



# MERCHANDISING DEPARTMENT RESETS

**Case Study:** Retail Services – Supermarket

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## Case Study: Retail Services – Supermarket

A national supermarket retailer with 2,400 stores, and online shopping service with over 3,000 own brand product lines, required the support of RGIS. The supermarket offers customers distinctive, quality products at competitive prices across food, general merchandise, clothing and financial services. Driving efficiency in day-to-day operations enables them to invest in the customer offer in areas that they value: choice, quality, low prices, convenience and great service.

### REQUIREMENT

The national supermarket chain required **support from RGIS as part of a large-scale department merchandising strategy**.

The national supermarket chain required RGIS to provide the following:

- **Experienced merchandisers**
- To cover **three departments in 700+ stores** over a **three month time frame**
- Reset selected departments:
  - **Gluten-free** section
  - **Energy drink** section
  - **Water** section

### SOLUTION

The national supermarket chain partnered with RGIS to complete the **department reset project**, and RGIS provided the following:

- RGIS scheduled teams of **experienced merchandisers** from more than **eight different district offices across the UK**
- Within each of the three departments RGIS were required to:
  - **Adjust shelving**
  - **Tag**
  - **Fill stock gaps**
  - **Set up product displays**
- RGIS local merchandisers worked to **assist staff** already in place in the stores
- RGIS teams **received training on store plans**

### RESULTS

The national supermarket chain found by outsourcing the **department reset project** to RGIS the following results were achieved:

- RGIS teams **followed planograms meticulously**
- **Completed the project on schedule**
- The **resets were consistent** in all locations
- The customer **avoided the costly process of hiring temporary staff** and training them



By partnering with RGIS, the resets were **consistent for all three departments in all stores**, which meant **cost savings and added efficiency** for the national supermarket chain with **no requirement for hiring temporary staff**



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People Services



Nationwide Coverage



Fast Turnaround



Cost Effective



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