extension, 41-45
 demographics, 37
 megatrends overview, 38-39
 niche concepts, 41
 validation of concept with research, 45
 Il Fornaio Café and Bakery, 19-20
 Il Mulino, 103
 Illuminations, 98
 image, brand image and presentation, 4-5
 imprinting, 9
 in kind investors. *See* sweat equity
 investors
 In-N-Out Burger, 296
 incenting real estate brokers, 266
 increasing margins (merchandising), 114-116
 individual investors, 161
 ING Direct, 43
 initial public offerings. *See* IPOs
 initiatives (strategic), 133
 inner-city retail ventures, 197
 innovation, 291-311
 cultural interchange, 307
 China, 309
 Hispano-America, 308
 Russia, 309-310
 customer demographic, 305-307
 demographics, 302
 license, 300-301
 maintaining premium position, 302-305
 McDonald's, 297-299
 shift to softness, 295-297
 timing, 301-302
 InsiderVC, 162

institutional investors, VCs (venture capitalists), 161

Internet, expansion of sales, 186

investors

angel investors, 160

Blue C Sushi, 160

consignment, 166

due diligence, 162-163

individual, 161

institutional, VCs (venture capitalists), 161

mismatches with founders, 163-166

sweat equity investors, 166

IPOs (initial public offerings), 190

J

Jack in the Box, 298

Johnny Rocket restaurants, 100

Johns, Jasper, "The Map" painting, 259

Johnson Development, 197

Johnson, Earvin Magic, 197

joint ventures (expansion), 196-197

Jumpstart, 15

K

Kate's Paperie stores, 102

Keeping the Books: Basic Record Keeping and Accounting for the Successful Small Business (Pinson), 176

Keil, Bryant (Potbelly), 62, 150

kick out clauses (leases), 269

Kinko's, merger with FedEx, 43-44

kiosk-style formats (Starbucks), 72

Kit of Parts approach (multiple rollouts store design), 65-66, 74-76

Krispy Kreme, 143

Kroger, 178

L

land-banking, 263

large-store format, adidas, 7

layout of products, engaging customer senses, 102-103

leasing real estate

kick out clauses, 269

legal forms for ownership, 268

lenient subleasing rights, 270

locationing, 285

negotiations, 271-275, 286

formal lease agreements, 271

gross leases, 275

landlord collection, 274

LOIs (Letters of Intent), 271

operating expenses, 273

rent increases, 274

provisions

As Is, 276

excess vacancy, 277

exclusive use, 278

hazardous material, 279

radius, 278

rent commencement, 276

sidewalk seating, 278

site plan, 277

square footage, 276

sublet issues, 280

tax issues, 279

transfer/assignment issues, 280-281
Use, 276

short leases, 268

site surveys, 281-284

unsecured leases, 268

urban shops, 285-286

versus buying, 262-263

legal forms for ownership (leases), 268

lenient subleasing rights (leases), 270

Les Schwab Tire Centers, 124

Letters of Intent. *See* LOIs

Leviton, Dan, 161

licensing, 192-193

limited liability corporations, 268

limited partnerships, 268

local destinations, 256-258

Location, Location, Location

(Salvaneschi), 244

locationing, 51. *See also* site selection

city building code considerations, 57

co-locating with similar brands,
239-241

conventional versus timeless, 53-59

Epstein, Michael, 233-234

hot-spot mapping, 252-256

leasing real estate, 285

local and regional destinations,
256-258

Main & Main strategy, 69

market tiers, 247-252

real estate expansion, 258

- sense of place, 60
- target markets, site selection, 231-235
- logos, 98
- LOIs (Letters of Intent), 271
- Lombard, Ken, Johnson Development, 197
- Lost Arrow Corporation, 26

M

- mail order businesses, 187
- Mailboxes Etc., merger with UPS, 44
- Main & Main strategy (locationing), 69
- management
 - construction (store design), 89-93
 - organizational development, 149-151
 - hiring heart over resumé, 151-158
 - matching motivation with values, 156
 - telling the company's story, 158-160
 - systems, 144
- mantras, translation of core values into action, 18-24
 - Gateway Computers, 21-22
 - Il Fornaio Café and Bakery, 19-20
 - Omaha Steaks, 20
- "The Map" painting (Johns), 259
- margin increases (merchandising), 114-116
- market plans
 - establishing target markets, 221
 - real estate brokers, 264
- market tiers
 - locationing, 247-252
 - Starbucks expansion, 206-207
- The Market, 50
- Mary Kay, 26
- Massey, Wright, 71
- material choice, store design and development, 88-89
- Maveron, 161
- McDonald's
 - acquisitions, 195
 - expansion of existing trends, 41
 - failed innovations, 294-295
 - iconography, 295-296
 - innovative ideas, 293-294
- McKinsey, 26
- megatrends overview, 38-39
- merchandising, 97
 - closed storefronts, 98
 - comforts, 106-108
 - conveying store message, 109-110
 - customer service, 121-128
 - employee hustle, 127
 - Les Schwab Tire Centers, 124
 - management attitude toward employees, 125-127
 - process, 125
 - product knowledge, 123
 - respect for personal space, 122
 - Westfield Shoppingtown family, 123
 - logos, 98
 - margin increases, 114-116
 - meta-merchandising, 99-104
 - design and layout of products, 102-103
 - financial resources, 105
 - lighting, 101
 - mood, 103-104
 - theater of retail experiences, 101
 - observation of similar retailers, 116-118
 - placement of products, 110, 114, 119
 - seating, 106
 - storefronts, 98
 - view corridors, 108
 - wall graphics, 106
 - wayfinding, 108-109
 - window spaces, 98-99
- Merck, 10
- Merrill Garden Intrawest, 40
- meta-merchandising, 99
 - design and layout of products, 102-103
 - financial resources, 105
 - lighting, 101
 - mood, 103-104
 - theater of retail experiences, 101
- Metropolitan Statistical Areas. *See* MSAs
- metropolitan trade areas
 - proxies, 228-231
 - site selection, 231-235
 - co-locating with similar brands, 239-241
 - on-site inspections, 236-239
 - target markets, 221-226
 - traffic flow, 226-228

- mission statements
 - New Age of Retail, 314-315
 - community life improvement, 324-327
 - core values, 327
 - evolving to meet the times, 316-317
 - historical nature of trade, 322-323
 - maintaining values, 317-319
 - redefining customer experience, 319-321
 - translation of core values into action, 14-18
 - Blue C Sushi, 16
 - Starbucks, 14-15
- Miura, Shinichi, 150
- models, store design, 84-86
- mood, engaging customer senses, 103-104
- MSAs (Metropolitan Statistical Areas), 205
 - hot-spot mapping, 252-256
 - local and regional destinations, 256-258
 - market tiers, 247-252
- multiple rollouts
 - expansion, 188-191
 - versus one-off store design, 64-67
- N**
- Natural Wonders, 303
- Nature Company, 303
- negotiations (leasing real estate), 286
 - formal lease agreements, 271
 - gross leases, 275
 - landlord collection, 274
 - LOIs (Letters of Intent), 271
 - operating expenses, 273
 - rent increases, 274
- net income, 170
 - annual reports, 177-178
 - average sales volume per store, 178
 - differentiation, 172-174
 - financial analyses, 176
 - fuel for growth, 174
 - out-of-area market research, 179-181
 - pro forma financial statements, 175-176
- Nevin, Joe, Bumps for Boomers program, 38
- New Age of Retail, sense of mission, 314-315
 - community life improvement, 324-327
 - core values, 327
 - evolving to meet the times, 316-317
 - historical nature of trade, 322-323
 - maintaining values, 317-319
 - redefining customer experience, 319-321
- Nike
 - merchandising, 116
 - wholesale/retail expansion, 198
- O**
- Oakley
 - computerized inventory system, 144
 - expansion to retail operation, 190
 - wholesale/retail expansion, 198
- objectives (strategic), 133
- Occasio bank concept (Washington Mutual), 304
- occupancy costs, 182
- Old Navy, 305
- Omaha Steaks
 - growth, 204
 - mantra, 20
 - wayfinding (merchandising), 109
- on-site inspections (site selection), 236-239, 255
- one-off store design versus multiple rollouts, 64-67
- operating expenses, lease negotiations, 273
- operational systems, 144
- optimization, 208
- organizational development, 149
 - hiring heart over resumé, 151-158
 - matching motivation with values, 156
 - strategic plans, 142-144
 - telling the company's story, 158-160
- organizational model, Starbucks, 140-141
- out-of-area market research, 179-181
- Outback, 194
- "own your home" first methodology (expansion), 207

P

P&L (profit-and-loss) statements, 169
 partnerships, 268
 Peet's Coffee and Tea, 214
 Peet, Alfred, 214
 Pei Wei restaurant chain, 103
 Pep Boys, 204
 percentage rent, lease negotiations, 274
 personnel, organizational development, 149

- hiring heart over resumé, 151-158
- matching motivation with values, 156
- strategic plans, 142-144
- telling the company's story, 158-160

 photo-mapping software, 231
 Picora, Danny, 185
 Pike Place Market (Washington), first Starbucks, 50
 Pinson, Linda, *Keeping the Books: Basic Record Keeping and Accounting for the Successful Small Business*, 176
 placement of products, merchandising, 110, 114, 119
 Plewa, Franklin James, *Financial and Business Statements (2d Edition)*, 175
 point-of-sale registers. *See* POS registers
 POS (point-of-sale) registers, 103, 113
 postal codes, thematic mapping, 222
 Potbelly Sandwich Works

- customer service, 127
- high-touch experiences, 35-36
- locationing, 62
- merchandising, 107

 Prad, 31
 presentation, brand image, 4-5
 Pressler, Paul, 157
 price leaders, 302
 price/value retailers, 32
 pro forma financial statements, 175-176, 183-184
 products

- brand image, 4-5
- knowledge (customer service), 123
- layout, 102-103
- placement for merchandising, 110, 114, 119

 profit-and-loss statements. *See* P&L statements
 projections (expenses), 182
 prototypes (store design), 84-86
 provisions (leasing real estate), 276

As Is, 276

excess vacancy, 277
 exclusive use, 278
 hazardous material, 279
 radius, 278
 rent commencement, 276
 sidewalk seating, 278
 site plan, 277
 square footage, 276
 sublet issues, 280
 tax issues, 279
 transfer/assignment issues, 280-281
 Use, 276

proxies, 228-231

The Pumping Station, 307

pyramid of organizational development (Flamholtz), 138

Q

qualitative human aspects, core values, 12-13
 quality control, franchising, 191
 quality leaders, 302
 Quiznos, 194

R

"Race Is On" competitors, 212
 radius provision (leasing real estate), 278
 real estate. *See also* locationing; site selection

- brokers
 - commission structures, 266-267
 - market plans, 264
- expansion, 144, 258
- leasing, 261
 - kick out clauses, 269
 - legal forms for ownership, 268
 - lenient subleasing rights, 270
 - locationing, 285
 - negotiations, 271-275, 286
 - provisions, 276-281
 - short leases, 268
 - site surveys, 281-284
 - unsecured leases, 268
 - urban shops, 285-286
 - versus buying, 262-263
- locationing, 51-53
 - conventional versus timeless, 53-59
 - sense of place, 60

- Real Estate Investment Trusts. *See* REITs
- regional destinations, 256-258
- REITs (Real Estate Investment Trusts), 262
- remediation (leases), 279
- Remlinger's Farm, 187
- rent commencement provision (leasing real estate), 276
- rent increases (lease negotiations), 274
- research, validating ideation, 45
- resources, site selection, 244
- retail
- brand
 - core values, 6, 10-14, 24
 - defining principles, 14-24
 - image and presentation, 4
 - imprinting, 9
 - store experience, 5
 - unique positioning, 5
 - exclusive specialty retailers, 31
 - price/value retailers, 32
 - targeted lifestyle retailers, 31
- retail financial groupings, 172
- return on investment. *See* ROI
- revenue, pro forma financial statements, 176
- The Roaring 2000s: Building the Wealth and Lifestyle You Desire in the Greatest Boom in History* (Dent), 38
- ROI (return on investment), 175
- rollable elements, store design, 66
- Rosen, Steve (Blue C Sushi), development of core values, 13
- Rouse Company/General Growth Properties, 189
- Russia, cultural interchange, 309-310
- S**
- S-corporations, 268
- SADI (Superior Achievement in Design and Imaging) Award, 24
- sales estimates, establishing target markets, 221, 241-244
- Salvaneschi, Luigi, *Location, Location, Location*, 244
- Sam Goody
 - engagement of the senses, 100
 - growth, 204
- scheduling site surveys, 281-284
- Schultz, Howard, 14
- SCORE, 177
- seasonality, generation of cash flow, 182
- "See Ya" competitors, 212
- senior concepts in retail, 39
- senior management, organizational development, 149
 - hiring heart over resumé, 151-158
 - matching motivation with values, 156
 - strategic plans, 142-144
 - telling the company's story, 158-160
- sense of mission, 314-315
 - community life improvement, 324-327
 - core values, 327
 - evolving to meet the times, 316-317
 - historical nature of trade, 322-323
 - maintaining values, 317-319
 - redefining customer experience, 319-321
- senses, engagement of (merchandising), 99-105
 - design and layout of products, 102-103
 - financial resources, 105
 - lighting, 101
 - mood, 103-104
 - theater of retail experiences, 101
- service model, 199
- service providers, sweat equity investments, 166
- short leases, 268
- short markets, 206
- sidewalk seating provision (leasing real estate), 278
- Simon Property Group, 189
- The Site Book: A Field Guide to Commercial Real Estate Evaluation* (Fenker), 244
- site plan provision (leasing real estate), 277
- site selection. *See also* locationing; real estate
 - establishing target markets, 221
 - hot-spot mapping, 252-256
 - local and regional destinations, 256-258
 - market tiers, 247-252
- growth, 231-235
 - co-locating with similar brands, 239-241
 - on-site inspections, 236-239
 - resources, 244

Site Selection: New Advancements in Methods and Technology (Buckner), 244

site surveys (leasing real estate), 281-284

SKUs (stock keeping units), 114

Sleeth, Bill (Vizwerks), 80

Small Business Administration, 177

smash-and-grab thieves, 99

Smith, Orin, 72

sole proprietorships, 268

Sony, 26

specialty retailers, 172, 311

Spurga, Ronald C., *Balance Sheet Basics: Financial Management for Non-Financial Managers*, 176

square footage provision (leasing real estate), 276

Staples, 43

Starbucks

acquisition of The Coffee Connection, 196

brand image and presentation, 4

breve bar, 72

core values, 10-14

Costco wholesale account for coffee beans, 186

development of mission statement, 14-15

doppio, 72

growth and expansion, 205

availability of strategic partners, 216

brand soldiers, 217-218

competitive landscape, 211-216

demographics, 205

evaluation of competitive

landscape, 211-216

evaluation of potential customer base, 216-217

execution, 136-140

existing trends, 41

hub and spoke model, 210-211

market tiers, 206-207

MSAs (Metropolitan Statistical Areas), 205

kiosk-style formats, 72

Lincoln Center connection, 56

Main & Main locationing strategy, 69

organizational model, 140-141

Pike Place Market, 50

targeted lifestyle retailers, 31

Vancouver, B.C., 55

wholesale/retail expansion, 198

Starbucks Foundation, 15

Sticky Fingers Ribhouse, 187

Stinson, Shauna (Vizwerks), 80

stock keeping units. *See* SKUs

storefronts, 98

strategic partners, 216

strategic plans

acquisition of necessary systems, 144-146

applying internal strengths to create external results, 147-148

financial results of planned expansion, 135

growth targets, 137, 141

initiatives and objectives, 133

opportunity, 132

organizational development, 142-144

store development plans, 133

subleasing rights (leases), 270, 280

Subway Sandwich franchise (Bend, Oregon), 127

suitability model, demographic analysis for growth, 223

Superior Achievement in Design and Imaging Award. *See* SADI Award

sweat equity investors, 166

T

tall markets, 206

Target

design and layout of products

(merchandising), 102

price/value retailers, 32

target markets

market planning, 221

metropolitan trade areas, 221-226

proxies, 228-231

sales estimates, 221, 241-244

site selection, 221, 231-235

co-locating with similar brands, 239-241

hot-spot mapping, 252-256

local and regional destinations, 256-258

market tiers, 247-252

on-site inspections, 236-239

resources, 244

store design, 81-82
 traffic flow, 226-228
 targeted lifestyle retailers, 31, 172, 311
 Taubman Company, 189
 tax issues (leasing real estate), 279
 taxes, insurance, and common area maintenance. *See* TICAM
 tenant brokers, 266
 Tenant Improvement Allowance. *See* TIA
 theater of retail experiences, 100-101
 thematic mapping, 222
 TIA (Tenant Improvement Allowance), 284
 TICAM (taxes, insurance, and common area maintenance), 273
 Tiffany's
 closed storefronts, 99
 exclusive specialty retailers, 31
 timeless locationing versus conventional locationing, 53-59
 Tommy Bahamas, 64, 304
 Top Pot Doughnuts, 186, 198
 touchstones (brand touchstones), 72-76
 traditional retailing, 172
 traffic flow, 226-228
 transfer/assignment issues (leasing real estate), 280-281
 trends, ideation
 Baby Boomer generation, 37-39
 brand extension, 41-45
 demographics, 37
 megatrends overview, 38-39
 Merrill Garden Intrawest, 40
 niche concepts, 41

U

U.S. census reports, 223
 unique positioning, brand image and presentation, 5
 unique value, design and development, 76
 unsecured leases, 268
 UPS, merger with Mailboxes Etc., 44
 Urban Outfitters, 303
 urban shops, 285-286
 Use provision (leasing real estate), 276
 utility players, 157

V

value leaders, 302
 value meals, margin increases (merchandising), 115
 VCs (venture capitalists), 161
 venture capitalists. *See* VCs
 Victoria's Secret
 merchandising, 104
 targeted lifestyle retailers, 31
 view corridors (merchandising), 108
 visibility, site selection, 237
 Vizwerks, 80

W-Z

Waitt, Ted, Gateway Computers mantra, 21-22
 Wal-Mart
 core values, 26
 growth, 203-204
 high-touch experiences, 34
 price/value retailers, 32
 Walgreens
 average sales volume per store, 178
 Capitol Hill location (Seattle), 59
 wall graphics, 106
 Walt Disney Corporation, 10
 Walton, Sam
 growth of Wal-Mart, 203-204
 high-touch experiences, 34
 Washington Mutual, Occasio bank concept, 304
 wayfinding, 108-109
 Web vendors, 29-30
 Weisman, Eric, 157
 Westfield Group, 189
 Westfield Shoppingtown family, 123
 Whole Foods Market
 average sales volume per store, 178
 innovation, 303
 wholesale business expansion, 187, 198
 Williams, Chuck (Williams-Sonoma), 34
 Williams-Sonoma
 exclusive specialty retailers, 31
 high-touch experiences, 34
 window spaces (merchandising), 98-99