

# Store design solutions for growing your retail and wholesale business in a tough economic environment

The importance of good store design and layout cannot be over-emphasised. A well-laid out store will build customer loyalty and cultivate behavioural patterns that increase sales and help bring your customers back on a regular basis.

Good store design highlights different departments such as a beautiful bakery, the crisp quality of fresh produce, a well-stocked butchery and an innovative deli, displaying the full range on offer as customers proceed on their shopping journey through the store.

There is no denying that FMCG retailers and wholesalers are dealing with the economic constraints being experienced by many consumers in South Africa. However, post-Covid and post-election sentiment is more positive. In light of this, it might be a good time to scrutinise the message that your store's design is sending, and whether it is achieving the core principles of good store design by creating ...

“... an appealing first impression, making the best use of trading space, creating an easy and efficient navigation and flow through the store, building and maintaining your brand's visual identity, highlighting products and departments, and creating the best shopping experience possible for your customers.”



[www.oracle3d.co.za/retail-stores](http://www.oracle3d.co.za/retail-stores)

Visit the Hyper Paint store at The Glen Shopping Centre to experience a taste of their colour range – in a never before seen display. Every detail of this shop will wow you!

Store design goes hand in hand with equipment, be it check outs, shelving, counters, flooring, lighting, refrigeration – all the store fixtures to optimise the physical shopping experience and drive revenue growth and profits for your business.

For retailers and wholesalers, a store revamp with improved layout and design has numerous benefits, and taking advantage of new developments in display and checkout equipment can pull more feet through the door and increase sales on the floor.



Repurposed empty paint containers were used to create a chandelier, highlighting the vibrant energy of the Berger Paint Studio and showcasing the brand's eco-friendly values. The result is visible from the exterior of the store. [www.dartdesign.in/berger-paints.php](http://www.dartdesign.in/berger-paints.php)

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## Positive changes in the market create an environment for enhanced store design

We are already seeing positivity in the market as retailers look to take advantage of post-election optimism. Covid was actually a boom for retailers because retail was just about the only activity that people could spend on during lockdown. Though last year's Black Friday sales were disappointing, retailers are realising that Black Friday is nowhere nearly as attractive locally as it is overseas.

### Creating an experience

To turn things around, retailers need to offer their customers 'an experience' – which is where clever store design, fixtures and fittings and other equipment come into the picture.

One of the key trends being noticed as we exit the tumultuous late-2023 and early-2024 period is that customers don't want to walk into the cold, clinical supermarket environments of the past. Clients want ambiance and they want to interact with merchandise in a new way; that's what retailers and their shopfitting suppliers need to focus on going forward.

According to [www.insightssuccess.com](http://www.insightssuccess.com) (*Innovative Retail Store Design Trends for 2024 and Beyond*), the latest trends in store design and equipment choices for supermarkets and retailers in South Africa reflect a blend of technology, sustainability, and personalised customer experiences, all aimed at enhancing the shopping environment.



In Jumbo Goodmans Butchery, the design elements work together to elevate the retail space beyond the conventional retail setup and make each visit an experience rather than just a transaction.

One key emerging trend is the integration of advanced technologies such as smart shelves, digital price tags, and augmented reality displays, which enhance interactivity and improve customer engagement. Retailers are also increasingly using flexible store layouts, allowing them to adapt their space easily for new product displays, promotions or seasonal changes, keeping the shopping experience fresh and dynamic.

SPAR Pharmacy in Bedfordview has recently changed with a design that borders on a day spa feeling, featuring modern seating areas that set it apart from traditional pharmacies. Similarly, Jumbo Goodmans Butchery in Sandton now offers a

boutique experience, with custom dry-ageing meat sections, a full bakery and a wine section, all designed with contemporary, European market-inspired shopfitting.

### Equipment trends in retail design

Retail equipment design that works effectively for your floorspace should play a critical role in enhancing both the functionality and aesthetics of your store, driving sales and improving the customer experience. The right

equipment helps to optimise your layout, make efficient use of space, and highlight products in ways that encourage purchases.

**Modular shelving and fixtures.** According to [www.retailtouchpoints.com](http://www.retailtouchpoints.com) (*6 trends driving store design innovation*), a key consideration is flexibility in equipment design. Modular shelving and fixtures, for example, allow retailers to quickly adapt their layout to accommodate new product lines, seasonal changes and promotional displays. This keeps the store looking fresh and also helps maximise sales opportunities by enabling easy reconfiguration based on customer flow and shopping patterns.

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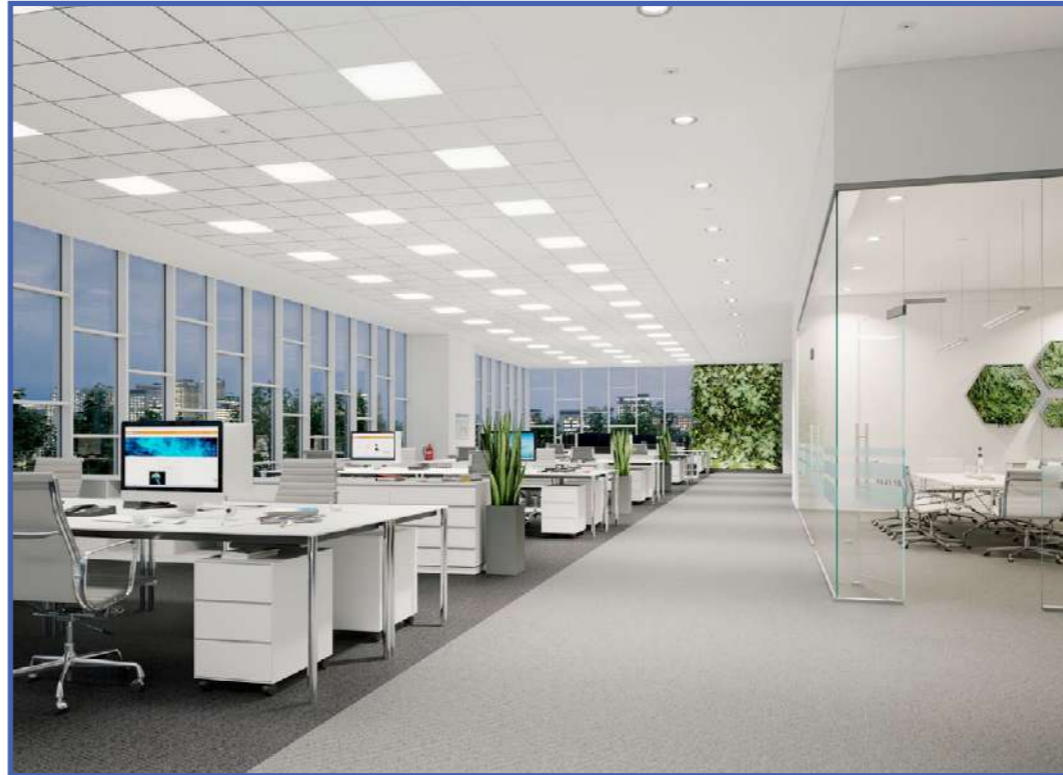
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The Eagle Lighting projects division supplies a wide variety of commercial luminaires including High bays, Vapour Proof's, Profiles, LED Tape-light, Downlights, Exterior Luminaires, LED Panels, and more.



**Smart shelving** which incorporates digital price tags and sensors is gaining popularity. These shelves streamline price updates and track inventory in real time, providing valuable data on product performance and customer interaction. This technology ensures that high-demand items are always in stock and displayed prominently, while slower moving products can be rotated or replaced efficiently, maintaining a dynamic and responsive retail environment.

**Cold display cases and refrigeration units** that are both aesthetically pleasing and functional are crucial for supermarkets and stores that sell perishable goods. Energy-efficient designs with clear glass doors, LED lighting, and customisable shelving reduce operational costs while drawing attention to the displayed merchandise such as fresh produce, deli items and ready-made meals.

**Smaller, portable fixtures and display units** can also be used to create focal points within the store. These moveable units allow retailers and wholesalers to experiment with different layouts and product placements, helping to identify the most effective arrangements for customer engagement and driving sales.

This approach keeps the store looking fresh and encourages customers to explore different areas, increasing the likelihood of impulse purchases. The visual appeal of these units plays a significant role in influencing purchasing decisions, as well-displayed products are more likely to attract customers' attention.



Cold display cases and refrigerated units that are both aesthetically pleasing and functional are crucial for supermarkets and stores that sell perishable goods. Energy-efficient designs, LED lighting, and customisable shelving reduce operational costs while drawing attention to the displayed merchandise. Checkers Kayalami. <https://euroconcepts.co.za/>

**Mobile checkout counters and self-checkout kiosks.** Another rising trend is the integration of cash management and automation technology at the point of sale (PoS). Mobile checkout counters and self-checkout kiosks reduce wait times and improve the overall flow of the store. By placing these systems strategically within the floorspace, retailers can manage customer queues more effectively, making the checkout experience smoother and more efficient.

Morné Liebenberg, Managing Director at cash automation specialist Clyronex, explains "PoS



Morné Liebenberg

cash automation is a great leap forward for both the customer and the retail business. Using dedicated cash automation equipment at the PoS and at self-checkout counters works with your back-office cash recycler to deliver a more robust and complete cash management system. It eliminates any errors when giving customers change and avoids cashiers having to handle cash, as the cash is deposited directly into the device by the customer and the customer receives change from the device."

New store designs are increasingly incorporating self-checkout kiosks equipped with AI and machine learning, further streamlining the checkout process and enhancing the overall customer experience. In addition, retail spaces are being designed to accommodate integrated PoS systems that seamlessly connect with online and mobile platforms. This design approach supports an omnichannel shopping experience, blending physical and digital interactions.

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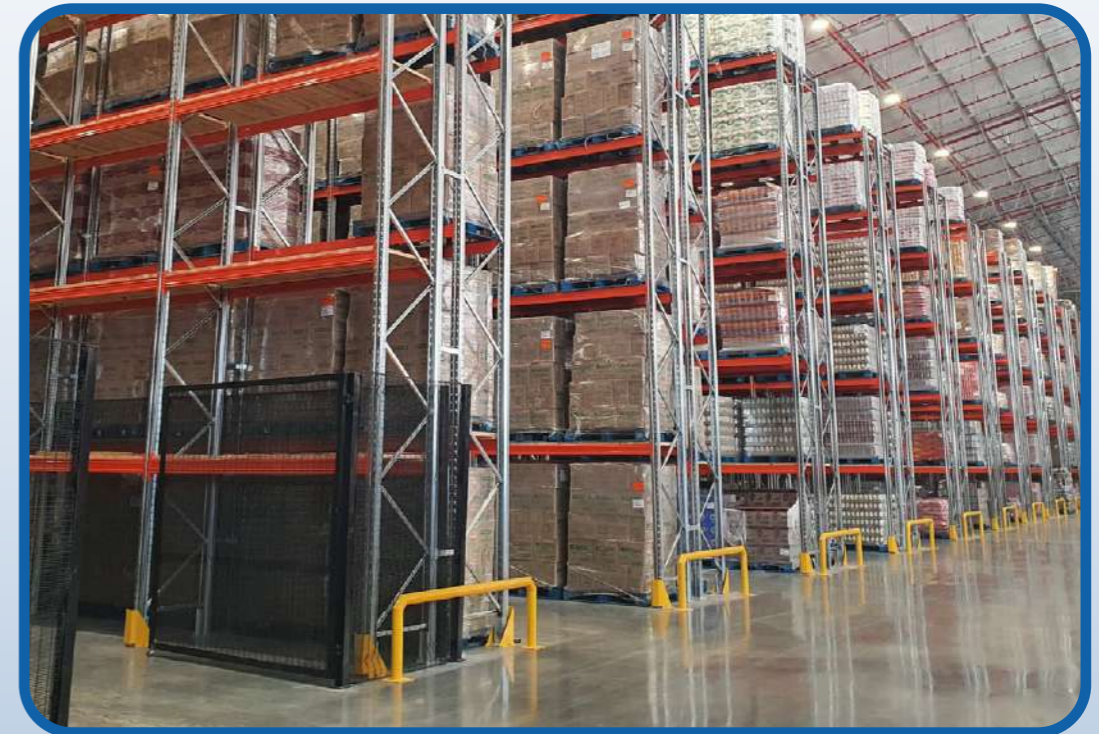


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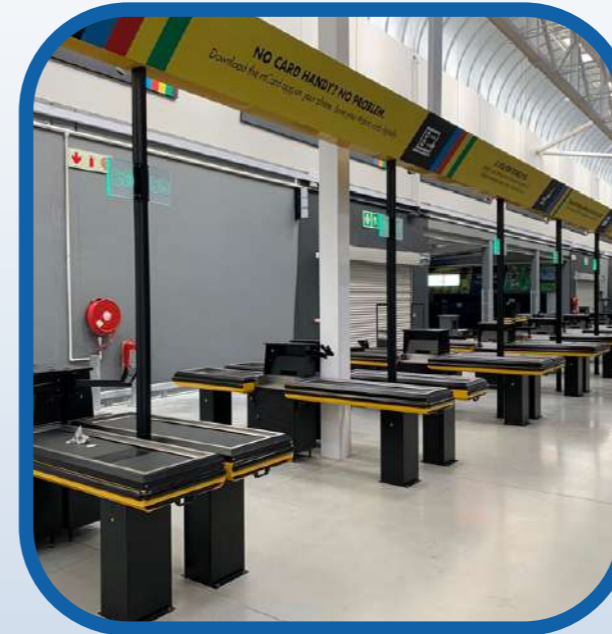


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## Store lighting makes the difference



Klaus Ritschewald

One aspect often overlooked in the store design evolution is lighting. Klaus Ritschewald, Managing Director of retail lighting specialist EuroConcepts, says that lighting is unfortunately one of the first casualties of South African retailers' cash crunch, despite being such an effective way to reverse it. "Retailers are under significant cost pressure because of the economic downturn and reduced consumer buying power, making it an industry-wide challenge." Ritschewald continues ...

“While looking for ways to cut costs, retailers still strive to create an inviting shopping experience for customers, though not all are equally attuned to these nuances, so careful guidance is essential, especially when considering where to make cuts.”

“For instance, while lighting is often overlooked, it should be the last area to reduce costs compared to elements such as flooring. After all, even the most beautiful floors lose their impact without the proper lighting to showcase them.”

Proper lighting can direct customers' attention, emphasise high-margin items and create a welcoming ambience that encourages longer store visits. For example, LED lighting in display cases highlights products and enhances their appearance, making fresh produce look vibrant and appetising.



The Luna sphere combines light, air and sound to create a living, pulsating object. [www.occhio.com/](http://www.occhio.com/)

Poor lighting, on the other hand, can make a store feel uninviting, and can directly impact sales and customer satisfaction.

Effective use of lighting sets the mood of a store, whether through warm, inviting tones that make a space feel cosy and comfortable, or brighter, cooler lighting that conveys modernity and clean-

liness. Thoughtfully designed lighting can also evoke emotional responses, enhancing the appeal of products and encouraging customers to spend more time browsing, boosting sales.

“Lighting is not just about visibility, it's a tool for storytelling and brand differentiation. Different lighting techniques, such as spotlighting, accent lighting, and ambient lighting, can be used to create distinct zones within a store, guiding customers through a carefully curated path that maximises their experience.”



The Good Wine and Cigar Boutique. [www.oracle3d.co.za/retail-stores](http://www.oracle3d.co.za/retail-stores)

“For example, dim lighting in a wine section can create a more intimate feel, while bright, crisp lighting in fresh produce areas can emphasise quality and freshness. This strategic use of lighting enhances product presentation and creates a memorable and enjoyable shopping environment that sets a retailer apart from its competitors.”



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## Top three retail lighting equipment trends in South Africa

Ritschewald says three of the top retail lighting equipment trends in South Africa are glare-free lighting, sustainable fittings, and decorative lighting.

“A major focus in retail lighting is the move towards glare-free solutions. Traditional fittings with fluorescent tubes and reflectors have evolved into advanced LED options that minimise glare, creating a more pleasant experience on the shop floor. Modern fittings, including spotlights, downlights, and linear lights, now use lens technology instead of reflectors to control light direction, creating a more comfortable environment and preventing stray lights from catching the eye.

“Although not yet a dominant trend in South Africa, sustainable lighting solutions are gaining traction globally, particularly in Europe. The emphasis is on fittings that are renewable or have minimal environmental impact, rather than those that need to be disposed of entirely.”

“As awareness grows, sustainability will become a more significant consideration in local retail lighting decisions.

“While LED lighting is highly efficient, it can often create a clinical feel. Incorporating decorative fittings adds warmth, colour and softness, creating a visually appealing contrast to the starkness of standard LED lights. Retailers are encouraged not



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to overlook these impactful lighting elements. Even though non-essential, they contribute to a more inviting and engaging shopping atmosphere.”

## To differentiate, be different

If you want to make your store stand out, store design will make the difference. Retailers can tailor their store designs to reflect and cater to the local community. For example, incorporating culturally relevant products, décor, and design elements, such as specific spices and flavours for an Indian community in KwaZulu-Natal, can make a store feel more personal and inviting. This approach



fosters a deeper connection with customers and sets the store apart.

Creating an ‘Instagrammable’ experience is another way of engaging consumers. Post-Covid customers need more incentives to visit physical stores. To draw them in, retailers could create visually appealing, ‘Instagrammable’ spaces that encourage customers to share their experiences on social media. Whether through unique displays, engaging layouts, or interactive elements, the goal is to make a store a destination that people want to talk about and share, enhancing both foot traffic and marketing reach.

It is also essential to select a clear design direction – whether it’s convenience-focused or boutique and experiential – and ensure that it is cohesive and welcoming. Avoid clinical, harsh white lighting; instead, opt for warmer hues to create a picture-friendly environment. Incorporate organic materials such as wood finishes, greenery, and controlled pops of colour to make the space feel fresh and vibrant. This kind of thoughtful design enhances the in-store experience and reduces the need for traditional marketing by leveraging the power of social media.

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## Sustainable retail equipment

Sustainable equipment is essential in effective store design as it addresses environmental concerns, enhances brand reputation, and meets the growing expectations of eco-conscious consumers. By integrating sustainable practices, such as energy-efficient lighting and reusable fixtures, retailers and wholesalers can reduce operational costs while appealing to a market that's increasingly driven by environmental values.

Sustainable store design isn't just about aesthetics; it aligns a brand with values that resonate with consumers, creating loyalty and setting the store apart from competitors. This approach is especially crucial as South African retailers face pressure to differentiate themselves in a market still adapting to global sustainability trends.

For lighting, South African retailers could consider advanced LED solutions equipped with controls and sensors that adjust lighting based on occupancy or available natural light, significantly reducing energy consumption. This minimises environmental impact while also cutting utility costs and providing a direct financial benefit.

Retailers can prioritise using materials that are recyclable, locally sourced, or have minimal environmental impact, such as non-toxic, bio-based options that contribute to a lower overall carbon footprint. Emphasising renewable energy sources, such as solar panels, and integrating mechanical systems that optimise ventilation and energy metering, further contribute to a store's sustainability profile.



Something different from EuroConcept's normal brief ... suspended luminaires were used as a car park lighting solution at Save Hyper in Pietermaritzburg. <https://euroconcepts.co.za/>

"Modular fixtures that allow for reconfiguration can extend the life of store equipment, reducing waste and adapting easily to changing retail needs," says EuroConcepts' Ritschewald. "By incorporating sustainable materials and practices into the core of their design, retailers can create spaces that reflect responsible consumption and environmental stewardship."

Transparent communication of these sustainability efforts through in-store displays, and marketing can also educate and engage customers, reinforcing the store's commitment to green practices. This approach improves the shopping experience and bolsters a retailer's image as a forward-thinking, responsible business, driving long-term success in a competitive market.



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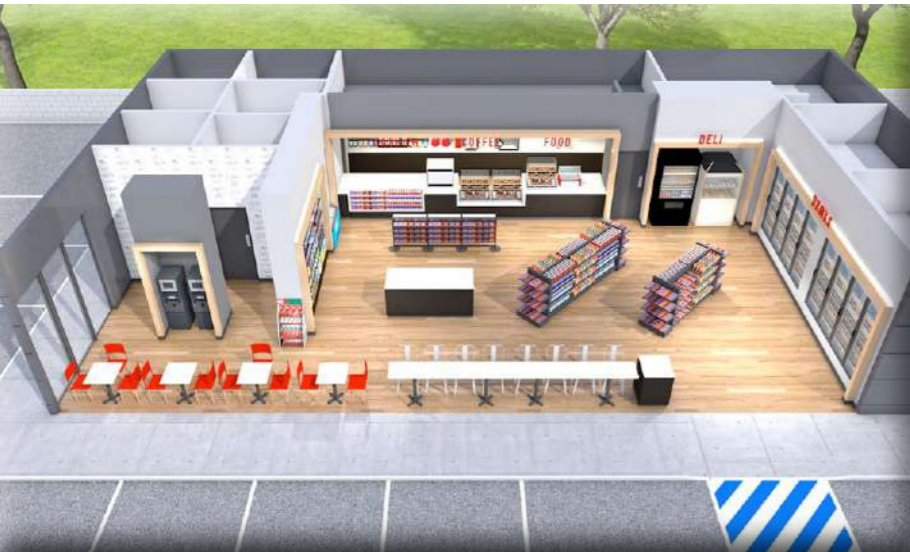
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## Closing key points for efficient, effective store design

Store design has emerged as a critical factor in driving customer engagement and boosting sales. By prioritising innovative equipment and lighting solutions, retailers and wholesalers can create memorable shopping experiences that resonate with consumers who are seeking more than a transactional environment.

Advanced technologies, flexible store layouts, and the strategic use of lighting are redefining the retail space, making it more interactive, personalised, and efficient. The focus on sustainability further aligns local retailers with global trends and consumer expectations for environmentally responsible practices.



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Retailers and wholesalers that embrace these design and equipment trends have more opportunities to stay competitive, creating spaces that are functional as well as inviting and distinctive. Whether it's through implementing modular fixtures, sustainable lighting, or integrated PoS systems, the goal is to enhance the shopping experience, making each visit feel unique and engaging.

By doing so, retailers and wholesalers can weather the challenges of the current economic climate and build lasting connections with their customers. As South Africa moves beyond its recent economic and political hurdles, stores that invest in thoughtful, innovative design will be best positioned to capture consumer loyalty and thrive in an increasingly competitive market. **SR**

### Additional Sources:

- [www.resonai.com/blog/importance-of-store-layout](http://www.resonai.com/blog/importance-of-store-layout)
- [www.retaildesignlab.be/en/tools/designer-tools](http://www.retaildesignlab.be/en/tools/designer-tools)
- [www.rockfon.co.uk](http://www.rockfon.co.uk)





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# Eurolux welcomes the new lightbulb legislation

**H**ave you heard about the new legislation that came into effect in May this year, governing the import of lightbulbs?

Until now there has been no standard minimum efficacy requirement on light bulb imports, which means you could easily buy lightbulbs that are exceptionally inefficient – they may burn brightly but the wattage consumption is high, so they use much more power than necessary.

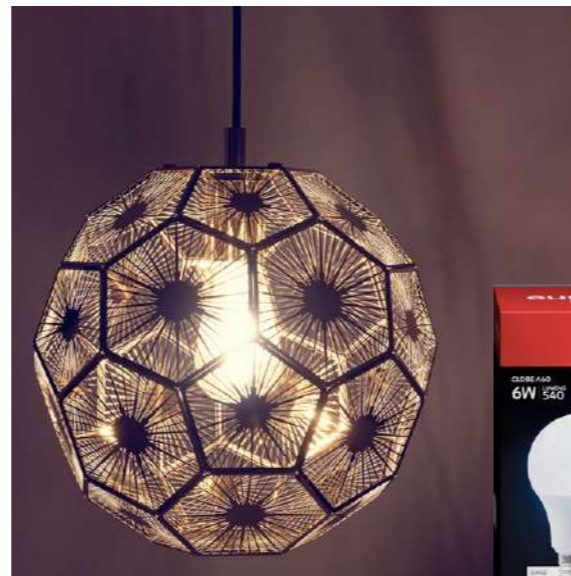
They often are of an inferior quality and pose heat and safety risks.

The South African market is flooded with lightbulbs which will not stand up to scrutiny for safety and longevity, are potentially harmful and highly inefficient, chewing through consumers' power at a time we can ill-afford to waste electricity.

## What does it mean to consumers?

The new legislation is a game changer – it ensures that South Africa's standards are aligned with international markets and that all imported lightbulbs are efficient, safer and meet the minimum efficacy requirement to be legally imported.

Part of the new law is that a lightbulb must retain its advertised brightness level – the lumens value indicated on the box – for the full lifetime, whether it is 15 000 or 25 000 hours, and will not dim with age, which often happens.



## The new minimum Rated Efficacy requirement works as follows ...

- Efficiency refers to energy usage of a lightbulb – so the light it provides relative to the power it consumes.
- Light is measured in LUMENS and power in WATTS.
- For any given lightbulb, by dividing the lumens output by the watts rating we get the lumen per watt rating.

**Example:** A 540 lumen, 6W A60 spec lightbulb works out as follows ...

$$\frac{540 \text{ lumens}}{6 \text{ watts}} = 90 \text{ lumens/watt}$$

From May 2025, any lightbulb that does not meet the new specification of 90lm/W should not be available in South Africa. This will last for two years, after which the even stricter specification of 105lm/W will apply.

Certain specialised lightbulbs will be exempted from the new efficiency rating, such as colour lightbulbs and heat lightbulbs. These packs will need to clearly feature a statement to confirm that the lightbulb is 'not intended for general illumination purposes'.

## What can customers expect?

The switch will be smooth and simple: All the regular-shaped CFL and Halogen lightbulbs that have been available up to now will be easily replaceable with an LED alternative, right through to the vintage look carbon filaments, which are already available in LED filament and beautiful amber shades.

## You can explore more about Eurolux at [www.eurolux.co.za](http://www.eurolux.co.za)

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Julia Baker

# The store design experience

The retail industry in South Africa has seen considerable change in the last year, spurred by a race to maintain profitability and drive growth. A key focus has been on increasing foot traffic in stores.

As a result, retailers and supermarkets have begun revamping their store designs to better meet the changing demands and needs of their customers.

## Cleanliness

With customers' minds still on the pandemic, retailers need to use new tactics to maintain an atmosphere of tranquillity and sanitation without being too direct. Store design must prioritise clear health and safety measures as customers seek reassurance that their well-being is of top concern. Retailers have a responsibility to address these concerns by including visible sanitation stations, frequent cleaning protocols, and the incorporation of touchless technologies like automatic doors and contactless payment options.

## Store design and experiential areas

In addition to prioritising health and safety, retailers are now focusing on creating distinct and unforgettable experiences to entice customers



Image by Cheung Yin, Unsplash

back to brick-and-mortar stores. These experiences go beyond the old traditional concept of shopping.

By collaborating with suppliers, retailers can create curated experiences in-store that are both cost-efficient and engaging for customers. Immersive and interactive spaces allow shoppers to experience products firsthand through activities such as recipe workshops, live demonstrations, and VIP events. For instance, retailers can use upcoming holidays or special occasions as monthly themes to showcase various products in a dynamic yet organised manner.

**Immersive and interactive spaces allow shoppers to experience products firsthand through activities such as recipe workshops, live demonstrations, and VIP events.**

By utilising targeted and organic design elements, overlooked products can be emphasised through clever and appealing merchandising displays strategically positioned throughout the store.

## Optimising spaces

One of the main perks of larger retail spaces is the ability to explore a range of layout possibilities. These areas have the capacity for multiple departments, unique product displays, and spacious aisles.

Themed zones, branded areas, and interactive features can be used in these areas. After all, every customer desires an exceptional shopping experience.

When designing and laying out smaller stores with limited space, it is important to take a more strategic approach. Making the most of every



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### Mobile Racking.

Mobile racking is an innovative and space-efficient storage solution designed to maximize storage capacity within limited floor space. Accessibility and organization are key features of mobile racking & shelving systems. The ability to move entire shelving units horizontally along the rails allows users to create an aisle where needed, facilitating easy access to stored items.

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square metre becomes essential. This can be done through compact shelving, intentional product placement, and utilising vertical space creatively.

Implementing clear signs greatly assist with navigation, guaranteeing that customers have no trouble finding products, particularly when items are shifted and shelves are restocked. It also cuts down on time for customer searching for items.

## Add a personal touch

The largest demographic of spenders, the millennials, prioritise convenience and personalisation above all else in their shopping preferences. To appeal to various tastes and requirements, store layout should be tailored accordingly. Incorporating uncomplicated in-store amenities can make your store a favourite destination for millennials.



Reverse vending machine located in Woolworths Hout Bay. [www.bizcommunity.com/](http://www.bizcommunity.com/)

For instance, Woolworths has introduced recycling machines for plastic bottles, which align with this generation's interest in eco-friendly initiatives. This added convenience of being able to recycle while shopping is highly attractive and can bring in more customers.

## Using e-commerce

E-commerce is now a norm and retailers are seeking fresh and inventive methods to effortlessly combine their digital and physical outlets, while incorporating online expansions of their brick-and-mortar locations. Shoppers deserve to have equal trust and confidence in online shopping as they do in physical stores. Therefore, ensuring digital safety and security is crucial.

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Similar to brick-and-mortar shops, it is important for virtual stores to make their promotions and special deals easily noticeable for customers browsing online.

Just as with a brick-and-mortar store, the design of an online store should be effortless and user-friendly, having well-defined categories and departments for easy navigation. Naturally, both visuals and pricing must be consistently updated.

### Eco-consciousness

As sustainability and ethical practices continue to gain importance in the minds of consumers, incorporating these values into store design can be a compelling draw for customers. Using eco-friendly materials, installing energy-efficient lighting, and embracing sustainable principles during construction and operations, shows a dedication to environmental responsibility.

### Innovative and experiential store design

Smaller retail stores should incorporate interactive boutique experiences. They can select a best-selling product and build an immersive encounter around it, such as showcasing the process of roasting and grinding specialty coffee beans. Another option could be setting up a daily dinner inspiration area where customers can find recipes and a shopping list. The key is to utilise creative store layout to promote unique experiences.



**An interactive in-store boutique experience could showcase the process of roasting & grinding specialty coffee beans.**

The coffee roasting process follows coffee processing and precedes coffee brewing using raw beans. It consists essentially of sorting, roasting, cooling, and packaging but can also include grinding in larger scale roasting houses. Photo & caption: <https://chiassocoffee.com.au/>

### Strategic placements

In the fiercely competitive retail industry, strategic product placement is a crucial factor in enticing customers, guiding their buying choices, and boosting profits.

As a result, supermarkets and wholesale stores continuously work to perfect the arrangement and placement of products to provide shoppers with a fast and easy shopping experience.

As the market and shopper preferences continually change, remaining updated on industry trends and adjusting placement tactics is crucial for retailers and wholesalers to succeed in the highly competitive retail market.

### Becoming a leader in product placement

Gain insight into shopper behaviour by analysing customer flow patterns, identifying popular aisles, and high-traffic areas. Use data analytics to strategically position products in the most favourable locations based on shopper preferences.

Maximise shelf positioning according to the 'eye-level is buy-level' principle, putting top-selling and high-profit items at eye level for maximum visibility and convenience.

Cross-merchandise by strategically grouping complementary products, such as crisps near the salsa section and batteries near electronic devices, customers are more likely to make multiple purchases. This approach not only adds convenience for shoppers, but also contributes to larger baskets.

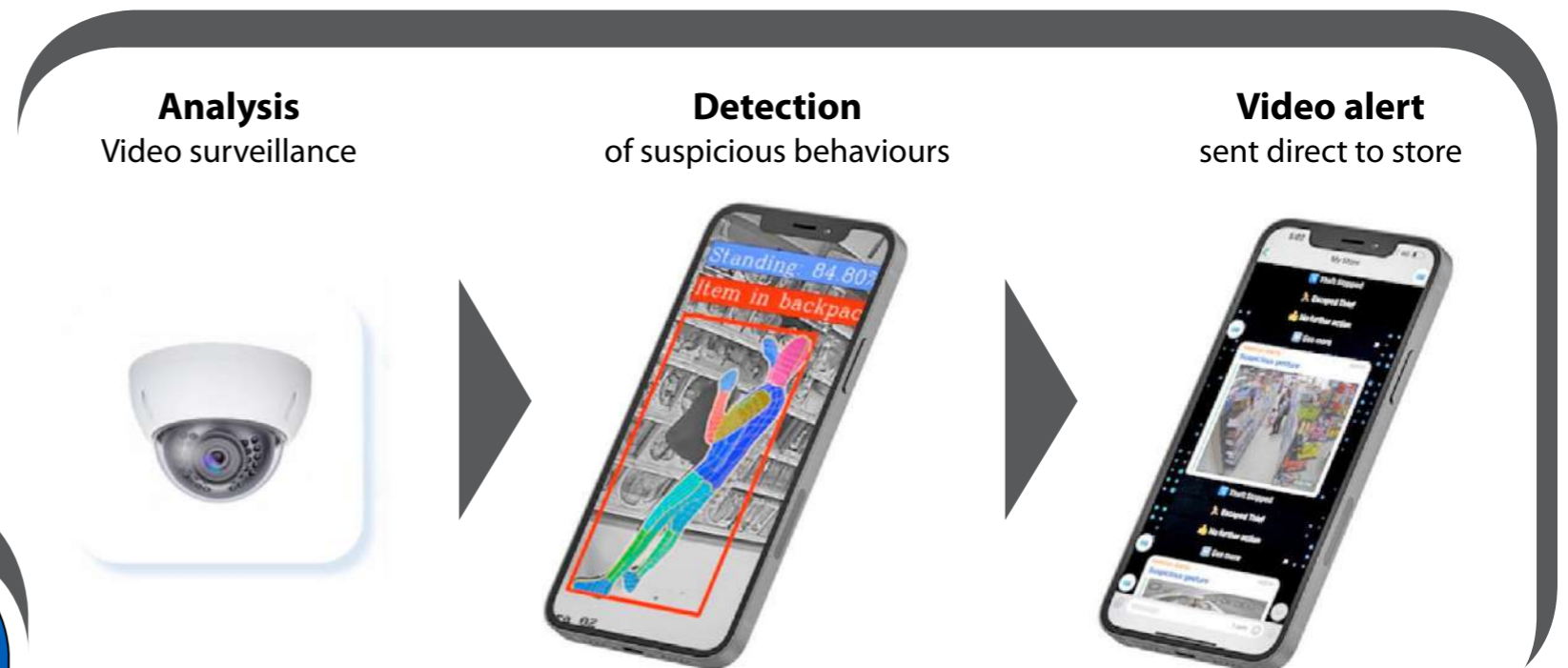
Remember to make areas for spur-of-the-moment purchases. These zones usually showcase budget-friendly, profitable products such as snacks, drinks, and magazines. But don't limit yourself to just these items – consider including home goods, cereals, baked goods, and beverages as well. Your focus should be on making the products visually enticing.

# Put a stop to shoplifting in your store!



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Retailers need to consistently review sales data, gather input from shoppers, and seek feedback from their teams to assess the success of their placement strategies.

## Creating the right atmosphere

Proper lighting is crucial for creating the right atmosphere and elevating the shopping experience in supermarkets and wholesale stores. With careful consideration, light fixtures and their output have the power to turn ordinary settings into extraordinary ones. Effective lighting not only draws in customers but also highlights products and fosters a welcoming environment.

With advancements in LED technology, layered lighting techniques, improved colour rendering, and the introduction of lighting controls, retailers now have a wider range of options to create visually appealing environments that attract customers and encourage them to stay longer.

According to Klaus Ritschewald, Managing Director at EuroConcepts, personalised lighting solutions are crucial for a well-designed store. "The interplay between ambient and accent lighting showcases the entire store, while highlighting specific areas and food freshness, while atmospheric lighting creates a desired atmosphere and the look and feel of the store."

## Using the experts

Collaborating with skilled and seasoned store designers and shopfitters is a must. These professionals have extensive knowledge in designing



In 2024 and beyond, fresh trends will make stores more fun and easy to use. From cool tech to green designs, these changes are not just visual, they're about making shopping better for everyone. New store layouts, smart tools, and eco-friendly materials are shaping the future of retail store design. These trends can help your business grow and make customers happy like never before. Photo & caption: <https://insightsuccess.com/>

an effective and organised store layout. Their proficiency in arranging aisles, displays, and product placements optimises foot traffic, promotes customer discovery, and reduces crowding.

Their expertise lies in crafting a space that is both welcoming and alluring, ultimately enhancing the shopping experience. Establishing a consistent and identifiable brand image within the store, setting a store apart from its competitors.

Checkers, a Shoprite-owned brand, took home multiple accolades at the South African Council of Shopping Centres (SASC) Retail Design & Development Awards. Among their wins was the prestigious Spectrum Award for 2022, given to the flagship store in Franschhoek for its innovative and exceptional economic and creative achievements.



Checkers FreshX Drakenstein Sentrum has an in-store Krispy Kreme coffee shop with fresh doughnuts delivered daily, plus a decadent chocolatier bar with locally-made, handcrafted artisanal chocolates.

Another noteworthy win was in the New Developments category, with Checkers Drakenstein Sentrum in Paarl being recognised as the overall winner. Checkers' Franschhoek was also jointly awarded the top spot in the Retail Design – National Retailer category – truly impressive. **SR**





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