Matrix Of Brand Awareness And A Positive Image As A

Globalization has expanded the options for building brand strategies through social media, the internet, and in conventional approaches. Amidst increasing market competition, companies need to analyze their competitive choices to determine their brand equity in the marketplace. As such, it is necessary for companies to develop customer-focused brands to gain competitive advantage. This book enhances knowledge on developing competitive brands in emerging markets, particularly the BRICS countries. It provides the necessary guidance with proven strategies for building successful brands, the decisions and options faced by brand managers, and the tools to manage brands effectively. It develops new dimensions on brand management strategies by analyzing best practices based on proven strategies. Readers will not only gain insight into international brand competition, but also into the organizational support necessary to build and manage a powerful brand. It is a necessary read for all MBA students and scholars in marketing, especially those who seek to gain new insight in the rapidly changing global marketplace.

Volume 11 of Advances in Business and Management Forecasting presents state-of-the-art studies in the application of forecasting methodologies to areas including Marketing and Sales, Health Care and Business and Economics.

What is Leisure Studies? Who are the key figures in the field? How can we evaluate the

relevance of concepts in the field? This is the first full length Dictionary of Leisure Studies. It examines the key concepts, assesses the work of central figures and helps students zero-in on essential issues and conceptual distinctions. The Book: • Provides an unprecedented critical survey of the field • Offers students authoritative, comprehensive accounts of the basic concepts and leading figures • Provides students with core resources to write essays and pass exams Written by teachers experienced with the needs of undergraduates and postgraduates in the field, the book will be quickly recognized as a vital asset in making sense of Leisure Studies.

Seminar paper from the year 2010 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, grade: 1,9, University of Lincoln (Business and Law), course: International Marketing Strategies, language: English, abstract: According to the list FT Global 500 from the Financial Times, Google is worldwide on position 39 from the companies listed in the stock exchange (Financial Times, 2009). Google was founded in 1998 by the software engineers Larry Page and Sergei Brin. Nowadays, only 12 years later, it has grown to one of the greatest international companies which has a huge influence on the daily life in industrial nations. Furthermore with 66 billion US-Dollars Google is the most valuable brand in the world. They started with a search engine which has pushed the former competition like AltaVista out of business. Google Inc. had in 2008 a turnover of almost 22 billion US-Dollars and it is still growing (Google, 2010). At the beginning they had a

positive press but nowadays there are more and more critical voices because of their high market share in the search engine sector of almost 90%. Critics say that Google has too much influence and it is possible that they manipulate data. Google has many current projects where people fear a lack of their own data protection (The Register, 2009; BBC, 2007a). But Google does not have such a success because of a disregard of data protection, they are just more innovative than the competition. They reinvest the benefit they make in innovation and design new products or integrate other innovative companies in their own portfolio. Most of their projects are projects which the world has never seen before (Chaffey et al., 2009, p.3). This piece of work organizes Google's major brands in a GE-Matrix in order to identify the strengths and weaknesses of them. Furthermore the products are evaluated to prognosticate their future in this company. Finally there is a short outline about the se

This book balances the behavioral and database aspects of customer relationship management, providing students with a comprehensive introduction to an often overlooked, but important aspect of marketing strategy. Baran and Galka deliver a book that helps students understand how an enhanced customer relationship strategy can differentiate an organization in a highly competitive marketplace. This edition has several new features: Updates that take into account the latest research and changes in organizational dynamics, business-to-business relationships, social media, database management, and technology advances that impact CRM New material on big data and

the use of mobile technology An overhaul of the social networking chapter, reflecting the true state of this dynamic aspect of customer relationship management today A broader discussion of the relationship between CRM and the marketing function, as well as its implications for the organization as a whole Cutting edge examples and images to keep readers engaged and interested A complete typology of marketing strategies to be used in the CRM strategy cycle: acquisition, retention, and win-back of customers With chapter summaries, key terms, questions, exercises, and cases, this book will truly appeal to upper-level students of customer relationship management. Online resources, including PowerPoint slides, an instructor's manual, and test bank, provide instructors with everything they need for a comprehensive course in customer relationship management.

As marketing professionals look for ever more effective ways to promote their goods and services to customers, a thorough understanding of customer needs and the ability to predict a target audience's reaction to advertising campaigns is essential. Marketing and Consumer Behavior: Concepts, Methodologies, Tools, and Applications explores cutting-edge advancements in marketing strategies as well as the development and design considerations integral to the successful analysis of consumer trends. Including both in-depth case studies and theoretical discussions, this comprehensive four-volume reference is a necessary resource for business leaders and marketing managers, students and educators, and advertisers looking to expand the reach of their target

market.

The Handbook of Marketing Research comprehensively explores the approaches for delivering market insights for fact-based decision making in a market-oriented firm. Great marketing isn't just about marketing output. It's about creating measurable business outcomes. High Impact Marketing That Gets Results is dedicated to helping marketing students and practitioners understand how to achieve an increase in profits through more cost-effective sales and marketing activities, where the return on investment is the measure of whether that goal has been achieved. High Impact Marketing That Gets Results covers the full range of the marketing mix within the broader context of overall marketing strategy, including market and customer segmentation; writing a marketing plan; understanding the marketing mix; brochures, press ads and print copy; signs, posters and ambient media; online marketing, mobile marketing; direct marketing; public relations; using promotions; top ten common marketing mistakes to avoid and top ten ways to save money in marketing. Loyalty is one of the main assets of a brand. In today's markets, achieving and maintaining loyal customers has become an increasingly complex challenge for brands due to the widespread acceptance and adoption of diverse technologies by which customers communicate with brands. Customers use different channels (physical, web, apps, social media) to seek information about a brand, communicate with it, chat about the brand and purchase its products. Firms are thus continuously changing and

adapting their processes to provide customers with agile communication channels and coherent, integrated brand experiences through the different channels in which customers are present. In this context, understanding how brand management can improve value co-creation and multichannel experience—among other issues—and contribute to improving a brand's portfolio of loyal customers constitutes an area of special interest for academics and marketing professionals. This Special Issue explores new areas of customer loyalty and brand management, providing new insights into the field. Both concepts have evolved over the last decade to encompass such concepts and practices as brand image, experiences, multichannel context, multimedia platforms and value co-creation, as well as relational variables such as trust, engagement and identification (among others).

The creation of business value and competitive advantage is crucial to any company in the modern corporate sector. By developing positive relationships with consumers, businesses can better maintain their customers' loyalty. Building Brand Equity and Consumer Trust Through Radical Transparency Practices is an innovative reference source for emerging scholarly perspectives on the role of branding in organizational contexts and techniques to sustain a profitable and honest relationship with consumers. Highlighting a range of pertinent topics such as risk management, product innovation, and brand awareness, this book is ideally designed for managers, researchers, professionals, students, and practitioners interested in the development of value

creation in contemporary business.

In recent times, the advent of new technologies, the concerns about sustainability, and the new tastes of the youngest generations of luxury consumers have affected the traditional dynamics of the luxury goods markets. These emerging issues have caused significant changes in the marketing of luxury goods. Sustainable development is not a new practice in the luxury market but is of increasing importance. The real challenge is for luxury companies to overcome the residual corporate social responsibility perspective to embrace a real integration of environmental, ethical, and social concerns into the corporate strategy. Integrated output and sustainable processes, the introduction of non-financial reporting as operational practice, and a new orientation to circular economy practices are emerging issues that still today request for a deeper exploration both on the academic and managerial point of view. Digitalization is another relevant issue that is reshaping the business model of luxury companies. Big data, blockchain, omnichannel experience, and digital customer experience represent the main digital challenges that luxury brand companies are facing nowadays. Luxury brands must keep up with these digital demands and sustainability concerns to maintain their position in the global market. Developing Successful Global Strategies for Marketing Luxury Brands upgrades the most relevant theoretical frameworks and empirical research about the marketing of luxury goods. This book is focused on contemporary issues affecting luxury industries such as digital transformation

(blockchain, big data, analytics, innovation processes), sustainable development, changes in luxury consumers' behavior, integration between physical and online channels, and the development of social media marketing strategies. Chapters will cover areas of marketing, management, buyer behavior, and international business, creating a multidisciplinary approach for this book. This book is ideal for scholars, local government agencies and public bodies, managers, luxury business owners, along with practitioners, stakeholders, researchers, academicians, and students who are interested in emerging issues affecting the luxury market, such as sustainability and digital transformation.

Interdisciplinary Perspectives on Social Sciences is a collection of essays on educational issues confronting educators and researchers from three continents (Africa, Asia, and Europe). The essays are grouped into three sections. The first, "Human Resources Management", discusses issues such as consumer innovativeness, employee expectations, enterprise competitiveness, the global economy, human resources, internet advertising, job performance, the labour market, privatisation policies, profitability, transformational leadership, and work behaviour. The second part, "International Relations", encompasses topics such as administrative reforms, elections, EU enlargement, mass media, migration, nationalism, and totalitarian thought, while the third, "Sociology", looks at divorce, everyday life practices, the family structure, feminism, gender issues, the legalisation of prostitution, and women's rights.

The book will appeal to educators, researchers, and students involved in social sciences.

Why does a customer choose one brand over another? What are the factors which would make an individual more inclined to choose your brand? This book offers a way to predict which brand a buyer will purchase. It looks at brand performance within a product category and tests it in different countries with very different cultures. Following the Predictive Brand Choice (PBC) model, this book seeks to predict a consumer's loyalty and choice. Results have shown that PBC can achieve a high level of predictive accuracy, in excess of 70% in mature markets. This accuracy holds even in the face of price competition from a less preferred brand. PBC uses a prospective predicting method which does not have to rely on a brand's past performance or a customer's purchase history for prediction. Choice data is gathered in the retail setting – at the point of sale. The Strategy of Global Branding and Brand Equity presents survey data and quantitative analyses that prove the method described to be practical, useful and implementable for both researchers and practitioners of commercial brand strategies. Online Consumer Psychology addresses many of the issues created by the Internet and goes beyond the topic of advertising and the Web to include topics such as customization, site design, word of mouth processes, and the study of consumer decision making while online. The theories and research methods help provide greater insight into the processes underlying consumer behavior in online environments.

Broken into six sections, this book: focuses on community and looks at the Internet's ability to bring like-minded individuals from around the world into one forum; examines issues related to advertising, specifically click-through rates and advertising content placed within gaming online and wireless networks; provides readers with reasons why consumers customize products and the benefits of customization; discusses the psychological effects of site design; asks the question of whether the Internet empowers consumers to make better decisions; and discusses research tools that can be used online.

This book introduces students to CRM (customer relationship management), a strategic methodology that's being embraced in increasing numbers by organizations looking to gain a competitive advantage. With in-depth coverage of business and consumer markets in various vertical markets, the impact of new technology and more, it helps readers understand how an enhanced customer relationship environment can differentiate an organization in a highly competitive marketplace. Featuring the latest developments in the discipline, a cohesive approach, and pedagogical materials (including chapter exercises that connect theory with action), it is the one-stop-source for a comprehensive CRM course.

The process of creating iconic brands varies from product to product and market to market. Effective branding strategies are imperative to success in a competitive marketplace. Cases on Branding Strategies and Product Development: Successes and

Pitfalls is a collection of case studies illustrating successful brand management strategies as well as common errors of unsuccessful brands. This premier reference work takes a global perspective on branding, providing unique insights for academicians and industrial experts in replicating the successful strategies in different markets.

This introductory textbook shows you how to apply the principles of marketing within the hospitality industry. Written specifically for students taking marketing modules within a hospitality course, it contains examples and case studies that show how ideas and concepts can be successfully applied to a real-life work situation. It emphasizes topical issues such as sustainable marketing, corporate social responsibility and relationship marketing. It also describes the impact that the internet has had on both marketing and hospitality, using a variety of tools including a wide range of internet learning activities. This 3rd Edition has been updated to include: Coverage of hot topics such as use of technology and social media, power of the consumer and effect on decision making, innovations in product design and packaging, ethical marketing and sustainability marketing Updated online resources including: power point slides, test bank of questions, web links and additional case studies New and updated international case studies looking at a broad range of hospitality settings such as restaurants, cafes and hotels New discussion questions to consolidate student learning at the end of each chapter.

A step by step guide to digital marketing. It highlights the crucial steps needed to start a digital business. It's a Complete Digital Marketing Guide Book for SEO, Social Media & Brand awareness. Learn Definitive & Hidden Secrets of Digital Marketing to grow your business know that the evolution of technology is constant in our society and unfolding at warp speed. Most, if not all, technology companies have their foot firmly on the accelerator. It's predicted that by 2020, multi-billions of dollars will have been put into the technology revolution. Where does Digital Marketing fit in? The answers to Digital Marketing include the following: Conversion Rate Optimization SEO (Search Engine Optimization) SMM (Social Media Marketing) Email Marketing Internet Reputation Management Blogging Utilizing this digital marketing guide will allow you to apply the knowledge and greatly increase the success of your website & brand.

Outlines the principles of differential marketing, a method of developing consumers' fidelity to a brand name, and describes how to create a database of consumers for a direct marketing program

This book presents an in-depth exploration of contemporary business-to-business branding practices. Bringing together both theoretical and practical views on the subject, the editors curate a range of business case studies, offering guidance on strategy in B2B contexts, use of the brand, how mistakes can be avoided, and which channels to use.

Your 100% Actionable, Proven Framework for Delivering Rock-Solid Social Media

Business Metrics—Painlessly Think social marketing is worth it? Prove it. If your boss hasn't demanded that yet, he will. Then what? Hand him some jive about "return on conversation"? Think that'll fly? You'll be gone so fast you won't know what hit you. You know damn well what your boss cares about: Sales Volume. Costs. Revenue. This book will help you measure all that: credibly, accurately, and in drill-down detail. Bet you can't wait to see his face when you walk in with metrics that stand up to his most brutal questions. We're not just talking about getting "buy-in" or begging for your proverbial "seat at the table." We are talking about numbers that make careers. This book will prove your indispensability to even the most clueless executive in your company. Here's the best part: It's not hard. You won't need to become a math nerd. The tools are cheap (or free), and you're probably sitting on most of the data. This book will give you everything else, including simple step-by-step techniques for creating measurable strategies and getting the data to prove they deliver. You'll also get super helpful hands-on exercise worksheets where you can jot down your answers and notes. Nichole Kelly has been refining this stuff for 14 years. She's helped hundreds of marketers prove their value to bosses and boardrooms. Now it's your turn. If you're a marketer or agency pro, this is a game you have to play. Win it. Reliable answers to questions like: How much revenue did our activities on social media platforms generate this month? Are social media prospects more likely to convert to customers? Which status update delivered the highest conversion rate? How long do we retain new social

media customers? Do they spend more or less than customers from other channels? Do they make repeat purchases more often than other customers? And much more… This book analyzes the evolution of marketing and the ways in which marketing actions can be rendered more effective, before setting out a new approach to marketing, termed The Extra Step (TES) in recognition of the importance that it attributes to the final extra step in enhancing the effectiveness of marketing efforts. Readers will find clear description of the pathway from purchase to loyalty and the various means of developing customer loyalty. It is explained how the TES approach goes one step further by considering the consumer as a partner whose involvement during the production and fine tuning phase of products and services can help to increase the efficiency of customer loyalty actions implemented by companies. The theoretical analysis is supported by observations and empirical evidence relating to the concepts and benefits of the TES approach. These examples concern firms in Italy, Europe, and the United States, including insurance agencies, pharmaceutical companies and pharmacies, and food distribution companies. The TES approach is of wide relevance and especially valid for the service sector.

Concise yet comprehensive, Product Planning Essentials, Second Edition, addresses the complex, interdisciplinary nature of product development and product management. It covers strategic issues that emerge during the product life cycle, including identifying opportunities, idea generation and evaluation, technical development,

commercialization, and eventual product dismissal. Instructors, students, and practitioners will appreciate the balanced managerial and how-to orientation. Changes to the Second Edition * Addition of two chapters on design and legal considerations. * Expanded discussion of global considerations to introduce sustainable product development and Base of the Pyramid (BoP) product development. * Simplified technical discussions of planning techniques for improved comprehension. * Inclusion of product planning best practices from recent noteworthy cases and studies in the final chapter.

Social media has become an integral part of society as social networking has become a main form of communication and human interaction. To stay relevant, businesses have adopted social media tactics to interact with consumers, conduct business, and remain competitive. Social technologies have reached a vital point in the business world, being essential in strategic decision-making processes, building relationships with consumers, marketing and branding efforts, and other important areas. While social media continues to gain importance in modern society, it is essential to determine how it functions in contemporary business. The Research Anthology on Strategies for Using Social Media as a Service and Tool in Business provides updated information on how businesses are strategically using social media and explores the role of social media in keeping businesses competitive in the global economy. The chapters will discuss how social tools work, what services businesses are utilizing, both the benefits and

challenges to how social media is changing the modern business atmosphere, and more. This book is essential for researchers, instructors, social media managers, business managers, students, executives, practitioners, industry professionals, social media analysts, and all audiences interested in how social media is being used in modern businesses as both a service and integral tool.

In today's socially networked and highly competitive world, it is imperative that marketers are always truthful because customers eventually find out if they have been misled. This can lead to their angst with the company going viral, thereby destroying the company's reputation. Marketing Management advocates 'marketing based on absolute truth'.Also brand image is sensitive to market sentiments. Brands can be in danger: one wrong product or one shoddy campaign can destroy a brand built over years. Companies must align everything that they do with the core spirit of their brands.Further, when everything seems to go digital, it is important that marketers keep in mind that customers are primarily interested in their products/services. The book advocates that superior products and services will always be central to marketing.Key FeaturesBest Practices• Researched, implemented, and result-driven practices taken from leading companies across diverse industries throughout the world• Marketers can adopt these practices to elevate individual and organizational performanceCorporate

Insights• Examples of marketing concepts being implemented by well-known Indian companies and brands• Latest moves of companies and brands as they cope with competition and environmentCase Studies• A brief case study after each chapter, focusing on specific issues dealt within the chapterSpecialized Questions• Questions meant to make students ponder upon various aspects of marketing and challenge the existing paradigms

For over two decades, it has been argued that the brand is an important value creator and should therefore be a top management priority. However, the definition of what a brand is remains elusive. This comprehensive textbook presents the reader with an exhaustive analysis of the scientific and paradigmatic approaches to the nature of brand as it has developed over the last twenty years. Taking a multi-disciplinary approach and offering an exhaustive analysis of brand research literature, it delivers a thorough understanding of the managerial implications of these different approaches to the management of the brand. Brand Mangement: Research, Theory and Practice fills a gap in the market, providing an understanding of how the nature of brand and the idea of the consumer differ in these approaches and offers in-depth insight into the opening question of almost every brand management course: "What is a brand?"

The 2014 International Conference on Biotechnology, Agriculture, Environment

and Energy (ICBAEE 2014) was held May 22-23, 2014 in Beijing, China. The objective of ICBAEE 2014 was to provide a platform for researchers, engineers, academics as well as industry professionals from all over the world to present their research results and development activities in Biotechnology, Agriculture, Environment and Energy. This conference provided opportunities for the delegates to exchange new ideas and application experiences face to face, to establish business or research relations and to find global partners for future collaboration. The program consisted of invited sessions and technical workshops and discussions with eminent speakers, and contributions to this proceedings volume cover a wide range of topics in Biotechnology, Agriculture, Environment and Energy.

Complete Digital Marketing Guide Book for SEO, Social Media & Brand awarenessDefinitive & Hidden Secrets of Digital Marketing to grow your businessPublicancy Ltd

Competitive Strategy for Media Firms introduces the concepts and analytical frameworks of strategic and brand management, and illustrates how they can be adapted according to the characteristics of distinct media products. Working from the premise that all media firms must strategize in response to the continuing evolution of new media, author Sylvia M. Chan-Olmsted offers applications of

common business approaches to the products and components of the electronic media industry, and provides empirical examinations of broadcast, multichannel media, enhanced television, broadband communications, and global media conglomerate markets. This insightful and timely volume provides a thorough review of current concepts and industry practices, and serves as an essential primer for the application of business models in media contexts. As a realistic and integrated approach to media industry studies, this volume has much to offer researchers, scholars, and graduate students in media economics and management, and will be an important reference for industry practitioners. This book showcases papers presented at the annual Advertising and Consumer Psychology Conference. The contributors -- active scholars with both practitioner and academic backgrounds -- share an interest in the general area of psychographics, values, and lifestyle in advertising. The interdisciplinary and international mix of authors bring a diverse perspective to this volume, which is divided into four nonorthogonal sections. The first section deals with theoretical and conceptual issues in advertising research, while the second section presents chapters devoted to improving methodology. The final two sections illustrate how value, lifestyle, and psychographic research have been used to understand differences among people. The first of these final two sections emphasizes

differences among people at different times (commonly called trend research), and the second emphasizes differences among people across national boundaries. Collectively, these chapters illustrate how practical state-of-the-art research in values, lifestyles, and psychographics can be. Thoughtful consideration of values, lifestyles, and psychographics as they are manifested in quality research can improve advertising and marketing practice, and can help the business community deliver products and services that are more in line with consumers' needs.

EBOOK: Principles and Practice of Marketing

International Academic Conference on Education, Teaching and Learning in Prague 2017 and International Academic Conference on Management, Marketing and Economics in Prague 2017 and International Academic Conference on Transport, Tourism and Sport Science in Prague 2017

Incorporating current thinking and developments in the field from both the academic and practitioner worlds, the Second Edition of this bestseller combines a comprehensive theoretical foundation to the subject of corporate communications coupled with numerous practical examples.

Revised edition of Marketing research, [2016]

Consumer interaction and engagement are vital components to help marketers

maintain a lasting relationship with their customers. To achieve this goal, companies must utilize current digital tools to create a strong online presence. Digital Marketing and Consumer Engagement: Concepts, Methodologies, Tools, and Applications is an innovative reference source for the latest academic material on emerging technologies, techniques, strategies, and theories in the promotion of brands through forms of digital media. Highlighting a range of topics, such as mobile commerce, brand communication, and social media, this multi-volume book is ideally designed for professionals, researchers, academics, students, managers, and practitioners actively involved in the marketing industry. Scientific Study from the year 2004 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, grade: A, Hawai'i Pacific University (HPU), course: Brand Management MBA class, language: English, comment: Double line-spacing, abstract: A survey was conducted to analyse the brand BMW and the companies branding strategy. The survez indicated the following: Since the functional luxury market's traditional male domination is lessening, the target market for BMW consists of both genders. Citizenship or ethnicity is unimportant. As an exporter, BMW goal is to appeal to all people regardless of ethnicity. BMW believes the positive associations (country of origin) for their brand assist them in their export markets.

The survey results indicate that the BMW message is reaching their target market. Of the survey respondents, more then two thirds recalled BMW as a luxury car, nearly all recalled BMW as a foreign car, and all respondents recognized the BMW name. BMW produces models targeting the singles market as well as models for families. The survey data indicates the attributes relating to associations with the singles market to be far weaker then those focused on the family market. BMW realizes that their target market's financial status requires them to focus on a more educated customer, one that has completed college, and survey results confirm their success. The price segmentation BMW chooses limits its target market to individuals at higher levels of income. The market segmentation requires income levels corresponding to educated individuals and professionals. Professions of survey participants included managers and other professional's BMW targets. The survey also indicated respondents not targeted by BMW are interested their products. This is a result of BMW's association as a status symbol. Our survey resulted in a score of 4.1 and 4.6 (5 maximum possible) when participants were asked to indicate agreement with the This innovative work provides a state-of-the-art overview of current thinking about the development of brand strategy. Unlike other books on branding, it approaches successful brand strategy from both the producer and consumer

perspectives. "The Science and Art of Branding" makes clear distinctions among the producer's intentions, external brand realities, and consumer's brand perceptions - and explains how to fit them all together to build successful brands. Co-author Sandra Moriarty is also the author of the leading Principles of Advertising textbook, and she and Giep Franzen have filled this volume with practical learning tools for scholars and students of marketing and marketing communications, as well as actual brand managers. The book explains theoretical concepts and illustrates them with real-life examples that include case studies and findings from large-scale market research. Every chapter opens with a mini-case history, and boxed inserts featuring quotes from experts appear throughout the book. "The Science and Art of Branding" also goes much more deeply than other works into the core concept of brand equity, employing new measurement systems only developed over the last few years.

Julia Weindel provides novel implications for researchers and managers by first identifying the sector-specific main levers of retail brand equity. Second, she shows that retail brand equity and perceived value have a reciprocal relationship. The author analyzes which one of these has stronger effects on loyalty. Third, she addresses the interdependencies between brand beliefs, retail brand equity, and loyalty within multichannel retail structures. The study is forced through the

knowledge that management of retail brands is highly valuable for scholars and managers, because retail brand equity is known to strongly influence consumer behavior in various contexts. The retail brand represents a valuable asset for retailers which need to know the levers of retail brand equity.

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