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January 2019

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"Very dependable, we've got a platform and team that can influence business outcome"

- Parag Dani, CEO
GAP

"Great team that implements technology while understanding retail nuances"

- Sumit Dhingra, CEO
Aeropostale

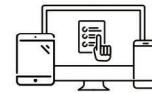
"Finding ROI in omnichannel retail is not an easy task because it requires managing both the investment/time required to enable omnichannel journeys for your customers and being able to realize real business returns from those investments. With Arvind Internet's omnichannel platform both issues are addressed for brands and retailers. Since it was built by retail insiders for India, we were able to integrate with Arvind Internet's platform in less than 4 weeks with minimal cost and time investments. Moreover, with their on-ground retail implementation and change in management experience, having done the same with other leading brands in India, we're confident that their expertise will directly help us drive adoption and deliver fulfilling experiences for our customers."

- Vinay Chatlani, CEO
Soch Apparels

"As practitioners, the Arvind Internet team understood the nuances of our retail operations and got our omnichannel business kick started in a matter of weeks. The go-to market implementation was quick, smooth, hassle-free. And we started seeing significant upside in business from the second month only."

- Richa Bhatnagar, Business Head
Blackberrys

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RETAIL THOUGHTS
TAWHID ABDULLAH

ANALYSIS
MENA E-COMMERCE

RETAILME
AWARDS - KSA

OMNICHANNEL
AMERICAN RAG CIE

CEO TALKS
CAMERON MITCHELL

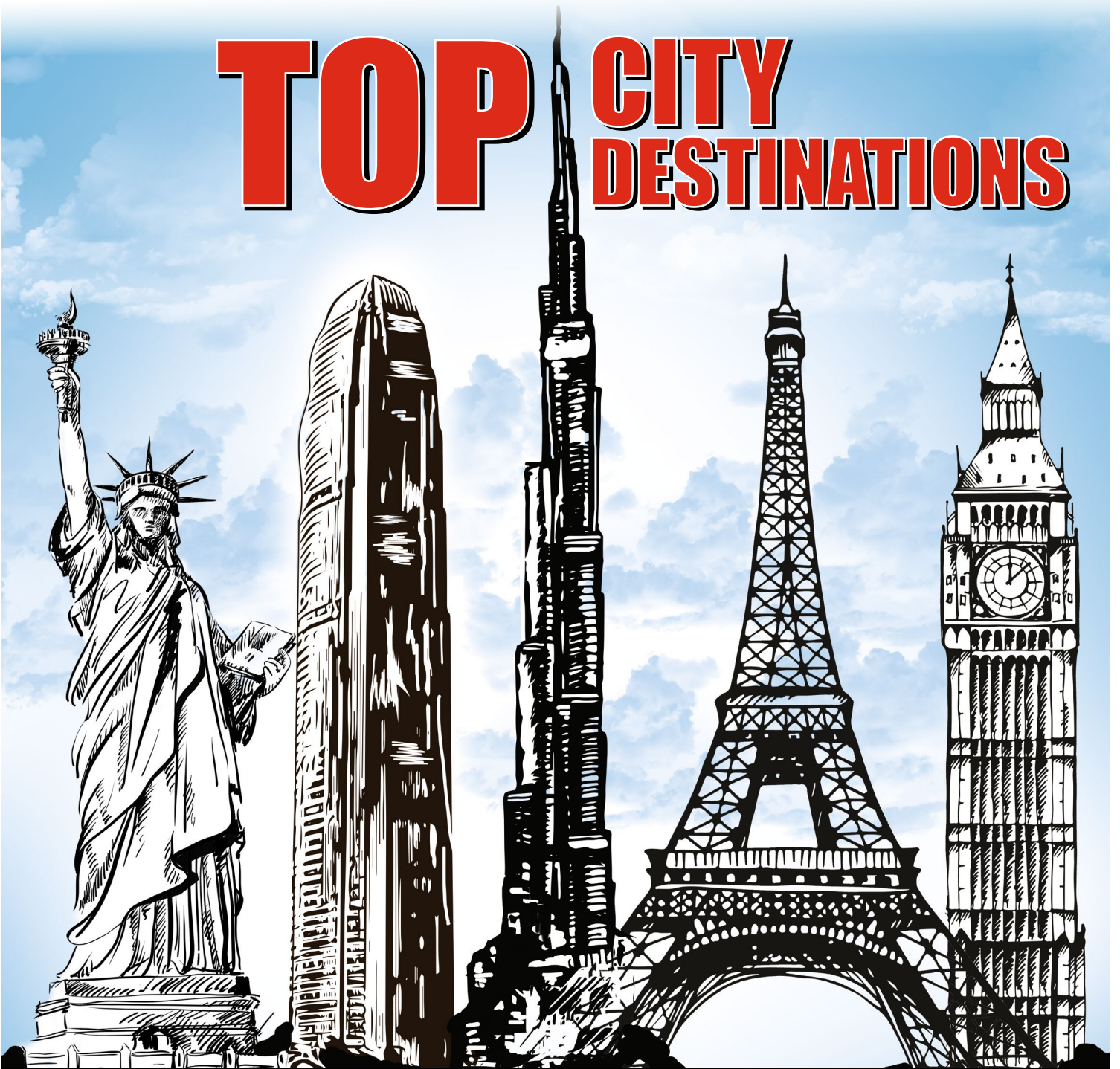
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January 2019

TOP CITY DESTINATIONS



Bahrain BD2.0 | Oman RO2.0 | Kuwait KD1.7 | Qatar QR20 | Saudi Arabia SR20 | United Arab Emirates AED20

RETAIL THOUGHTS

8 Cooperation helps us to innovate and grow

NEWS

- 10 Hurricane's Grill opens in The Dubai Mall
- 11 DIFC widens its gastronomic offerings
- 12 Lulu opens 157th Hypermarket in Sharjah
- 13 Nespresso opens new boutique in Marina Mall Abu Dhabi
- 14 Meraas and Dubai SME launch Al Seef SME District
- 15 Careem NOW to deliver food in Dubai and Jeddah

ANALYSIS

- 16 The rise of e-commerce in MENA
- 20 Top 100 City Destinations 2018
- 26 Opening up of a high-growth industry in KSA

INTERNATIONAL VIEW

29 French brand ba&sh going places

YOUNG & ENTERPRISING

32 A café transforming an old trading hub

GCC STARTUP RETAIL INCUBATOR

- 36 Elli Junior
- 37 NOOK Corner
- 38 Spheerz
- 39 Studio Asanawa

TRENDS

40 Home-grown is the new black

EVENTS

- 45 MENALAC debates future of leisure & entertainment in KSA
- 46 RetailME Awards – KSA

FOOD WATCH

50 A story brewed around tea

OMNICHANNEL

52 A store of the future

REAL ESTATE

55 One Central completes commercial and retail development

MALL WATCH

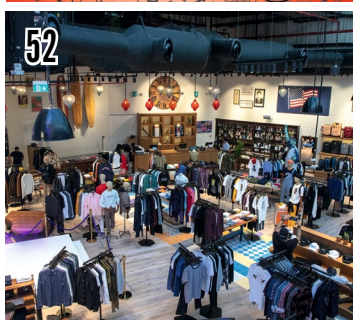
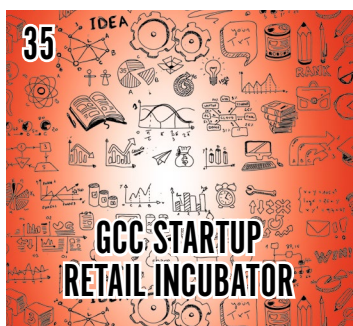
56 Dubai Outlet Mall emerges stronger

CEO TALKS

58 The lucrative future of cinemas

STORE OF THE MONTH

62 Dunnes Stores



VOL 9 ISSUE 4



According to the Top City Destinations 2018 rankings by Euromonitor International, six out of the top 10 global cities are in Asia, which accounted for 41 out of the 100 top cities globally in 2018. Asian cities are the clear winners. In the Middle East, Saudi Arabia is now opening to international tourists, targeting family and group travellers. Dubai and Abu Dhabi have emerged as the most significant destinations in the UAE. Cairo is seeing a resurgence.



Dear reader

Is it Social Media's turn now to take to the stores?

No, this is not fiction but what several social media networks seem to think. Platforms from Snapchat to Facebook have been investing in retail to capture broader consumer interest and boost revenue and followers, writes Bryan Pearson, president of LoyaltyOne. Why? 'Likes are nice, but buys are better business,' he adds.

It's good news for all those who are part of the brick-and-mortar retail and have also come to believe in omnichannel retail as the future. After the conversion of e-commerce giants, now it's the turn of Social Media platforms – who's next? Nevertheless, the new comes at the right time as we are beginning the year 2019.

We also have an overview of the Top City Destinations 2018 by Euromonitor International. According to the rankings, six out of the top 10 global cities are in Asia, which accounted for 41 out of the 100 top cities globally in 2018. While Asian cities are the clear winners, cities in the Middle East and Africa regions, such as Jerba and Sousse in Tunisia and Sharm el-Sheikh in Egypt, have dropped out of the ranking in recent years. Cairo, however, is seeing a resurgence.

Saudi Arabia is now opening to international tourists, targeting family and group travellers. Dubai and Abu Dhabi have emerged as the most significant destinations in the United Arab Emirates. Dubai Tourism Vision 2020 aims to welcome 20 million visitors to the emirate by the year 2020. The tourism board is actively promoting Dubai as a top choice for leisure and business travellers. Mecca, the holy city in Saudi Arabia, is trying to facilitate religious tourists with the use of smartphone applications. The Ministry of Hajj and Umrah offers official applications such as Hajj Services, Umrah Services, Manasikana and a Hajj Bracelet reader.

We would like to wish all our readers a happy and prosperous 2019. We also like to pay our tributes to some of the well-known industry veterans who left for their heavenly abode in December. Noshir Motiwalla, Anthony Chalhoub and Mohammed Salem Al-Mashad, who left a vacuum and will be missed immensely by their families, colleagues and associates.

Lawrence Pinto

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**RetailME Awards – KSA
February 2019
Jeddah, Saudi Arabia**

**Commemorating retailing excellence
in the Middle East**

Images RetailME is proud to announce the inaugural Images RetailME Awards KSA, in association with Jeddah Chamber. The annual industry honours that recognise the top performing retailers and retail practices every year and reward excellence across retail categories. The gala ceremony of Images RetailME Awards is positioned as the most prestigious event of its kind in the Middle East retail calendar and is geared to set benchmarks in this vibrant retail destination.

The 2019 entries for RetailME Awards KSA are now open.

Please send in your entry/entries to be counted among the region's retail stars.

Eligibility: Retailers or brands in Saudi Arabia attaining creditworthy performance numbers and/or raising the bar, introducing outstanding innovations and pioneering initiatives during the past year.

The Images RetailME Awards KSA is presented by Images RetailME magazine, the pioneering publication dedicated to the B2B retail sector in the region. The monthly publication offers unparalleled insights through its network of news sources, industry analysts and specialists.

Join us now and leave your mark of success in the retail world!

For details contact: Lawrence Pinto | +971 50 384 8733 | lawrence@imagesretailme.com



IMAGES RETAILME AWARDS KSA

Categories and submission guidelines

Please understand the criteria before you select your category. The judges will require evidence of success achieved during the assessment period – January 1, 2018 to December 31, 2018 (See submission guidelines below each category).

HOW TO ENTER

- All entries must be submitted in PDF format

- Use visuals and design elements to enliven the submission. All entries must be accompanied by professional high resolution /photographs/images (300 dpi JPG or Tiff) with captions.
 - Support your presentation with as many details as possible, including third party evidence for the jury's evaluation.

1. Most Admired Retailer of the Year – Fashion

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in fashion and accessories that has successfully worked on fashion merchandise and pushed customers to shop contemporary fashion more frequently. The chain would have also shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

2. Most Admired Retailer of the Year – Footwear & Accessories

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in footwear & accessories that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

3. Most Admired Retailer of the Year – Lingerie & Nightwear

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in lingerie and nightwear that has successfully worked on 'Lingerie & Nightwear' merchandise and pushed customers to shop for trendy fashion wear more frequently. The chain would have also shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

4. Most Admired Retailer of the Year – Children's Wear

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in children's wear that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

5. Most Admired Retailer of the Year – Beauty & Personal Care Products

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in cosmetics & personal care products that have shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

6. Most Admired Retailer of the Year – Pharmacy & Healthcare

This award will recognise an outstanding home-grown or international chain in the Kingdom of Saudi Arabia offering pharmacy and healthcare services and has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

7. Most Admired Retailer of the Year – Home & Housewares

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in home & housewares that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

8. Most Admired Retailer of the Year – Consumer Electronics

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in consumer electronics that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

9. Most Admired Retailer of the Year – Leisure & Entertainment

This award will recognise an outstanding home-grown or international operator in the Kingdom of Saudi Arabia (FECs, cinema, themed indoor and outdoor centres) that have shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

10. Most Admired Retailer of the Year – Food Service

This award will recognise an outstanding home-grown or international quick service restaurant (QSR) in the Kingdom of Saudi Arabia that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

11. Most Admired Retailer of the Year – Food & Grocery

This award will recognise an outstanding home-grown or international retail chain (convenience store/s, supermarket/s, hypermarket/s) in the Kingdom of Saudi Arabia dealing in food and grocery that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

12. Most Admired Retailer of the Year – Luxury

This award will recognise an outstanding store/brand that retails premium lifestyle products (fashion, footwear, designer accessories, high-end and niche electronic gadgets and luxury goods) in the Kingdom of Saudi Arabia that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

13. Most Admired Retail Start-up of the Year

This award will recognise an outstanding homegrown start-up retail concept that has been in operation in the Kingdom of Saudi Arabia for a minimum of two years and a maximum of three years.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- List of achievements/accolades
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

14. Most Admired Store Design of the Year

Retailers can nominate one or more of their outstanding store design concepts across all retail formats, operating in the Kingdom of Saudi Arabia. Successful entries will demonstrate how design is delivering delightful customer experience, enhancing the retail brand, while proving to be a truly innovative and commercial success.

ENTRY GUIDELINES:

- Describe the design execution and how it meets objectives (100 words maximum)
- Describe the role design has played in the business and its impact (50 words maximum).
- Support the entry with professional high resolution /photographs/ images (300 dpi JPG or Tiff) with captions.

15. Most Admired Online Retailer of the Year

Retailers in the Kingdom of Saudi Arabia operating in the e-commerce space, including brick-and-mortar retailers now selling online, can nominate for their outstanding performance during January 1, 2018 to December 31, 2018.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Regions covered:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

ENTRY FORM

PLEASE TICK THE CATEGORY YOU WISH TO ENTER

IMAGES RETAILME AWARDS - KSA

1 Most Admired Retailer of the Year Fashion <input type="checkbox"/>	2 Most Admired Retailer of the Year Footwear & Accessories <input type="checkbox"/>	3 Most Admired Retailer of the Year Lingerie & Nightwear <input type="checkbox"/>	4 Most Admired Retailer of the Year Children's Wear <input type="checkbox"/>	5 Most Admired Retailer of the Year Beauty & Personal Care Products <input type="checkbox"/>
6 Most Admired Retailer of the Year Pharmacy & Healthcare <input type="checkbox"/>	7 Most Admired Retailer of the Year Home & Housewares <input type="checkbox"/>	8 Most Admired Retailer of the Year Consumer Electronics <input type="checkbox"/>	9 Most Admired Retailer of the Year Leisure & Entertainment <input type="checkbox"/>	10 Most Admired Retailer of the Year Food Service <input type="checkbox"/>
11 Most Admired Retailer of the Year Food & Grocery <input type="checkbox"/>	12 Most Admired Retailer of the Year Luxury <input type="checkbox"/>	13 Most Admired Retailer of the Year Start-up of the Year <input type="checkbox"/>	14 Most Admired Store Design of the Year <input type="checkbox"/>	15 Most Admired Online Retailer of the Year <input type="checkbox"/>

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INFORMATION OF NOMINATED COMPANY/PERSON

Nominee's Name: _____

Number of entries: _____

Entry Fee: AED 1,500/- per entry
Last date for submission of entry, February 3, 2019

Company: _____

PO Box: _____ City: _____

Country: _____

Telephone: _____

Fax: _____

Email: _____

Contact Person: _____

Designation: _____

Signature: _____

APPROVAL OF SENIOR MANAGEMENT

I hereby certify that all enclosed information and documents are accurate to the best of my knowledge.

Name: _____

Designation: _____

Signature: _____

Terms and Conditions: • Entry to Images RetailME Awards KSA 2019 is open to all small and large retail organisations operating in the Kingdom of Saudi Arabia. • The decisions of the jury panel are final. • All entry forms must have prior approval from a member of the senior management. • A single retailer/brand can enter in more than one category, but the submission document must be tailored for each category. • Sections of the submission document may appear in print in Images RetailME or other publications of Images Group. Please obtain appropriate authorisations from external suppliers. • Images Multimedia FZ LLC reserves the right to reject the nomination if found to be based on incorrect information. • Each submission entry should include an entry form and submission document in pdf version, along with photographs, graphics etc. • Entry fee as applicable should be paid per category at the time of submitting the form. • Each paid entry entitles the applicant to one (1) seat at the Awards ceremony. • All entries must be submitted to Images Multimedia FZ LLC, Office No. 311, Building no 4, Dubai Media City, Dubai, United Arab Emirates: info@imagesretailme.com, latest by 1700hrs on Sunday, February 3, 2019. • **Attendance at the awards ceremony is must for short-listed nominees.**

• **Cancellation/withdrawal:** Nominees withdrawing entries for whatsoever reasons will not be eligible for a refund of entry fees.

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Store of the month

OUTLETS | SPACES | IDEAS | INNOVATIONS |
DESIGNS | CONCEPTS | VENDORS | BRANDS |

Dunnes Stores

Location: **Cork, Ireland**
Size: **Approximately 45,210 sqft**
Designed by: **Interstore | Schweitzer**

One of Ireland's leading retailers, Dunnes Stores is a family-run chain known for its wide range of high-quality food and non-food products. Interstore | Schweitzer with its unique "design&build" competence have been rebranding, designing and building Dunnes Stores since 2015. So far, they have successfully designed eight branches of Dunnes Stores. The latest branch opened in November 2018, spanning approximately 45,210 sqft situated in the Irish city of Cork. The modernised food section carries Dunnes Stores' own brands targeted at price-conscious customers looking for high-quality products from Irish specialists, including James Whelan Butchers, Baxter & Greene and Sheridans Cheesemongers.





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