## **CONTENTS**

#### NEWS

#### 4-10

James Hall buys NECS; McColl's acquires Co-op stores; P&H alcohol delivery trial; Retailers exploit Pokémon craze; 26 My Local stores sold; Fight against illicit tobacco intensifies; Summer cigar opportunity

#### ADVICE CENTRE

#### 12 Dear Jac

Liverpool retailers block out *The Sun*, plus refrigeration recommendations **15 Customer conflict** How to keep potentially explosive situations under control

#### FEATURES

#### 20 Cover feature

Our Works Must Pay campaign gains momentum as MPs add support **26 Store development** Marc and Wanda Winchester's new Bmorelocal store in Swansea

#### PRODUCTS

28 Product news
35 Products in depth
Understanding the wine category to make the most of innovation
45 Products in depth
How to prepare for the

lunchbox and back to school customer 57 Classified

62 Coffee break

# C-store sales heat up as summer arrives

Retailers enjoy sales boosts of up to 15% following a disappointing June

#### SIMON BANKS

Retailers across the country have been enjoying sales uplifts as high as 15% thanks to the hot and sunny weather that has bathed many parts of the UK in July.

The welcome sales boost followed a 2.8% fall in UK footfall in June on the back of poor weather and Brexit, according to the BRC-Springboard footfall and vacancies monitor.

"Sales across all categories have been up over the last few weeks, with a total increase of 15% at our larger store, thanks to the great weather we've had," said Baz Jethwa, owner of two Costcutter stores in Farnworth, Bolton.

"The most popular categories have been soft drinks, food-to-go and alcohol. This year, we cross merchandised the barbecues and paper plates next to alcohol and soft drinks and they have complemented each other really well," he added.

Nick Farnsworth, owner of Farnsworth News on the Isle of Wight, was also enjoying hot sales. "The store has done very well over the last few weeks; we have probably doubled our sales in soft drinks," he said. Mohammad Afzal, owner

of Nisa on Abingdon Road,

### **KEEPING COOL OVER CHILLER TROUBLE**

The warm weather may have boosted sales but it has also put chillers under strain.

Nick Farnsworth had to call out engineers for a faulty compressor. "It's important that retailers regularly get their chillers and fridges checked in the summer," he said. Mohammad Afzal added: "The chillers are working extra hard to keep everything cold so it has burned out the motor. Sales are up, but it's swings and roundabouts because we've had to pay out for maintenance." A number of Tesco stores were forced to discard chilled foods after chillers broke down in the July heat.

The hot weather has been driving footfall and sales across many categories, store owners say

alcohol and single frozen ice

"We have also stocked a few

new lines this summer, includ-

ing coals for barbecues, big

packs of ice cubes and a 'buy

on wines, which have all been very successful." he added.

The Rio Olympics, which

kick off on Friday 5 August,

could also provide another

valuable sales opportunity.

on big alcohol brands such

as Budweiser, Carlsberg and

Mohammad continued. "Deals

one get one half price' offer

creams.

categories, store owners sayfully will continue to be during<br/>the Olympics," he said.Oxford, also said sales were up<br/>by 15% in the past three weeks<br/>on certain categories, includingThe Met Office is forecast-<br/>ing further warm and settled<br/>weather to come in August

weather to come in August with a prolonged and settled warm spell predicted for the middle of the month.

Fosters were really popular

during Euro 2016 and hope-

# OPINION Opportunities

**66** Barbecue meats and frozen ice cream have been two of our biggest sellers. We also introduced a new range of unique sausages and burgers including kangaroo, ostrich and crocodile, which are proving to be a hit. **99** Rav Garcha, West Midlandsbased multi-site owner

**66 I gave customers free** samples of an Eton Mess dessert to inspire them to make it at home by buying the products in store. It worked a treat.**99** Hari Dhasee, Nisa Village

Harj Dhasee, Nisa Village Stores, Mickleton, Glos

"It's impo retailers