

RETAIL

How will luxury perform in 2020?

January 13, 2020



New York is the No. 1 luxury market in the world. Join us at Luxury FirstLook and help shape luxury in the year ahead

By STAFF REPORTS

[Please click here to register for Luxury FirstLook 2020 in New York, Wednesday, Jan. 15](#)

*Luxury Daily returns Jan. 15 with the 8th annual edition of **Luxury FirstLook** in New York, focused on the outlook for the year ahead. The overarching theme of the daylong event is the root-and-branch makeover being undertaken as luxury brands and retailers acknowledge the need for a generational pivot to thrive in the years ahead. Join us at **Luxury FirstLook 2020**: the speaker lineup is nonpareil and spots limited.*

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Topics under discussion include the state of luxury in 2020; how high-net-worth women clients and consumers shop today; China's role as luxury's engine of growth; the future of legacy retailers as ecommerce races to become the dominant retail channel; customer shopping behavior that has changed all generations for good; social media's triumph; curated and print media's role in content and messaging; trends in travel and wellness/beauty care; the emerging circular economy and what it means for current business models; and why treating store associates on par with customers is key to bricks-and-mortar retail's future.

Price for the day is only \$795, which includes breakfast, lunch, networking and access to key presentations. Two lucky raffle winners will each get a year's free subscription (value \$349) to *Luxury Daily* in the room for the draw.

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Please check out Luxury FirstLook 2020's agenda below:

AGENDA

Luxury FirstLook 2020: Generational Makeover

Wednesday, Jan. 15, 2020

A *Luxury Daily* presentation on the outlook for the year ahead for luxury marketers and retailers. This is the 8th annual edition

Venue: UBS Building, 1285 Avenue of the Americas, 14th Floor, New York, NY 10019

7:30 a.m. 8 a.m.

Breakfast and Registration

8 a.m. 8:15 a.m.

Welcome Address

Mickey Alam Khan, editor in chief, *Luxury Daily*

Seth Rutman, vice president for wealth management, JPR Group, UBS International

8:15 a.m. 9 a.m.

Keynote

BCG: State of Luxury 2020

What is the state of luxury and what to expect in 2020 as younger affluent consumers pressure brands and retailers to rapidly reinvent themselves into experience-underpinned businesses

Christine Barton, managing director and senior partner, Boston Consulting Group

9 a.m. 9:30 a.m.

Brand Dialogue

How High-Net-Worth Women Clients and Consumers Shop Today

The number of women shopping for luxury goods and services in many sectors is outstripping men. What does that mean for the luxury business going forward?

Winnie Ma, head of high-end development, Chanel

In conversation

Mickey Alam Khan, editor in chief, *Luxury Daily*

9:30 a.m. 9:45 a.m.

Networking Break

9:45 a.m. 10:15 a.m.

China Rules: What the World's Most Demanding Luxury Market Wants from Brands

More than 80 percent of luxury purchases in China are made by millennials and Gen Z versus 40 percent for those two generations for rest of the world. The future has already arrived in China. And like it or not, luxury's future is wedded to China's well being. How should luxury marketers navigate?

Iris Chan, partner and international client development director, Digital Luxury Group

In conversation

Mickey Alam Khan, editor in chief, *Luxury Daily*

10:15 a.m. 11 a.m.

Truth about Luxury and Affluence for a Modern Era

Today's global culture is changing swiftly, with perceptions of luxury and affluent values evolving dramatically. Indeed, we are in the midst of one of the most compelling shifts in consumer attitudes in recent years: the redefinition of value, particularly the shift towards premiumization across all categories. Within this context, it is time for brands to have a deep understanding of both the cultural and consumer truths that influence luxury, as well as gain a handle on a modern definition of luxury, the new retail landscape and why privacy is the new luxury.

Nadia Tuma-Weldon, senior vice president and lead - global luxury practice, McCann Truth Central

11 a.m. 11:15 a.m.

Networking Break

11:15 a.m. 11:45 a.m.

Retailer Dialogue

LuxeEX: Why Treating Customer-Facing Associates Well Matters to Bricks-and-Mortar Store Relevance

An army marches on its stomach: most retailers do not get that when bemoaning lackluster bricks-and-mortar foot traffic and sales. Why should things change unless store associates, or "educators," as Lululemon niftily calls them, are treated as well as customers?

Jack Mitchell, chairman, Mitchells Stores

Bob Shullman, CEO, Shullman Research Center

11:45 a.m. 12:15 p.m.

What Legacy Luxury Retailers Need to Do

The ferment in luxury retail as evidenced by Barneys New York's demise as a department store retailer and challenges with other players in the space best reflect changed consumer behavior and preference for shopping channels. What should retailers and brands with deep investment in the retail setup do to answer the siren call of convenience, variety and sustainability?

Jon Reily, senior vice president and global head of commerce, Isobar

12:15 p.m. 1 p.m.

Sponsored Lunch

1 p.m. 1:30 p.m.

Customer Shopping Behavior has Changed for Good. Its Consequences?

Everyone is now a millennial: that is how much impact a generation has had on consumers across all ages in terms of behavior toward shopping, entertainment and media, and technology. The implications of this coalescing behavioral pattern are profound.

Robert Samuels, executive director equity sector strategist Americas, UBS Wealth Management Chief Investment Office

1:30 p.m. 2 p.m.

Brand Dialogue

Trends in Corporate Entertaining that Engender Stronger Customer Loyalty

A liquor marketer on how conviviality is reinforcing brand loyalty

Kate Zaman, director of new business development, Pernod-Ricard USA

What and How Do Affluent Women from North and South America Shop for Jewelry?

An insight into the motivating factors and how jewelers are evolving to keep pace with customers

Nathalie Diamantis, president of jewelry for the Americas, Kering (Pomellato, Dodo and Boucheron)

In conversation

Mickey Alam Khan, editor in chief, *Luxury Daily*

2 p.m. 3 p.m.

Fireside Chats

Media's Reinforcing Role in Luxury Brand-Building

Why media backed by writers and editors will be even more relevant in 2020

Giulio Capua, group publisher, Meredith Luxury (Departures, Travel + Leisure and Food & Wine)

Redefining Urban Air Mobility for the Affluent

How a tech-powered, short-distance air charter service for the wealthy sees the outlook for airplane and helicopter alternatives to congested ground routes in and out of city centers

Patrick Albano, chief revenue officer, Blade

In conversation

Mickey Alam Khan, editor in chief, *Luxury Daily*

3 p.m. 3:15 p.m.

Networking Break

3:15 p.m. 3:45 p.m.

Luxury Retail's Next Frontier: Sea

While ecommerce gets the limelight, sea-based retail is growing gangbusters as experiential travel across generations increases. The leading sea-based retailer will share its outlook for what to expect in 2020, the overall cruise business and why it pays to target not just the luxury liners but also contemporary peers, and next steps to expand to land-based retail.

Stacy Shaw, vice president of the luxury division and retail experience, Starboard Cruise Services, an LVMH company

In conversation

Mickey Alam Khan, editor in chief, *Luxury Daily*

3:45 p.m. 4:15 p.m.

On the Move: State of Luxury Travel 2020

Follow the money, as they say. And the money is traveling and dining and experiencing. What does that mean for the luxury business?

Dianna Carr, vice president of storytelling, Resonance

4:15 p.m. 5 p.m.

Fireside Chats

Why Paying Attention to the Store Manager is Key for Luxury Retail

Training employees is important, but if the floor leader is neglected then all the effort is in vain

Martin Shanker, president, Shanker Inc.

Changing Landscape of Payments in Luxury

As digital grows, so does the confidence in making payments for big-ticket items via app and in installments. What does this mean for luxury retail?

David Sykes, head of Klarna U.S.

Where are Advertising, Marketing and Media Headed?

And what does it mean for brands, retailers, publishers and ad agencies?

Jeff Litvack, CEO, Adweek and Brandweek

5 p.m. 5:15 p.m.

Closing Thoughts

4 D's from Luxury FirstLook 2020

What marketers should keep doing, stop doing, start doing and do differently in 2020.

Mickey Alam Khan, editor in chief, *Luxury Daily*

Conference wraps

Luxury Daily reserves the right to alter the agenda or change the venue. Refunds will not be given after 12.01 a.m. on Monday, Jan. 13, 2020.

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The Pierre

2 East 61st Street, New York, NY 10065

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