



# luxury briefing

---

Krug's grandé dame of champagne *Leap into Spring with the world's top health spas*

Emotional Intelligence in the luxury retail space *Brand Authenticity in a digital world*

Pip Howeson taps into the new taste for all things bespoke *Luxury in the Middle East*

Brand Matters: Post luxury leadership

*Plus: V&A presents Alexander McQueen and Ritz Carlton opens in Bali*

---

# luxury briefing

## CONTRIBUTORS



### FAITH HOPE CONSOLO

Revered worldwide as the “Queen of Retail,” Faith Hope Consolo’s prognostications on shopping and consumption are heeded by world-class designers, mass retailers, start-up boutiques, property owners and municipalities around the world. She has her pulse on the retail scene in New York City and the world’s great shopping centres and high streets. As Chairperson of Douglas Elliman’s Retail Group, she is considered a trusted resource for international media and is a frequent television commentator and contributor.



### GEORGIA FENDLEY

Georgia has spent a career immersed in luxury brands – as designer, art director, brand strategist, branding agency owner, industry mentor and, of course, savvy consumer. As Brand Director of Mulberry (2008-2012), she helped to steer the company through its greatest period of financial and geographical growth on the industry, from inside and out, is therefore acutely perceptive. Not one to pull her punches, she warns that luxury brands must innovate or stagnate.



### HARRIET CONSTABLE

Harriet is a London-based freelance writer, blogger and communications executive at the *Financial Times*. An avid explorer, she specialises in luxury travel and unearthing the latest trends for the industry.



### JOHN BRASH

John Brash is the CEO of Brash and was recently named 17th ‘Most Influential Brit in the UEA’ by Arabian Business Magazine. He has also been made an Honorary Professor by Amity University in recognition of his distinguished 27-year career in branding. His company, Brash ([www.brashbrands.com](http://www.brashbrands.com)), is a leading independent brand consultancy. With a growing global presence at the forefront of brand strategy, Brash has recently added a new London base to its portfolio of international offices which include Guangzhou, Mumbai, Bangalore, Singapore, Jeddah, Abu Dhabi and Doha.



### KEITH WILSON

Keith is one of the founding directors of Wilson McHardy, a boutique agency providing investment, development and leasing advice to key clients in the luxury market. Responsible for many headline projects in London, Keith has provided strategic advice for Grosvenor Estates, Dunhill, Chanel, Richemont and Groupe Arnault among others. Wilson McHardy acquired Stella McCartney’s first store and continues to provide advice to British luxury brands, such as Alexander McQueen, Christopher Kane and Manolo Blahnik.



### JONATHAN DE MELLO

Jonathan heads the Retail Consultancy team at Harper Dennis Hobbs, which specialises in providing tailored solutions to the retail, retail banking and retail property sectors. He spearheads strategic retail consultancy projects for clients worldwide and creates strategies to help clients maximise their retail potential. Jonathan was instrumental in developing CBRE’s retail consultancy offer and prior to joining CBRE held similar roles at Experian, CACI and Management Horizons. Jonathan is a regular conference speaker and as well as his client and teaching commitments, he regularly provides expert commentary on the retail and property sectors in national and international media.



### THEO WOODHAM-SMITH

Theo Woodham-Smith runs a small London-based PR firm, which specialises in promoting architects, interior designers, individual painters and sculptors, art galleries, as well as products for interiors from hand painted tiles to office furniture. She has often been asked to help launch young designers and fledgling companies, sometimes taking on completely unknown names who later became ‘rich and famous.’ She tries to give a thoughtful, dedicated service to clients, by discovering and promoting their distinctive qualities, suggesting angles to appropriate journalists around the world, as well as writing copy if required, and arranging in-house photography.



### MADELAINE OLLIVIER

Madelaine Ollivier is a Luxury Analyst at Ledbury Research and has over five years experience of working in the luxury sector. Prior to Ledbury, Madelaine worked within the business development team at JAB Luxury, holding company for Jimmy Choo, Bally and Belstaff and Michel Dyens & Co, an investment banking firm with headquarters in Paris, where she focused on M&A transactions in the luxury and premium branded consumer fields.



### ALEXANDER GALLÉ

Alexander Gallé is partner and creative director at GALLÉ – a design and branding studio focused on luxury, entertainment and fashion brands – and one of Europe’s leading design studios in the luxury brands online sector. Gallé’s portfolio includes websites, brand strategy, ads and e-commerce solutions for Fabergé, Jimmy Choo, Yves Saint Laurent, Monteluz, Asprey, Garrard, Dior Beauty, Marchesa, Corum Timepieces, Boucheron, MCM, Twentieth Century Fox, Buena Vista International, Miramax, Metropolitan Hotel and many leading hotels around the world.



### GISELLE WHITEAKER

Journalist and Editor, Giselle Whiteaker has immersed herself in the world of luxury for some time, writing on topics as diverse as luxury travel, high-end consumer goods, influential business figures, property and business. Her magazine credits range from Etihad Airways’ first and business class magazine - *Aspire*, to *The Ritz* magazine and *Fine & Country’s* *Exclusive Home Worldwide*. Her previous career in marketing has added to her understanding of high net worth markets, as did her six years living in Dubai.

EDITOR  
Anne-Marie McGrath

EDITORIAL ASSISTANT  
Tracy Keymer

SUBSCRIPTION MANAGER  
E: [enquiries@fms.co.uk](mailto:enquiries@fms.co.uk)

## RETAIL PROPERTY NEW YORK



On *Madison Avenue*, **Valextra** will have a new flagship for its luxurious Italian leathers at 833 Madison. **Roland Mouret** made a spectacular U.S. debut at 952, just his second store overall (the other is in London's Mayfair). Jeweller **Hueb** has made its U.S. bow at 717 Madison. Nearby, **Caruso**, with luxury Italian menswear from former Brioni Chairman Umberto Angeloni, held multiple grand opening events just before the holidays for its huge U.S. flagship at 45 East 58th Street. Formerly the Spanierman art gallery, the space now resembles an Italian villa – a very artistic treatment that is unusual for a men's retailer. Let's see if other designers emulate this stunning store.

On *Fifth Avenue*, affordable accessories retailer **Charming Charlie** will finally make its New York City debut at 445 Fifth with a massive flagship. **Eddie Bauer** (gone from the city for years) is popping up through February at 100 Fifth, then will shutter and reopen as a permanent store in May.

On the *Upper West Side*, the retail development at the Columbus Circle subway station is starting to lease up – **Specs New York**, **Bluwire**, and **Manhattan Studios** will open this spring.

In *Flatiron*, **Lulu Frost** has debuted a boutique (including a make-your-own jewellery location) inside its studio at 12 East 20th Street.

In *Times Square*, **Asics** offers its athletic footwear at a new flagship at 120 West 42nd Street.

In *Meatpacking*, Quicksilver's **Boardriders** concept shop will come to 408 West 14th Street in March.

In *Soho*, Don't look for **Derek Lam 10 Crosby** on Crosby Street – the new boutique is at 115 Mercer Street! **Zadig & Voltaire** will take its fifth store in the city at 453 Broome Street by mid-year. This will be a real concentration downtown for the brand, which also has a location on Mercer Street and will open at Westfield's World Trade Center retail complex. Find **True Religion** this year at 513 Broadway. **Kipling** made its New York City retail debut at 155 Spring Street.

In *Tribeca/Nolita/Lower East Side*, **Agent Provocateur** comes downtown at 259 Elizabeth Street. More clicks are turning to bricks: A **Jack Erwin** men's footwear showroom is opening at 10 Hubert Street – unlike other shoe stores, the location allows shoppers to try shoes on for online ordering. Satisfy your need for books, prints, sculpture and more (and perhaps meet the artist) at **Object-ify**, 139 Essex Street. **Reines** Gallery will open its first retail showroom in the city at 92 Laight Street. Apparel and accessories boutique **coop + spree** debuted at 202 Elizabeth Street

In *FiDi*, opening in March will be children's shop **Babesta** at Brookfield Place. **James Perse** will open a unit at 257 Church Street in the spring.

### New York News: Tech Talk

*One of the most interesting marriages of in-store technology can be found at Rebecca Minkoff's new Soho flagship (a collaboration with eBay): shoppers can place orders for drinks or items to be placed in a dressing room. The fitting room mirrors can recognise the items and suggest different sizes and colours, which associates deliver. Other retailers incorporate 3D technology, including Makerbot, which showcases its revolutionary 3D printers, and Left Shoe Company, a Los Angeles bespoke footwear retailer that popped up in the city over the holidays. A 3D scanner produces detailed measurements, and shoppers order styles and materials. Shoes are handmade in Europe and delivered in six weeks. Look for more integration to achieve a true luxury experience in years to come!*

FAITH HOPE CONSOLO, CHAIRPERSON OF THE  
RETAIL GROUP DOUGLAS ELLIMAN REAL ESTATE  
Tel: 001 212 418 2000 e: fconsolo@elliman.com