

SPAR Malta is 🎉 celebrating this weekend in Marsaxlokk, Malta.

July 28 - 🚱



May we take this opportunity to wish all the residents of Marsaxlokk a wonderful feast 🐸

#SPARMalta #Marsaxlokk #Festa2018 #beautiful #quaint





Agenda

In today's world it is important to have a shopper centric perspective. Shoppers expect transparency, engagement and valuable information from your business. As a global responsible business you need to serve these shopper needs to be able to build a strong relationship -in times of digitalization- through online channels. With Facebook Business you can achieve that. This toolkit will specify how to set up a successful page, how to use it as a great marketing tool and gives multiple content examples to get your page going.

/	What is Facebook Business	3
/	Why use Facebook Business	.10
/	How to set up your SPAR account with Facebook Business	.19
/	Facebook Content Tips & Tricks	.40
/	Best Practices	.50

WHAT IS FACEBOOK BUSINESS



Facebook

Facebook is an online social media and social networking service company and todays most popular online platform used across the globe. The platform gives individuals the opportunity to reach and interact with other individuals (users) worldwide for free. Businesses benefit in a similar way – they get the opportunity to reach and engage with shoppers (users) worldwide.

Today there are 2 billion Facebook users that are spread all around the world. Facebook connects different cultures and allows us to share content with family and friends in real time. Every second there are 20,000 people on Facebook. Facebook consists of profiles and pages, where profiles are for individual use and pages are for businesses. Pages are optimized for the need in business to communicate, distribute information and engage with shoppers active on Facebook.

Facebook Terminology

Facebook Profile: An individual's personal presence on Facebook, mainly for sharing their social life with other users. Profiles are a collection of photos, stories, and experiences that tell each users story. It includes a timeline, profile picture, biography, and personal information. It can be public or private, but is only for non-commercial use.

Facebook Page: A Facebook Page is a corporate profile page that helps businesses, organizations, and brands share their stories and content and connect with people. Users who 'like' your Page can get updates in their News Feeds.

Follower: An individual who has linked their profile to a page to stay up to date with the page's activities and interact with the individual, brand or business.



Facebook Terminology

In the search bar users can search for each SPAR country.

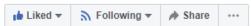


Facebook Page: Overview of 3 SPAR Page examples

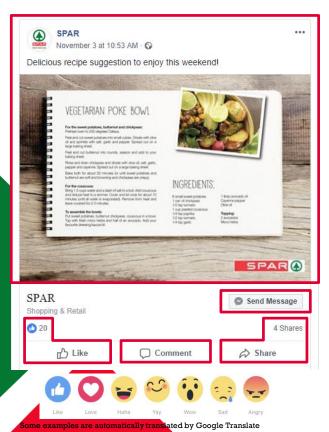
Officially Verified: one of every page is able to get officially verified as the Page has to meet certain standards. For more information click here: https://alejandrorioja.com/blog/get-facebook-verified/

Ratings: In your privacy settings you can determine whether users can rate / recommend your service.

Like: An indication that an individual becomes a follower of the Facebook Page and chooses to stay up to date with the content and information published on that Page.



An overview is given of how many followers the page has.



Facebook Terminology

Post: Content in form of text, picture and/or video shared on your Page.

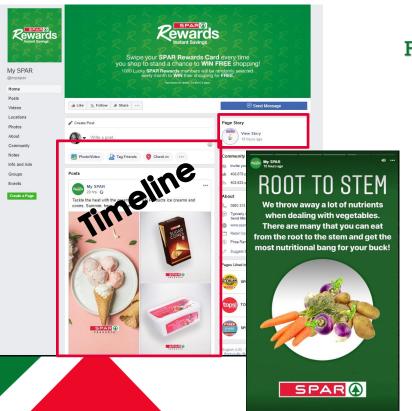
Like: Clicking 'Like' is a way to give feedback on a post (Like, Love, Haha,

Yay, Wow, Sad, Angry) and also connect with things you care about.

Message: Messages are similar to private email messages. They appear in your Facebook Inbox and can include text messages, chats, emails, and mobile messages within a message.

Comment: Every individual with a Facebook Profile is able to comment on published content.

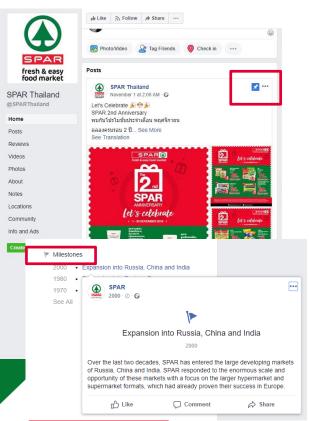
Share: The Share button lets people share your posted content while having the opportunity to add a personalized message before sharing on their timeline, in groups, or to their friends via a Facebook Message.



Facebook Terminology

Timeline: Your Timeline is where you can see your posts displayed by date. It's also part of your Profile.

Story: Stories are short user-generated photo or video collections that can be uploaded. All *Followers* will be visually notified and are able to view the content. Stories are considered a second news feed for the social media website similar to Instagram's main feature. In a *Story* you can add visual geolocation tags to photos and videos. The content is able to be posted publicly for only 24 hours or can be sent as a direct message to a Facebook friend.



Facebook Terminology

Pin to Top: Any post that you pin will move to the top of your Page's Timeline and a "pinned" icon will appear in the top-right corner of the post. Your pinned post will stay at the top of your Page's Timeline for seven days. After that, it'll return to the date it was posted on your Page's Timeline. Only posts created by your Page can be pinned.

Milestone: Milestones are a special type of Page post that lets you highlight key moments on your Page's Timeline. You can use milestones to share important events. They will appear in your "about" section and on your timeline.

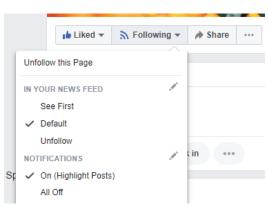
WHY USE FACEBOOK BUSINESS



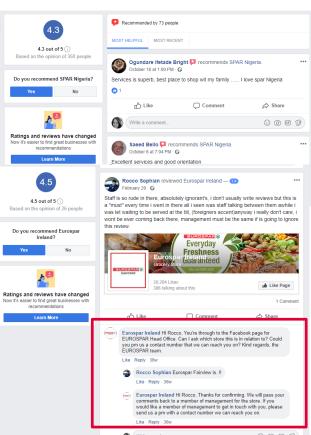
1. Appearance On Followers Timeline

With your SPAR Business Facebook Page you are able to update your followers about promotions and special offers, product launches, information, competitions etc. - all of which will automatically appear on your followers timeline as you post them to yours. Those who follow your Facebook page do it voluntary, so they show willingness to receive news from you through Facebook.

'Following' settings can be changed







2. Get Recommended & Be Given Feedback

One of the great attributes Facebook offers, is the ability to receive feedback from your shoppers. There is a special category on your page where people can leave a recommendation or a comment. Additionally they can evaluate your company with up to five stars. When leaving a comment they can make compliments and highlight good things or even make suggestions as to what you can improve.

You also need to be alert to receive complaints through the Facebook feedback tool. In case of this, be patient, offer your help and make a statement, so that the shoppers feel understood.

But make sure you respond!



3. Shopper Engagement & Build A Relationship

Building trust and credibility around your SPAR store is important. People like to be engaged with on a personal level regardless of whether it's online or offline. For many people Facebook Business Pages are perceived as more personal and inviting than company websites. Therefore, you should use your Page actively to connect and engage with your shoppers on a more personal level. You can also invite your shoppers to talk to each other online about their experiences when shopping in your store. It engages the user and makes them feel connected to SPAR, which will motivate them to show more shopper loyalty to your SPAR store.

4. Learn Who Your Shoppers Are

As a Facebook Business account owner you can use various analytics tools. By using the analytics function you can learn about your shoppers by assessing their shared interests, user demographics, shopper location, their activity and interactivity with your content and more. This allows you to gain a better understanding of who your shoppers are and how they perceive your SPAR store, but will also allow you to create an 'ideal shopper profile' to whom you can tailor your product offerings, communications and shopper service.

5. Valuable Promotional Features

With a Facebook page you have a lot of opportunities to promote your SPAR store, products, offers etc.

Photos: You can post photos of your store, products, promotions etc. Make sure that the pictures are good quality (high resolution).

Videos: Posting videos is a good opportunity to demonstrate something to your shopper. These must be kept short.

Live-Video: Live Videos are one of the latest tools and you should definitely use them to show latest content and information - for example: a daily situation in your store or to make a virtual tour through your store.

5. Valuable Promotional Features

Facebook events: When organizing events, make use of the Facebook event tool. You can inform your audience online about this event and you can even invite them directly to this event.

There are other interesting tools which you can use when doing online marketing, for example a

survey or a poll, which you can ask your audience something and invite them to engage with

you.





6. Drive Store Traffic

Because you create a community and drive brand awareness around your SPAR store, your followers will think about going to your store quicker whenever there is a need for something they might find in your product offer. Offering coupons and promotions of new or existing products through your Facebook appearance gives your shoppers another reason to visit your SPAR store.

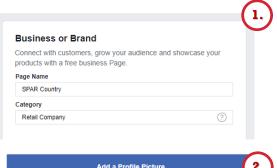
7. It Is Free Marketing

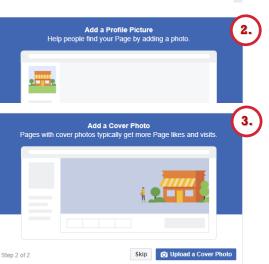
Having a Facebook Business account is basically for free. A business page is public (as opposed to a profile which is private) and is shown in the results of search engines like Google, so it is basically a free online presence for your SPAR store.

Nowadays it is possible to have a budget to promote the postings. Almost all Facebook Business users promote their postings to reach a broader audience. With various settings you can define your target group, throughout your existing followers. This will enable you to reach a lot more people with your activities. For more information view toolkit focusing on Facebook Advertisement.



HOW TO SET UP YOUR SPAR ACCOUNT WITH FACEBOOK BUSINESS





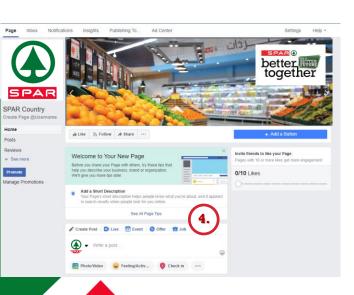
Register for a Facebook Business Account

https://www.facebook.com/pages/creation/

Set-up as "SPAR Country" and Retail Company and follow the next steps, uploading a profile picture which has to be the SPAR logo (170 x 170 pixels) and a cover photo (820 x 462 pixels).

The profile photo will appear as your icon every time you comment on a post or publish in the News Feed. Square dimensions are best, and Facebook will crop it into a circular shape in ads and posts.

The cover photo appears across the top of your page and is a great opportunity to deliver a visual element that supports your branding, highlights a current campaign or event or highlights the global nature of SPAR.



Set up a Facebook Business Account

According to Facebook, your cover photo is displayed at different sizes on desktops and on smartphones — 820 pixels wide by 312 pixels tall on desktops and 640 pixels wide by 360 pixels tall on smartphones. If you want to use a single image that works well on both desktop and mobile, use 820 pixels wide by 462 pixels tall.

Add a short introduction about SPAR, what your vision and mission are. Additionally add the URL of your website, contact details and opening hours to the information sector of the Facebook Business page.

Set up a Facebook Business Account

5. All of

All of the following details will appear on the **About tab** of your Facebook Page, where you can add even more information, such as your business's story, history, ownership, awards, menu, etc.

Go to "Settings" and "Page Info" to fill out your Page information. Here is in overview of what to fill out:

Description – Let people know what your Page is about in 155 characters.

Categories – Categories can help people find your Page. Choose up to three categories.

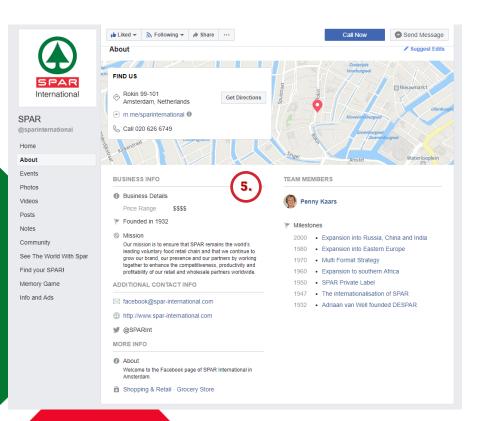
Contact information – Add a business phone number, website, and a customer service email address.

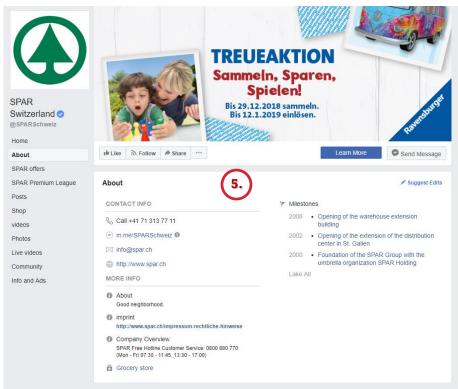
Location – Share your address here (either your office address or of your stores).

Hours – If you are only open on selected hours, state them here.

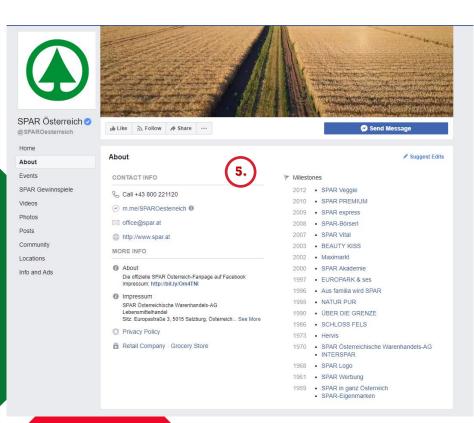
More – You can even state a price range (if you want).

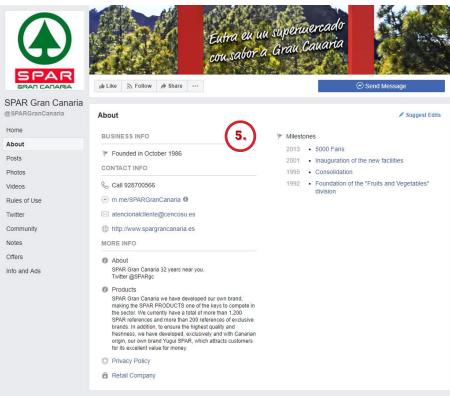
About





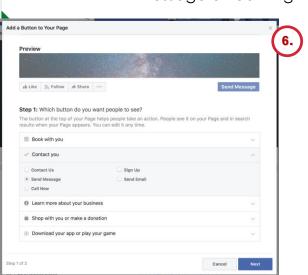
About





Set up a Facebook Business Account

Add buttons: Every Facebook Page has a prominent call-to-action (CTA) button below its cover photo. It is a great opportunity to get your Page visitors to take an action, such as sending you a message or learning more about SPAR.



Username: Create a username @SPARCountry

It'll make it easier for people to find your Page and give you a custom URL that you can share with others.

E.g. https://www.facebook.com/SPARSillanka/

Publishing To...

ılı Like S Follow → Share ···

Welcome to Your New Page

Before you share your Page with others, try these tip

Your Page's short description helps people know

Create Page @Username

Manage Promotions

https://www.facebook.com/SPARGranCanaria/

Add collaborators to your page

8.

If you plan on sharing your Facebook marketing duties with a team, you will want to grant access for various people and various roles. Here are the roles that you can choose from:

Admin – Complete and total access to everything (The creator of the page is the admin by default)

Editor – Can edit the Page, send messages, and post as the Page, create Facebook ads, see which admin created a post or comment, and view insights.

Moderator – Can respond to and delete comments on the Page, send messages as the Page, see which admin created a post or comment, create ads, and view insights.

Advertiser – Can see which admin created a post or comment, create ads and view insights.

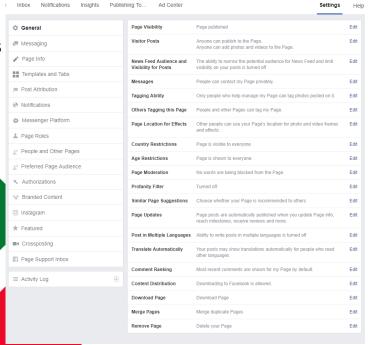
Analyst – Can see which admin created a post or comment and view insights.

"Page settings" → "Page Roles" type in the name of any Facebook friend/person who has liked the Page or type in an email address associated with a Facebook account.

Click through rest of Settings to make adjustments

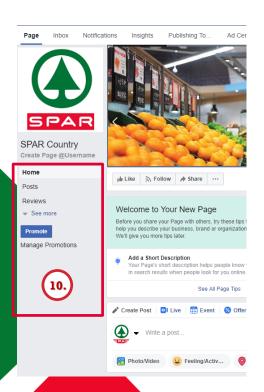
Default settings





SPAR International settings (example)

⇔ General	Page visibility	Page published	Ed
Messaging	Visitor posts	Anyone can publish to the Page. Post moderation is turned on	Ed
Page Info	Allow post sharing to	stories Post sharing to stories is on	Ed
Templates and tabs	Messages	People can contact my Page privately.	Ed
Post attribution	Tagging ability	Only people who help manage my Page can tag photos posted on it.	Ed
Notifications	Others tagging this Pa	ge People and other Pages can tag my Page.	Ed
Messenger platform	Page location for effec	Other people can use your Page's location for photo and video frames and effects.	Edi
Page roles	Country restrictions	Page is visible to everyone.	Edi
People and other Pages	Age restrictions	Page is shown to everyone.	Edi
Preferred Page Audience	Page moderation	No words are being blocked from the Page.	Edi
Authorisations	Profanity filter	Set to strong	Edi
Branded content	Similar Page suggesti	ons Choose whether your Page is recommended to others	Edi
stagram	Page updates	Page posts are automatically published when you update Page info, reach milestones, receive reviews and more.	Edi
Featured	Post in multiple langu	ages Ability to write posts in multiple languages is turned on	Edi
crossposting	Translate automatical	y Your posts may show translations automatically for people who read other languages	Edi
Page Support Inbox	Comment ranking	Most relevant comments are shown for my Page by default.	Edi
Activity log	 Content distribution 	Downloading to Facebook is allowed.	Edi
	Download Page	Download Page	Edi
	Merge Pages	Merge duplicate Pages	Edi
	Remove Page	Delete your Page	Edi

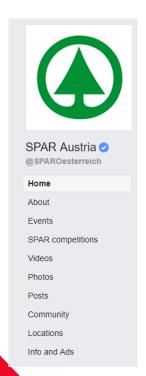


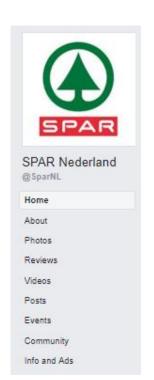
Customize Tabs

Facebook allows you to customize your Page even further. In your Page settings, there is a "Templates and Tabs" tab. This tab lets you configure how you want your Page to look like.

Tabs are essentially different sections of your Page, such as your posts, your photos, reviews of your business, etc. You can decide which tabs you want on your Page and their order on your Page.

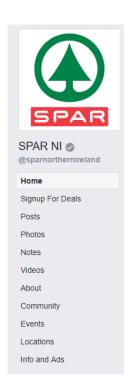
<u>Most common within SPAR:</u> Home (by default), About (by default), Posts, Photos, Videos, Community, Reviews, Events, Locations, Info and Ads (by default)

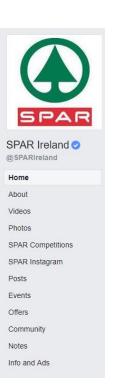


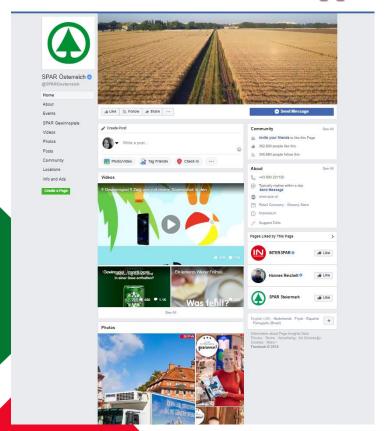




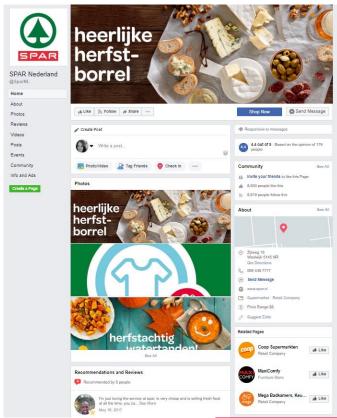
Tab Examples

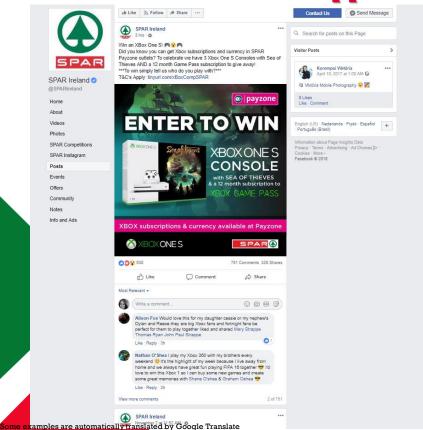




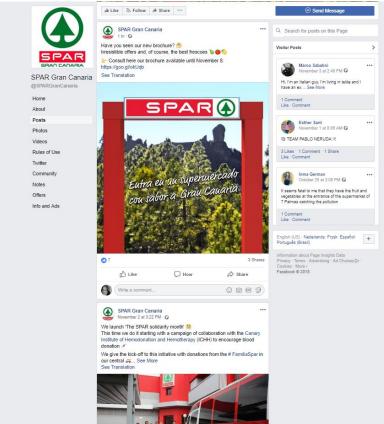


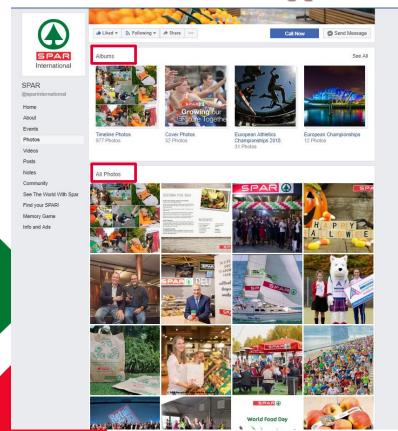
Home



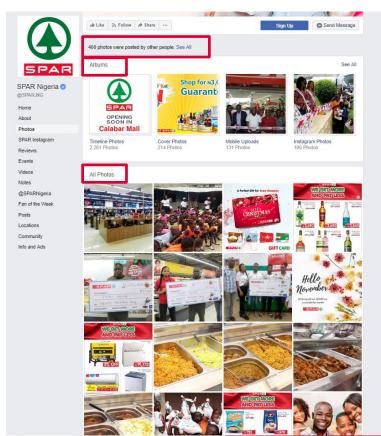


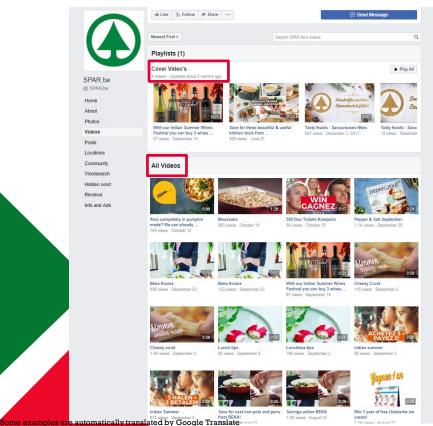
Posts



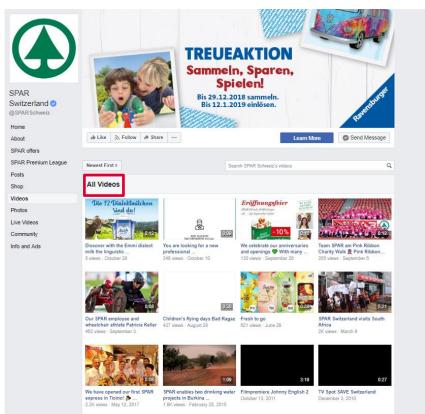


Photos

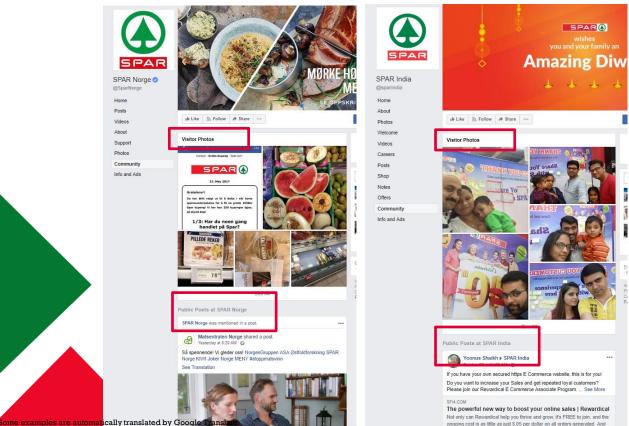




Videos



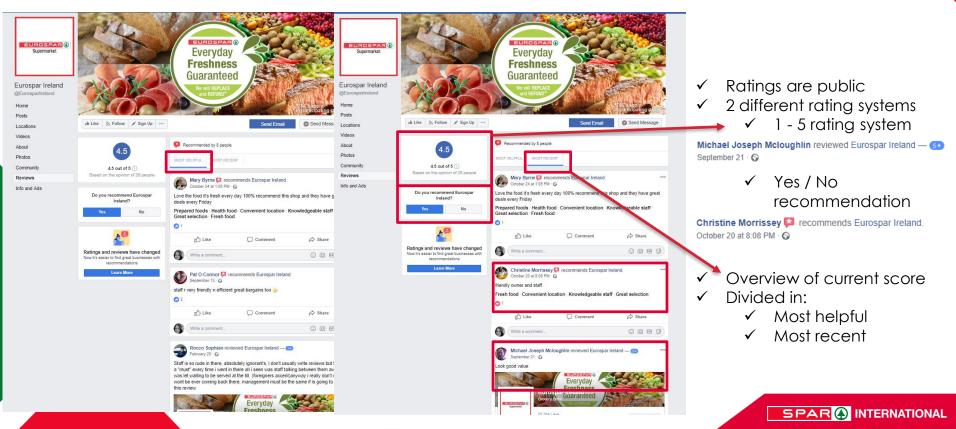




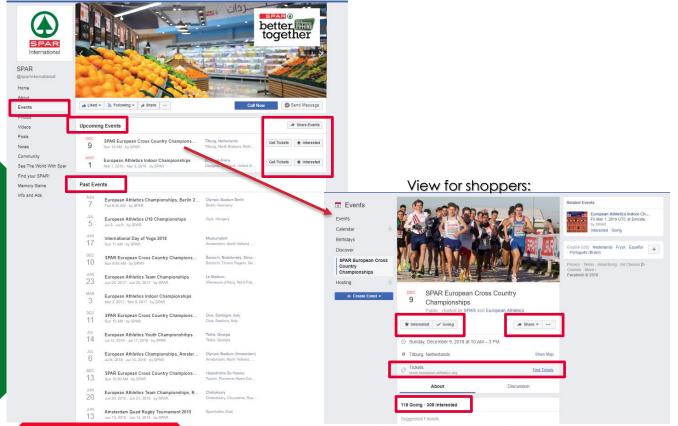
The community tab shows the following:

- ✓ Your Page has been mentioned
- ✓ Users post publicly at your wall
- Users who have "checked in" in one of your stores

Reviews



Events

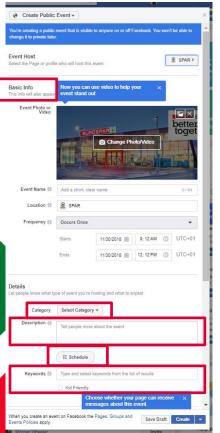


- Overview of Past and Upcoming Events
- ✓ Link to ticket-website
- Users can indicate that they are interested in the event, which will be shown on their personal Facebook profile – which might attract more users
- ✓ Users can indicate their attendance 'going' (again shown on their profile)
- ✓ Users can share the event with their connections via messenger or timeline
- Users can actively invite their personal connections



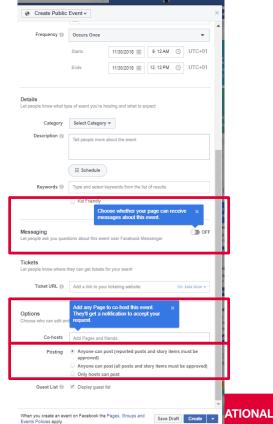
How it could appear Events

Default Example of Event Creation



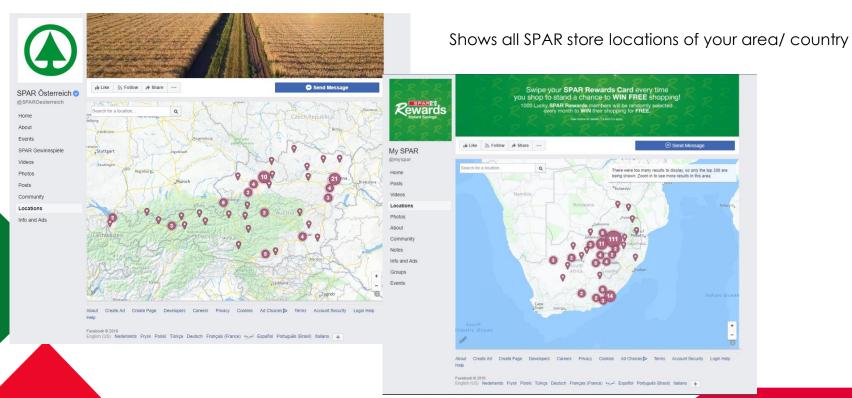
How to set up an event on Facebook:

- ✓ Add all basic information be as specific as possible
- ✓ Category: Depends on event, for instance "Sport"
- ✓ Description: Include main title, what it is, dates and location
- ✓ Schedule: This is the event's agenda, for instance indicate time, name of speaker and title of speech it will appear neatly in your event description
- ✓ Keywords: Use keywords relating to your event so that users can find your event easily
- ✓ Messaging: Depends on the event; we recommend to have it turned off – otherwise maintenance might be high
- Co-hosts: Add a page if it is a collaboration/ organized by a third party
- ✓ Posting: Depends on event; we recommend "only hosts can post" – prevents your event from negative and inappropriate posts



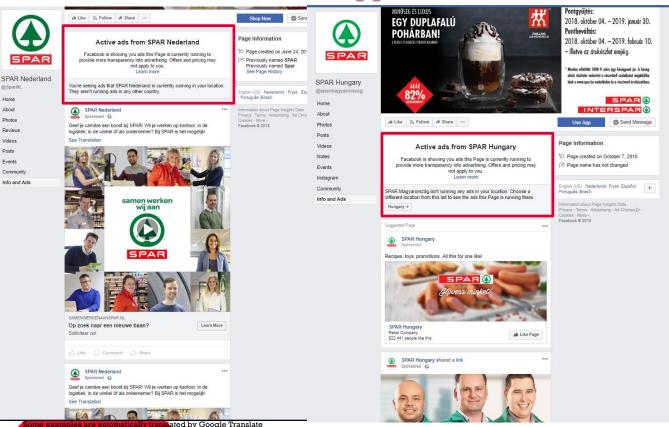
How it could appear

Locations



How it could appear

Info and Ads



For transparency reasons Facebook shows all active ads created by country/ region.

All paid ads are marked as 'Sponsored'

i.e. on the SPAR Hungary
Facebook page, in the info
and ads tab you will see all
Facebook ads posted by
SPAR Hungary

FACEBOOK CONTENT

-

TIPS & TRICKS

Tips and Tricks regarding content

Make postings regularly

Once you have set-up your Facebook page, the most important thing is to be active and regularly update it with a variety of content to keep your audience interested. Here are some quick tips and tricks to optimize the use of your Facebook page.

Make use of hashtags in your posts

Hashtags connect your content with other people talking about the same thing or looking for information about something. So, if you write a post about meal inspiration and use the hashtag, #SPARmealtips, more people will find your content. This can extend your Facebook content past your own audience, which is one of the only ways to do this on Facebook without paid media. Use industry specific hashtags and create your own if they will be relevant to your audience. Three or four relevant hashtags per post could make all the difference in finding your ideal audience.

Have a purpose

Presence is not enough. Make sure that you think about why you have a Facebook page and set some goals you want to reach with your performance. For example you want to promote your extensive product range. Your content needs to reflect that, so upload high quality pictures of specific ranges, post status updates on new ranges, or ask for opinions on a particular product you sell.

Quality content is vital

You need to keep your followers engaged in order to keep them coming back. Share relevant content on a regular basis, but don't overdo it. Three or four times a week is a good start. Ensure all visuals and videos are not pixelated. Many business users have their own strategy how, when and what they do online. Perhaps set up a content schedule, where you indicate when you will update your page. Ideally it is a mix of your own content (own thoughts, photos, events etc.) and inputs from your shoppers.

SPAR (A) INTERNATIONAL

Be transparent

Be honest about your content and allow for genuine conversation about a variety of topics. People will only engage when they feel it is genuine.

Be inviting

Allow your shoppers to post their own content on your wall. Ask questions and for people's opinions about your SPAR store, the products you offer, or events you have organized in the past. Encourage them to post photos of their own, or share stories about the community your SPAR store operates in.

You also need to be alert to receive complaints through Facebook, either shared privately or publicly. In case of this, be patient, offer your help and make a statement, so that the shoppers feel understood.

Let people speak their minds

Be receptive to feedback an constructive criticism, your page gives you a great opportunity for service recovery. Try not to remove posts from your page unless they could be considered as offensive. Successful business pages listen more than they speak. Show that you are listening to your shopper's feedback and demonstrate how you are using it to improve your service.

Respond quickly

Your fans will ask questions, give your SPAR store compliments and provide feedback. Do not let this opportunity for interaction pass. Allocate time each day to respond to what they are posting on your wall. We recommend to respond within one hour, however if resources won't allow that we advice to answer not later than within one day. If people feel that nobody is reading their posts, they will lose interest and engagement will decline. It is most important to join the conversation.

How to respond to criticism

- ✓ Respond calmly and politely
- ✓ Thank them for their opinion (try not to be too formal),
- ✓ Apologize for any inconvenience ("sorry to hear that you're having problems with our product / you didn't like our services"),
- ✓ Encourage them to send you a private message (via messenger or live chat not email as email communication usually takes a long time and might enrage your shoppers even more)

Once you **get in touch** with your shopper **in private**, handle a complaint the normal way:

- ✓ Thank them for sharing their opinion
- ✓ Try to use "thank you for taking the time to write / call us,"
- ✓ Briefly apologize
- ✓ Try to explain what happened: be clear and precise
- ✓ Explain what you are going to do and when you're going to get back to them.
- ✓ Don't forget to follow up! If shoppers take their time to post about you once, they will post again if they are dissatisfied with the solution/fix.
- ✓ A great way to gain good word of mouth is to go the extra mile for such shoppers and offer them a small gift or a discount. In this way you can often convert adversaries into advocates

Promote your Facebook presence

If you have a website, let your site visitors know that you are also active on Facebook or spread the word in your store, at events you organize and on your promotional flyers. Offering a coupon for a discount on selected products is a good way to attract new fans, or ask your shoppers in store to like you page and post why they think they should win a prize, e.g. a Christmas Hamper worth 25€

Create a community, not a sales page

Your page is not about one-way marketing, it is about interaction. You should talk with shoppers, not at them. Fans like offers and promotions, but do not overdo it. Your page is still primarily a platform where you interact with your shoppers and shoppers interact amongst each other.

Keep it fun!

Facebook is social, not corporate. Adapt to the medium and accept that you are on your shopper's turf. Use informal language and humour – everybody likes a good laugh.

Keep your audience up to date

Very important is to keep it up. Understand that interaction does not only happen when you want it, it is ongoing. Your followers will lose interest if there is no activity on your page. Remember that our SPAR brand is our biggest asset.

What content to post

Topics you can communicate

✓ Health & Nutrition	Inform shoppers about ingredients, how to improve their h	nealthv
		,

lifestyle and nutrients in products

✓ Informative Posts
Information about SPAR stores such as new openings and

opening times and SPAR assets (e.g. Gift Card, Magazine, Newsletter)

✓ Campaigns Current Marketing campaigns

✓ Cooking & Recipes Cooking inspirations

✓ Community Focus Initiatives you're involved in in the local community

✓ Loyalty Reward Campaigns Collecting stickers, rewarding shoppers

✓ Shopper Engagement Asking engaging questions

✓ Sustainability How is SPAR reducing its environmental footprint

✓ Competition Inform about participation and prizes

✓ Price & Product Promotions Price-offs, leaflets

Example: Calendar

Eg 1. Standard Category Post Calendar for 'January'

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
12 News & Promotions	13 Recipes & Nutrition	14 Community & social initiatives + Valentine's	15 News / Did you know	16 Happy / fun & Promotions	17	18
19 News & Promotions + Recap from Community food drive on Sat 17 th	20 Recipes & Nutrition	21 Community & social initiatives	22 News / Did you know	23 Happy / fun & Promotions	24	25
26 News & Promotions	27 Recipes & Nutrition	28 Community & social initiatives	29 News / Did you know	30 Happy / fun & Promotions	31	1

FACEBOOK CONTENT BEST PRACTICES



SPAR Facebook post recommendation

All posts should have the following....

- ✓ Informative added value information
- ✓ Targeted interesting to your shoppers
- ✓ Engaging chose right mechanism for your content (ask question, contest, let users vote, etc.)
- ✓ Link to SPAR Products where possible Name SPAR products/ product line
- ✓ Transparent ask for shopper opinions, feedback, show who won your contest, answer questions, etc.
- ✓ Link to website / URL for more content/information if needed
- ✓ Photo / Video with SPAR logo
- ✓ Use location function, #'s, feeling, activity function or any other appropriate Facebook functions when posting to increase your reach
- ✓ Link campaigns to offline elements (products, in-store promotions)
- ✓ Make campaigns interactive/challenging
- ✓ Create short & snappy texts

Health & Nutrition



Mmm...profumo d'aglio, decisamente uno dei sapori dell'estate! A noi piace usario nella pasta aglio, olio e peperoncino! L'hai mai provata con la pasta integrale di farro?

Nel nuovo volantino Interspar la pasta di farro Bio,Logico Despar è a €1,99, se la prepari ci mandi una foto?

Guarda quali sono i benefici della pasta integrale bit.ly/Despar-Pasta-

Guarda quali sono i benefici della pasta integrale diciy/Despar-Pasta-Integrale, e se pensi sia meno gustosa di quella di grano, provala e raccontaci la tua esperienza!

Übersetzung anzeigen





41 Kommentare 79 Mal geteilt

Insights about impact of garlic, mint and plums in your food and regarding your health

Some examples are automatically translated by Google Translate

Despar Nordest

vour experience!'

Mmm ... garlic scent, definitely one of the flavors of the summer!
We like to use it in garlic pasta, oil and chilli!
Have you ever tried it with spelt-wholemeal pasta?
In the new INTERSPAR flyer the bio spelt-wholemeal pasta, costs € 1.99 at Despar, if you prepare it send us a photo?
Look at the benefits of wholemeal pasta bit.ly/Despar-Pasta-Integrale, and if you think it's less tasty than wheat pasta, try it and tell us about





'SPAR Österreich

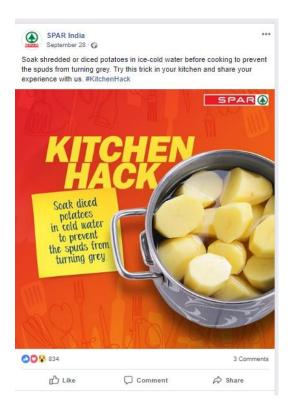
Our fourth gang member is a real all-rounder - P-Mint can be used as a refresher not only in drinks but also in summer salad.

P-Mint

- Refreshing
- Includes essential oils
- Refreshes your ice tea and fruit salad



Health & Nutrition



Kitchen Hack – Tips to cook potatoes the right way



Insights of 5 ways coconuts are commonly used



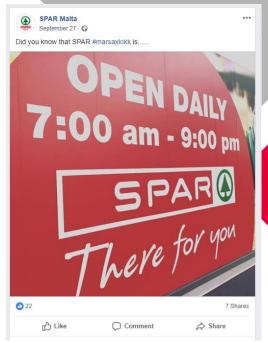
Insights about corn and how to prepare correctly

SPAR (A) INTERNATIONAL



Informative Post





- > Information about new SPAR store openings
- > Information about SPAR opening hours





Information about SPAR gift card

Informative Post



> Information about SPAR gift card



Information about availability of the new edition of SPAR Austria's 'Mahlzeit' magazine

SPAR (A) INTERNATIONAL



Informative Post



> Jumbo & SPAR Mauritius celebrated their birthday and had special offers and events

'Jumbo & SPAR Mauritius

Birthday party : Saturday, September 01 at 14h in SPAR stores and Jumbo hypermarkets! In the program: -Cooking and pizza workshops for children - Face painting, coloring - Tasting of cakes, popcorn and cotton candy -Games and youchers to win'

birthday and had special offers and events

Announcement of Partnership

Cooking & Recipes



'Despar Nordest

Not one, not two, not three ... but five recipes with watermelon labeled Casa di Vita. Ideal to enjoy with this great heat.'

Cooking inspirations – recipes



'SPAR Österreich

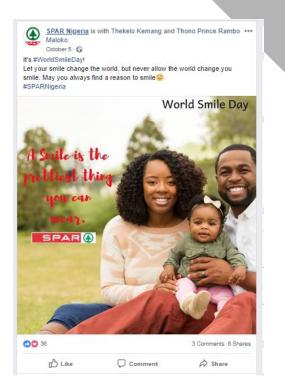
No Bake Cheesecake With only a few ingredients you can conjure yourself and your friends with this berry Cheesecake.

The recipe can be found here http://bit.ly/'



Community





Celebrating a feast & public holiday together with SPAR Make community aware of special days such as 'world smile day' and celebrate together





Community





Supporting disabled SPAR employee

> The lucky winners of a competition

Sustainability



This is the filest excluding and imitorative solution to reduce plastic bay usage by a supermarket. Reusable bags for your veges and fruits. Practical and durablel Rs. 160 for a pack of 4 bags. Well done @sparsiflanka I There is still so much we need to do. But this was a big step in the right direction. Also, love the option of using paper straws at Spar.

#greensolutions #supermarketsinSL #wheretobuyinsrilanka #shoppinginsrilanka #environmentallyfriendly #sparsrilanka



☼ 50





Supporting the environment with going 'plastic free' and offering alternatives to plastic bags

1 Kommentar 16 Mal geteilt

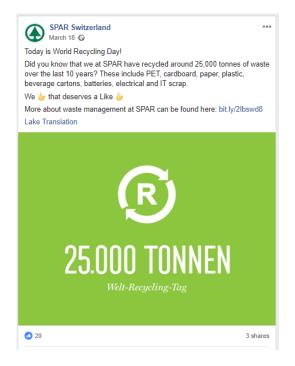
Sustainability





Awareness of compostable coffee cups at SPAR ➤ Offering Fairtrade products at SPAR





Showing how SPAR is reducing its environmental footprint – informing about waste management > SPAR initiative regarding cleaning up our world

Sustainability





How to build your own composting bin to recycle properly



Price & Product Promotions







Eurospar Ireland

Informing shoppers about discount coupons

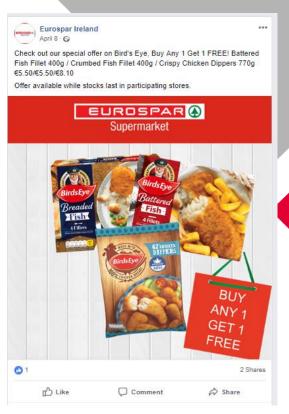
Informing shoppers about latest discounts and weekly specials – also in the weekly leaflet



Price & Product Promotions







➤ Informing shoppers about special discount such as 'Happy Hour' (certain products half priced after a certain time) and special product promotions (any 2 for x€, buy 1 get 1 free)

Price & Product Promotions



➤ Informing shoppers about SPAR To Go activation - here targeting students



Informing shoppers about the product launch of Maltesers Bites embedded in a contest activation

Price & Product Promotions



➤ Informing shoppers about the variety of the SPAR Fresh To Go Range and SPAR Enjoy range



Shopper Engagement



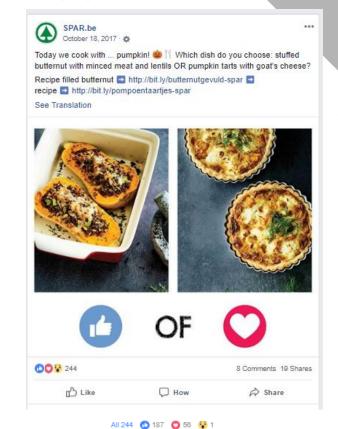


Asking a question to understand shoppers, exchange knowledge and engage with them



Shopper Engagement



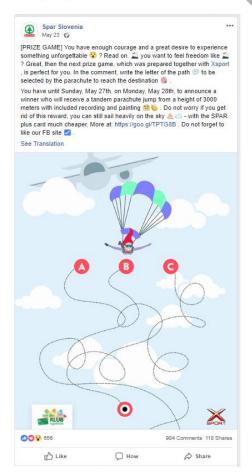


Asking a question regarding certain topics or dishes, where followers are asked to vote/ answer with emojis



Shopper Engagement





Riddles and games encourage shopper engagement too



Competitions







Competition with SPAR brands / SPAR communication material (here SPAR Recipe Magazine from SPAR Austria), also winning SPAR vouchers and/ or product package WIN a hamper full of goodness and a €50 SPAR Voucher @ 2 @ SPAR Better Choices and Claudine Keane have teamed up to help inspire families to make more nutritious food choices while eating on the go! 1 1 To be in with a chance to win one of ten hampers of sugar and calorie free SPAR Flavoured Waters, Vitamin Waters and Flavoured Teas as well as a €50 SPAR voucher just tell us who you'd share the hamper with!? T&C's apply: https://goo.gl/rFFwiE... See More SPAR n∆ Like Comment. A Share Eoghan Masterson Liked & Shared ** I'd absolutely love to win this brilliant giveaway 99 I'd share with my girlfriend who adores these flavoured teas, but I won't tag her cause it'd be a lovely surprise 😂 Like - Reply - 8w SPAR Ireland Congratulations to Eoghan Masterson you are a lucky winner of the SPAR Better Choices competition! Can you please check your private mails to receive your prize. Congratulations again Best wishes, the SPAR Team Like - Reply - 7w

SPAR Ireland

Great example of transparency when announcing winners



Competitions



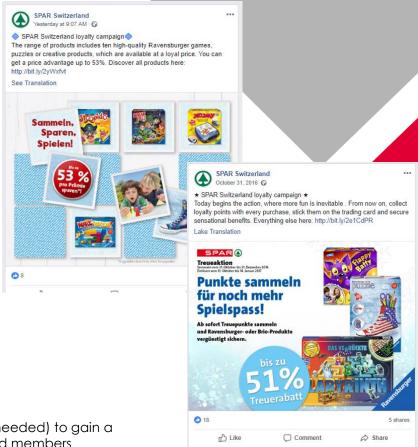


Competitions in cooperation with brands or services

SPAR Switzerland September 26 · Join the big SPAR Switzerland action Crazy Pets! Get a cuddly toy FREE with every purchase from 35 CHF! The Crazy Pets are waiting for you in the SPAR market near you. 💥 🗯 🍀 🐷 🚱 💩 you can find all information here: LINK Lake Translation REI JEDEM EINKAUF AB 35 CHF A WISCHELTIER GRATIS CRAZY GEHT'S WEITER ... 10 3 shares

Loyalty Reward Campaigns





➤ Either collecting points or stickers (no SPAR Loyalty Card needed) to gain a loyalty reward and special discounts for SPAR Loyalty card members

SPAR Facebook Page Overview

SPAR Gran Canaria https://www.facebook.com/SPARGranCanaria/

SPAR Ireland https://www.facebook.com/SPARIreland/

SPAR International https://www.facebook.com/sparinternational/

SPAR Netherlands https://www.facebook.com/SparNL/

SPAR Nigeria https://www.facebook.com/SPAR.NG/

SPAR Malta https://www.facebook.com/SPARMalta/

SPAR Belgium https://www.facebook.com/SPAR.be/

SPAR South Africa https://www.facebook.com/myspar/

SPAR South Africa (Western Cape) https://www.facebook.com/sparwesterncape/

EUROSPAR Ireland https://www.facebook.com/Eurosparlreland/

SPAR India https://www.facebook.com/sparindia/

SPAR Zimbabwe https://www.facebook.com/SPAR.Zimbabwe/

SPAR Hungary https://www.facebook.com/sparmagyarorszag/

SPAR Slovenia https://www.facebook.com/sparslo/

SPAR Switzerland https://www.facebook.com/SPARSchweiz/

SPAR Norway https://www.facebook.com/SparNorge/

SPAR Croatia https://www.facebook.com/SparHrvatska/

SPAR Thailand https://www.facebook.com/SPARThailand/

SPAR Oman https://www.facebook.com/OmanSpar/

SPAR Austria https://www.facebook.com/SPAROesterreich/

SPAR Mauritius https://www.facebook.com/jumbo.spar.mauritius/

SPAR Sri Lanka https://www.facebook.com/SPARSriLanka/

SPAR Italy https://www.facebook.com/mydespar/





SPAR Malta is keelebrating this weekend in Marsaxlokk, Malta.

July 28 - 6

May we take this opportunity to wish all the residents of Marsaxlokk a wonderful feast

#SPARMalta #Marsaxlokk #Festa2018 #beautiful #quaint



