



The Future of Department Stores

9 Escalators to a Golden Future for the Department Store

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- A concise and clear analysis of the challenges department stores face in an online world
- Includes exclusive interviews with investors and managers

How do the best department stores retain their customers, and thrive? What do retail and showbiz have in common? Stores such as Galeries Lafayette, Harrods or De Bijenkorf appeal to one's imagination as impressive centres of luxury. Even in this digital age, these modern retailers still know how to surprise their customers. ***The Future of Department Stores***

explores the most important European department stores and the current retail trends. Conversations with international investors and top notch managers allow you to peek behind the scenes of this unique commercial sector. The authors explore the challenges they face, and conclude that innovation and service are the keys to success. This book explains how the best department stores stay relevant and evolve to meet the future.

Erik Van Heuven is an internationally renowned retail expert and former top manager at Galeria Inno, Kardstadt and others. He knows the retail sector inside out as no other. **Stefan Van Rompaey** is the chief editor of *RetailDetail* and keeps a close track of developments in the retail sector.