

Black Friday 2018 looms | Franchise Leadership Summit - 19 Nov 2018

BY LAUREN HARTZENBERG, RETAIL EDITOR (@BIZ_RETAIL)

With Black Friday looming, we've got a [list of SA retailers](#) that are participating in Friday's mega shopping event. And with crashed websites and stock shortfalls, Wynand Smit explains how to [protect your relationship with your customers](#) during the shopping frenzy.

In other top news, Mills Soko unpacks how a new [book on Steinhoff's demise](#) shows the danger of 'big men' business leaders. While Danette Breitenbach wraps up [Bizcommunity's Shopper Insights coverage](#) with advice from Nicole Willis on moving to frictionless coverage.

Breitenbach also covers the seventh annual FNB Franchise Leadership Summit which took place in Gauteng last week. Read why [franchising is big business](#), and why it's the internal issues SA faces that will determine whether it will face [a downgrade or not](#).

In food and beverage news, [Diageo announced the sale of 19 brands](#) including Seagram's whiskey, and I round up some of our favourite food and beverage products that have hit the shelves recently in [#FreshOnTheShelf](#).

Finally, for those in Joburg, be sure to visit the [Magnum Pleasure Store](#) which is 'popping up' Sandton City between now and January 2019.

Until next week!

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