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Autore	Ebster Claus.
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Nota di bibliografia	Includes bibliographical references (pages 203-214) and index.
Nota di contenuto	Introduction. What store design can do for you -- 1. Store layout: understanding and influencing how shoppers navigate your store -- 2. Where am I? Helping shopper orientation in your store -- 3. Store design factors: looking good from store front to store back -- 4. Visual merchandising: capturing customer attention -- 5. Store atmosphere: communicating using the senses -- 6. Experiential store design: make shopping memorable and fun -- 7. A cookbook for best store design: seven recipes -- Notes -- References -- Illustration credits -- Index.
Sommario/riassunto	The careful, creative, and science-driven design of the point of sale has become a crucial success factor for both retailers and service businesses. In the newly revised and expanded edition of this book, the interested reader will find a variety of hands-on suggestions for how to optimize the design of retail stores and service environments to increase customer satisfaction and sales. The focus is on the practical applicability of the concepts discussed, but this accessible book is nevertheless firmly grounded in consumer and psychological research. In this respect, Store Design and Visual Merchandising is uniquely positioned compared with books written by artists, architects, and interior designers, which often lack a solid research foundation, and scholarly articles, which are often inaccessible to the educated yet

nonspecialized reader. In writing this book, the authors had drawn on both the recent research literature on shopper marketing and their own extensive experience in marketing consulting and consumer research. Topics covered include the following: goals and relevance of store design; shopper marketing; design tips derived from environmental psychology; cognitive and affective approaches to store design and visual merchandising; use of ambient factors such as music, colors, and scents; and creation of emotional shopping experiences and theming.
