

BACK TO THE

FIRST WEEK



2017 RIO DE JANEIRO / 21ST. CONFERENCE / 6-9 JUNE / HILTON BARRA RIO DE JANEIRO



+8,1%

Asistentes 2017 vs. 2016



Datos del 1er. Cuatrimestre 2017 vs. 1er. Cuatrimestre 2016

**América del Sur, Central y Caribe
Incluye aeropuertos y frontera**



Datos del 1er Cuatrimestre 2017 vs. 1er Cuatrimestre 2016

América del Sur, Central y Caribe

Evolución promedio:

Ventas en U\$: + 30 %

Pasajeros: + 23 %

Ticket promedio: + 5 %



Datos del 1er Cuatrimestre 2017 vs. 1er Cuatrimestre 2016

América del Sur, Central y Caribe 12 países y 15 operadores

Perfumería:	+ 28%
Bebidas:	+ 36%
Tabaco:	+ 33%
Comestibles:	+ 45%
Electrónica:	+ 44%
Varios:	+ 23%
(incluye moda, placer, deporte, regalos, etc.)	

**BACK TO THE
FUTURE**



A member of the



DUTY FREE WORLD COUNCIL

Serving duty free and travel retail worldwide

2017 RIO DE JANEIRO



21ST. CONFERENCE / 6 - 9 JUNE

DFWC Quarterly Global Shopping Monitor

Q1 2017

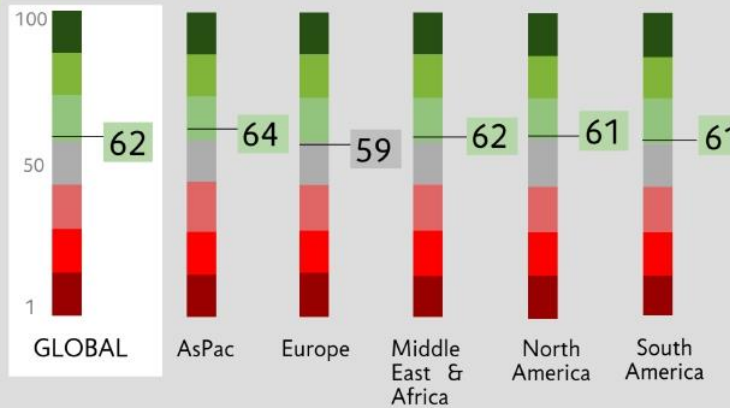


in partnership with m1nd-set

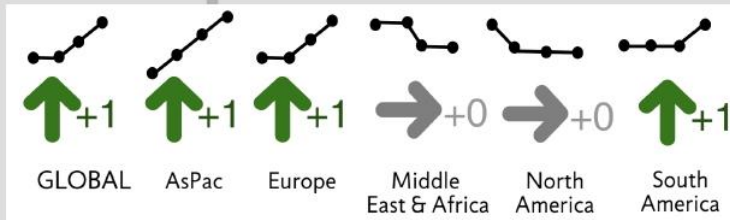


CUSTOMER SATISFACTION INDEX

Computed by aggregating the satisfaction scores on all aspects of the DF visit, and weighting these in function of their impact on the overall satisfaction



EVOLUTION (vs Q4 2016 and trend over last 4 quarters)





IMPACT ON OVERALL SATISFACTION: MOST IMPACTFUL ASPECTS OF THE DF VISIT

- #1 Value for Money
- #2 Different compared to other channels
- #3 Travel Related items
- #4 Products suitable for gifting
- #5 Novelties



PERCEPTION OF DF SHOPPING

(Q1 2017 & trend over last 4 quarters)

% OF TRAVELLERS WHO AGREE



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REASONS FOR NOT VISITING DF SHOPS

- #1 Unwillingness to carry more items 
- #2 No visible motivating promotions 
- #3 Looking for more local / original things 
- #4 Unavailability of my usual products 
- #5 More expensive vs. shops at home 
- #6 Lack of affordable products 

REASONS FOR NOT BUYING IN DF SHOPS

- #1 No motivating promotions 
- #2 High prices vs home country 
- #3 Nothing really attractive 
- #4 No new and interesting products 
- #5 Products too similar to home country 
- #6 High prices vs destination country 
- #7 Nothing suitable for gifting 
- #8 No broad range of products 
- #9 No DF Exclusive products 
- #10 Lack of suitable souvenirs 

SAMPLE

N=4000 online interviews with travellers



COVERAGE

AsPac (40%)
Europe (31%)
Americas (19%)
MEA (10%)



TIMELINE

Fieldwork in March 2017



Full report with results globally and by regions available. Please contact m1nd-set for more information.



It is not only about tobacco?

BACK TO THE FUTURE

IT IS NOT ONLY ABOUT TOBACCO

“It is not just Big Tobacco anymore. Public health must also contend with **big food, big soda and big alcohol**. All of these industries fear regulation, and protect themselves by using the same tactics”.

Dr Margaret Chan, Director General WHO

“We have seen much success with tobacco control. If we can now apply the same blend of **evidence-based policy-making and determination to obesity and alcohol**, we could save many thousands of lives”



WHO Regional Office for Europe

theguardian



Alcohol packaging should carry graphic health warnings, urge doctors

MailOnline

Graphic images could appear on bottles of alcohol to stop people from drinking too much

By DAILY MAIL REPORTER





IT IS NOT ONLY ABOUT TOBACCO

INTA 2015: Mars reveals plain packaging fear for confectionery brands

WIPR
WORLD INTELLECTUAL PROPERTY REVIEW



Mai&Guardian
AFRICA'S BEST READ

Cabinet approves draft Bill banning alcohol ads

theguardian

Mexico enacts soda tax in effort to combat world's highest obesity rate

The Economist

Denmark's food taxes
A fat chance

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**Battling the Couch Potatoes:
Hungary Introduces 'Fat Tax'**

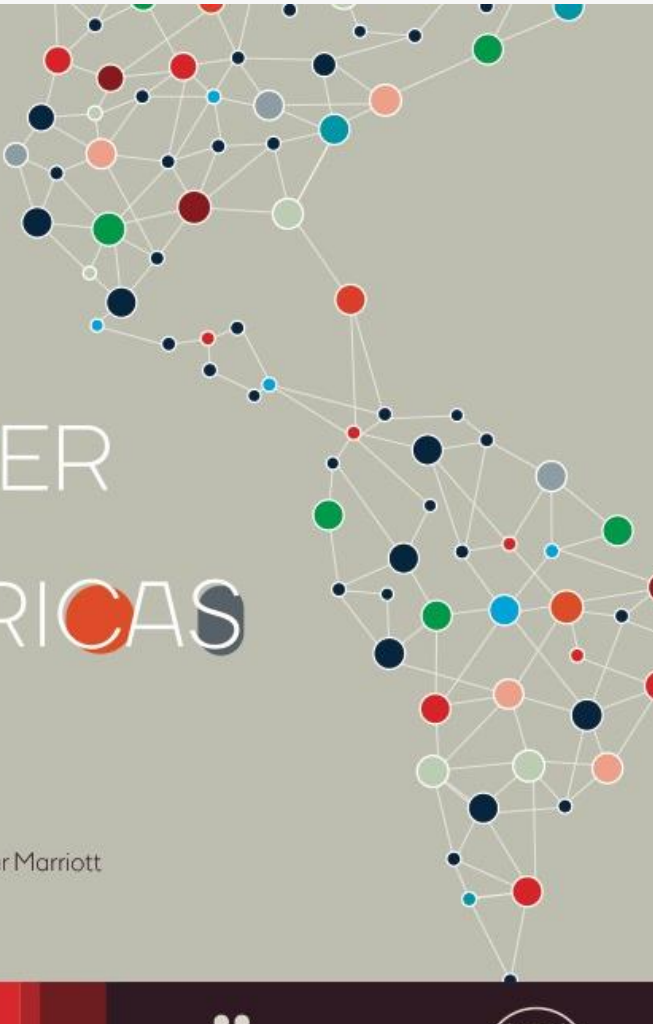


DPA

theage.com.au
THE AGE

Booze blitz: alcopop tax lifted by 70%

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**THE
POWER
OF
AMERICAS**

DUTY FREE
& TRAVEL RETAIL
SUMMIT OF
THE AMERICAS

March 18-21, 2018
Orlando World Center Marriott
Orlando, Florida

2017 RIO DE JANEIRO



21ST. CONFERENCE / 6-9 JUNE

**BACK TO THE
FUTURE**



SAVE THE DATE

SUMMIT OF THE AMERICAS

ORLANDO

18 – 21 marzo 2018

Orlando World Center Marriot

2017 RIO DE JANEIRO



21ST. CONFERENCE / 6-9 JUNE



Un agradecimiento en nombre del
Consejo Directivo de ASUTIL

**a todos los medios de prensa
especializados**

por su apoyo en la difusión de esta
conferencia y de las actividades de ASUTIL



FORMULARIO DE EVALUACIÓN

- APLICACIÓN
- MAILING



INÉS SISTO

SILVIA GESTAL & VALERIA LAMAISON

están a su disposición por cualquier tema

UN AGRADECIMIENTO
muy especial a su tarea



Muchas gracias

y sean ustedes bienvenidos a nuestra
21^{va} Conferencia

Río de Janeiro