

SHOPPING CENTER
BUSINESS

INTERFACE
CONFERENCE GROUP
SUBSCRIBE TO EMAILS

60 Conferences

HOME NEWS FEATURES VIDEOS CONFERENCES GOLDBOOK SUBSCRIBE FRANCE MEDIA



Subscribe



SHOPPING CENTER
BUSINESS



INTERFACE
CONFERENCE GROUP
SUBSCRIBE TO EMAILS

60 Conferences

Company news News Retailers

Retailers, Restaurants Adopt Different Techniques to Serve Customers Heading into 2021, Says Phillips Edison's Emerging Trends Report

December 2, 2020

Cincinnati — Retailers and restaurants have adopted new techniques for serving customers in the midst of a global pandemic, according to Phillips Edison & Co.'s (PECO) *Emerging Trends* report. PECO says the most intriguing storylines to watch heading into 2021 are the rise of ghost kitchens, "groceraunts" and drone delivery. The Cincinnati-based company released the report as part of ICSC's virtual ReCon event in New York City.

Ghost kitchens are kitchens that cook and prepare food for delivery-only. Some national brands such as Fatburger, Nathan's Famous Hot Dogs, Shake Shack, Fazoli's and Bloomin' Brands have begun utilizing ghost kitchens to provide takeout and delivery service without opening a storefront. In addition, third-party delivery service DoorDash has introduced DoorDash Kitchens, a concept that provides customized kitchen space for five restaurant operators offering delivery and takeout service through the DoorDash app.

"Groceraunts" refers to the partnerships between restaurants and grocery stores, here restaurants open a location within a store. PECO notes that the trend began in 2017 between Meijer and Wahlburger's, and has since expanded to partnerships such as Kroger and food truck ClusterTruck, as well as Giant and Saladworks.

Though drone delivery has been a topic of discussion for 18 months, Walmart took the lead during the pandemic, partnering with Quest Diagnostics and DroneUp to deliver COVID-19 testing kits in select markets. Walgreens has also ramped up drone deliveries, making five times as many deliveries than before the pandemic in Christiansburg, Virginia.

"As a national property owner, we have a front row seat to what's occurring across the U.S., and we remain bullish on the future of retail," says Ashley Casey, PECO's Director of National Accounts, West. "The industry continues to evolve, and while change is never easy or smooth, forward-thinking retailers will always find a way to stay relevant by meeting their customers where they are and catering to their preferences."

12TH ANNUAL CONFERENCE

ENTERTAINMENT
EXPERIENCE EVOLUTION

MARCH 8-10, 2027
SHERATON UNIVERSAL HOTEL
EARLY BIRD RATE OF \$995
AVAILABLE UNTIL NOVEMBER 4

SHOPPING CENTER BUSINESS INTERFACE CONFERENCE GROUP

Be the first to hear about retail conferences.

DETAILS

Join us for market insight and to network with CRE executives.

READ THE DIGITAL EDITION



Upcoming Events

Sep 30 InterFace Central Florida Multifamily 2026

Oct 01 Webinar: Pay Now or Pay More Later — Stormwater Compliance in Development & Redevelopment

Oct 06 InterFace Oklahoma Retail & Mixed-Use 2026

Br
A
G
B
R

JL
\$7
L
D

H
G
M
A

- Oct06

InterFace Oklahoma Industrial 2026
- Oct07

InterFace Net Lease 2026
- Oct08

Webinar: The New Reality of Pet-Friendly Student Housing — Balancing Inclusion, Compliance and Community
- Oct20

InterFace St. Louis Multifamily 2026
- Oct29

InterFace Nashville Retail 2026
- Oct29

InterFace Nashville Multifamily 2026
- Nov03

InterFace Salt Lake City Industrial 2026
- Nov03

InterFace Salt Lake City Multifamily 2026
- Nov03

Houston Women in Commercial Real Estate Networking Reception 2026
- Nov18

InterFace Healthcare Real Estate Southeast 2026
- Dec01

InterFace Multifamily Southeast 2026
- Dec08

LeaseCon/TurnCon 2026
- Dec10

InterFace Seniors Housing Northeast 2026

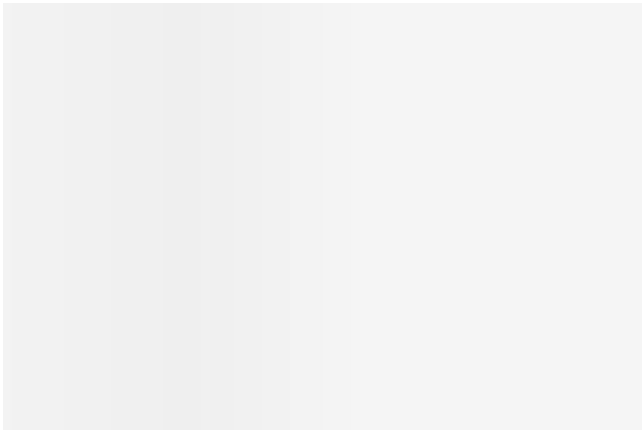
[previous post](#)

REGENCY CENTERS SELLS RETAIL BUILDING LEASED TO WHOLE FOODS IN SWAMPSCOTT, MASSACHUSETTS, FOR \$19.2 MILLION

[next post](#)

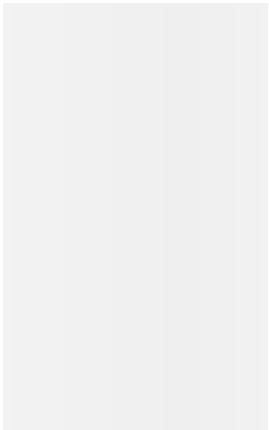
FIRST NATIONAL REALTY PARTNERS ACQUIRES WHOLE FOODS-ANCHORED CENTER IN AKRON, OHIO

YOU MAY ALSO LIKE



BRIXMOR, EVERVIEW AGREE TO ACQUIRE SLATE GROCERY REIT...

September 28, 2026



JLL, GA GROUP ARRANGE

St

Pr
—
Tc
St
—
Sp
Gr
wi
at
Cr
—
W
De
Sl
Mi
—
Al
Pr
Pe
M
Mi
—
Ne
Mi
Ce
Cl



PUBLICATIONS BY FRANCE MEDIA

- REBusinessOnline
- California Centers
- Retail & Restaurant Facility Business
- Multifamily & Affordable Housing Business
- Student Housing Business
- Seniors Housing Business
- Heartland Real Estate Business
- Northeast Real Estate Business
- Southeast Real Estate Business
- Texas Real Estate Business
- Western Real Estate Business

