

NEWSLETTER

Industry News • Front Story • Insights • Spotlight feat. Food Bazaar

Industry News

[Are we over the inflation hump? \(Tap To Read\)](#)

[What Grocers Need To Know About Omni channel For 2024 \(Tap to Read\)](#)

[Celebration Spending Projections: Heading for \\$1.6 Trillion \(Tap to Read\)](#)

[Expansion of Grocery TV to Include 4,000 Stores \(Tap to Read\)](#)

[Whole Foods shares top 10 food trends for 2024 \(Tap to Read\)](#)

Insights

66% of consumers actively sought more affordable products, marking a 4% rise compared to 2022



Front Story

Unraveling the Threads of Opinion on the topic “The downsides of self-checkout and why retailers aren't expected to pull them out anytime soon”

The downsides of self-checkout are a topic of marked discussion, but retailers are unlikely to pull the plug on them anytime soon. Here's why: First and foremost, there are concerns about loss prevention. Self-checkout has been associated with higher rates of theft, and retailers are challenged to find effective solutions while preserving the convenience these systems offer. Advanced technologies, like AI-powered surveillance, are in development to tackle this issue, though they bring their own challenges.

Another concern is the customer experience. While self-checkout can be convenient for some, it can be confusing for others. Retailers must invest in user-friendly interfaces and assistance features, even exploring hybrid models

combining self-checkout with traditional cashier-assisted lanes.

Additionally, the adoption of self-checkout has raised questions about potential job losses in the retail industry. Striking a balance between automation and human employment is a critical challenge, involving retraining and up-skilling discussions.

Lastly, technological advancements are constantly reshaping self-checkout. Innovations like mobile payment apps and biometric authentication enhance efficiency, but they also raise concerns about data security and privacy.

Overall, self-checkout is here to stay, but retailers are actively addressing these challenges to ensure they can offer the benefits of this technology while minimizing its downsides. It's a complex landscape, shaped by evolving technology, customer preferences, and societal considerations.



SpotLight

CUSTOMER SPOTLIGHT : FOOD BAZAAR

Bringing Heart and Home to Every Aisle: The Inspiring Journey of Food Bazaar

Say Hello To Food Bazaar!

Strolling down the aisles of Food Bazaar, it's hard not to feel a sense of family. Shoppers chat in a mélange of languages—catching up on their weeks, sharing recipes, and stocking up on hard-to-find ingredients. Children help their parents pick fruits and veggies, tossing items into baskets. An aroma of spices and cooking wafts through the air.

**This is more than a supermarket.
This is home.**



Since 1988, Food Bazaar has been a beacon of hope and a shining example of how a business can not only thrive but also make a lasting, positive impact on the communities it serves. Their journey is an inspiration to us all, and here's why Food Bazaar has earned its place in the hearts of its customers.

1. A Commitment to Communities

Food Bazaar's secret to success? It's in the way they wholeheartedly embrace and celebrate the diverse tapestry of their local neighborhoods. Instead of fleeing from so-called "underserved" communities, Food Bazaar has woven itself into the fabric of these areas, adapting their stores to reflect the unique cultures, ethnicities, and nationalities of the neighborhoods. Their customers know that the mission to provide high-quality, affordable food isn't just a slogan - it's a reality.

2. Listening to Customers

Food Bazaar's approach to customer feedback is refreshingly hands-on. They empower their store teams to interact directly with customers, enabling swift problem-solving and building strong relationships. This unique strategy has been a cornerstone of their customer service for over 30 years, ensuring a loyal and satisfied customer base.

3. Changing Lives Through Acts of Kindness

Food Bazaar's positive impact goes beyond the aisles of their stores. Their transformative sweepstakes program has changed the lives of many, with winners receiving substantial prizes that have helped them overcome financial challenges, pursue education, and fulfill their dreams. Through partnerships with organizations like City Harvest, Groundswell, Bread & Life Food Pantry, and NY Common Pantry, Food Bazaar has demonstrated its commitment to alleviating hunger, supporting local artists, and addressing food insecurity. Their contributions extend to numerous local charities, making a real difference in the communities they serve.

4. Quality, Variety, and Care

Food Bazaar's dedication to ensuring that underserved communities have access to high-quality, affordable products is truly remarkable. They not only track down hard-to-find items from around the world but also provide staple items commonly found in mainstream supermarkets. Their expansive line of high-quality, affordable products under the Bogopa Private Label ensures they are a one-stop shopping destination.

5. Community Engagement and Volunteerism

Food Bazaar's employees are deeply involved in their local communities, engaging with various organizations and initiatives. They volunteer, support cultural events, and actively participate in activities that further cement their stores in the neighborhoods they serve.

6. Sustainability and Responsibility

Food Bazaar is committed to sustainable sourcing and reducing food waste, working closely with vendors and empowering employees to drive local sustainability initiatives.



7. A Culture Rooted in Values

Value, variety, vitality, and vision drive every aspect of Food Bazaar's operations, from store locations and product selection to employee hiring. It's what makes Food Bazaar truly unique.

8. Employee-Centric Approach

Food Bazaar recognizes that their employees are their most valuable resource. They hire from the communities they serve, offer competitive compensation, healthcare, and a slew of other benefits to ensure a thriving and diverse work family.

9. The Jae Kim Vision Scholarship

Food Bazaar's commitment to education and community development led to the establishment of the Jae Kim Vision Scholarship. This program honors the legacy of Jae Kim, providing financial assistance to deserving individuals within the Bogopa/Food Bazaar family and their communities, supporting their post-secondary education goals.

Food Bazaar's story is one of determination, compassion, and dedication to the communities they serve. They've made it their mission to not only sell groceries but to recreate "Home" for everyone. Their journey is an inspiring testament to what a business can achieve when it values its customers and the communities it calls home. Food Bazaar truly makes a difference, one neighborhood at a time.

We, at RSA America want to express our heartfelt gratitude to Food Bazaar for being our valued customer. We are thrilled and proud to witness the outstanding contributions you have made in the grocery industry and your unwavering commitment to the communities you serve. Your dedication to customer service, fair pricing, and community support sets a remarkable example for others to follow. We look forward to continuing our successful journey together.



At RSA America, the story is one of dedication, compassion, and a commitment to uplift independent grocers. Through our empowering solutions, including digital coupons, loyalty programs, and automation, we provide a one-stop solution for grocers to boost their revenue. RSA America understands the needs of retailers, wholesalers, and grocery store owners in the United States, and we are ready to help them thrive.





HAPPY THANKSGIVING 2023

SPOTLIGHT

Get Featured on our Monthly Newsletter

We love our customers and our customers love us. To celebrate our partnership, we are introducing our new segment - **Spotlight** where we feature success stories of our ever growing customers and their journey in the independent grocery industry and beyond.

Share your story and get featured on our monthly newsletter



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EMPOWERING INDEPENDENT GROCERS