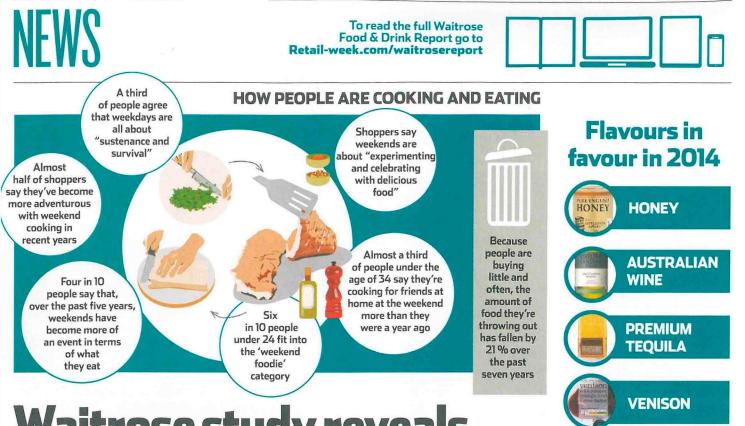
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Waitrose study reveals changing shopping habits

BY MATTHEW CHAPMAN & GEMMA GOLDFINGLE

Waitrose boss Mark Price warned changes in food shopping habits pose a dilemma for the big four grocers.

He said that time-poor shoppers are shopping little and often by increasingly using convenience stores or grabbing breakfast on the move. But four in 10 Brits say weekends are now more of a food event as family and friends gather to experiment with cooking.

"The real issue for Tesco, Morrisons and Sainsbury's is not so much the discounters, it's that people are shopping differently," he said as he unveiled Waitrose's *Food & Drink Report 2014*.

"They want luxurious top-end food from around the world but then they are thrifty and are looking for good value in pre-prepared food."

The report also found technology and social media are increasingly influencing how people shop and what they cook.

It revealed that enquiries from customers to the grocer via social media have overtaken those sent by email for the first time.

The most popular Waitrose-related topics on Twitter and Facebook included 'Heston', 'gluten-free', 'cheese', 'Mother's Day' and 'coffee', according to Waitrose's second annual examination of its customers' eating habits. The study showed quinoa features a staggering 540,000 times in posts on Instagram alone. **STEVIA**

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Technology is impacting the way customers shop and Waitrose has recorded a 40% year-on-year rise in online sales. Purchases made on tablets have risen from 20% of all online sales to 26.5%.

The report uncovered seven key trends for 2014: 'time-poor shoppers'; 'global explorers'; 'weekend foodies'; 'flexitarianism'; 'permanently healthy'; 'eat it, tweet it!'; and 'rustic luxe'.

Programmes such as *The Great British Bake Off* are inspiring people to try what they see on TV more than ever before.

Price said: "Britain has become a lot thriftier, probably for the better.

"But, despite this, three things remain constant: Britons' culinary curiosity, their love of good food and their desire to eat healthily.

"Increasing numbers of people have moved from seeing eating as functional to seeing it as an experience to be relished and enjoyed."

In terms of individual products, the big winners this year have been the drink Aperol and Tunnock's teacakes, which featured in the opening ceremony of the Commonwealth Games.