



THE NEWSPAPER OF THE OWEN OWEN GROUP

Scene

No. 10 . CHRISTMAS 1974



COLMER'S MANAGING DIRECTOR RETIRES

Mr. G. H. J. Holland, managing director of the Colmer stores, retired recently after nearly 25 years with the company.

On leaving school he served a three year apprenticeship at John Barkers of Kensington where, in 1931, he joined their Territorial Army A.A. unit. On completion of his apprenticeship he returned to Staffordshire to work in his father's business, and received his commission in the T.A. South Staffordshire Regiment. He served throughout the war years, finally as G.S.O.2 in Western Command.

Following demobilisation he joined Beatties of Wolverhampton as merchandise manager, leaving there to become merchandise director of James Colmer Limited in 1950. Subsequently, he became managing director and deputy chairman of Colmers. During his service with Colmers sales increased seven fold, and this period saw the acquisition of the Taunton store and the extension and modernisation of the Bath store. Under his guidance, Colmers became members of the Independent Stores Association and he played a leading part in the Association's merchandising activities, being chairman of a wide number of their merchandise group meetings.

His plans for retirement centre around his flat in Spain, his motor caravan, golf, haute cuisine and spending a lot more time with his family. His wife, Joan, served during the war with the Red Cross and her work included driving ambulances in the Coventry blitz.

Golf has been a long standing interest—he has been captain of the Bath Golf Club and president of the Somerset Golf Union—and



he has just acquired an electric "golf buggy" to ease the journey round the course.

Haute cuisine is a new interest which he has only recently taken up with regular attendance at the Bath Technical College—and achievements to date include coq au vin, bouille baisse and gateau ganache.

Mr. and Mrs. Holland's daughter, Jill, and her husband have recently moved into a 200 year old house some miles from Bath, and they are expecting their first child in January next, when Mr. and Mrs. Holland are looking forward to a new career—as grandparents!

**A very merry
Christmas to all
our readers**

**WHAT YOU NEED TO KNOW
ABOUT METRICATION—**

**Ona Moulding tells you
— page 6**

BUSINESS REVIEW

The group's trading results for the six months to July, 1974, were as follows:-

	1974 £	1973 £
Sales	20,652,000	17,175,000
Trading surplus	246,000	224,000
Credit for decrease in amount of unmatured profit carried forward	48,000	(4,000)
Profit before taxation	294,000	220,000
Taxation	191,000	125,000
Profit after taxation	103,000	95,000



The new China and Glass department on the lower ground floor at Bath.



A section of the new Perfumery department at the Chester store. In the background is a Victorian spiral staircase—a feature of the Cheers and Hopley premises.

Australian wedding for Miss Shipsides

After 28 years with Owen Owen, Miss Joyce Shippersides, sales manager of Stationery at Clayton Square, has left to take up a new life in Australia.

On 7 December, she married Mr. Ford Pratt, an old school-friend, in Melbourne.

Mr. Pratt had lived in Australia for 14 years, when he came back to Liverpool for a holiday last Christmas. He looked up old friends during his stay, amongst them Miss Shippersides, and when he went back to Melbourne the couple began writing to each other.

Then, out of the blue, in August came a telephone call. With a proposal.

It was 8 o'clock in the morning—not always the best time for making decisions!—but Miss Shippersides accepted and began to make plans to join her fiance.

She left the store in October. "I am sorry to leave," she said. "This has been my life up to now, and all my friends are here."

Miss Shippersides (known in the store as Miss Sides) has not said goodbye to the retail trade though, because Mr. Pratt has bought a children's shoe shop. "I'm sure I can make myself useful."

Clayton Square's general manager Mr. H. E. Cotton, presented Miss Shippersides with a card and wedding gift at a leaving party in the Rowen Grill.

From 'Scene'-every good wish for the future!

UK Stores

Sales in the first six months ran well ahead of last year, and ahead of budget. The rate of sales increase was also well ahead of that achieved by our main competitors. It represented a great effort by the selling teams and all those who coped with the extra volume in stockrooms, offices and despatch. Unfortunately, these sales increases did not show through in increased gross profit, because our profit margins were reduced due to lower mark-ups, excess reduction costs and unfavourable sales mix—much of our extra sales coming from the lower margin departments. In addition, expenses increased very materially, particularly in wage costs and local rates. Only Southampton, Doncaster and Chester achieved their profit budgets amongst the Owen Owen stores, but all three T. J. Hughes stores produced a better result than budget. Only Southampton and Birkenhead did better than last year. The result was a reduction in the trading surplus.

During the year, further improvements have been made in many stores. At Chester the second phase of the Bridge Street programme has been carried out and at the Eastgate store the chemist's business of Cheers and Hopley has moved into 4 Northgate allowing their original premises at 6 Northgate to be integrated into the main store. At Bath, the closure of the leased food department in July has been followed by new layouts and fixtures in the lower ground floor. New layouts have been introduced at the Taunton and Weston stores, both of which have been achieving excellent sales increases.

Plumb's

Plumb's had a busy and successful half-year, with a further increase in the level of their sales. They have now established a shelving division which it is hoped will bring further new clients to the company and perhaps offset any decline in their traditional business that may come from the general cut-back throughout the country in new development.

Canada

After an uncertain start to the first half-year, the Canadian stores had an exceptionally good result in July which brought them ahead of their plan and resulted in a small profit on the first six months trading against the small loss they incurred last year.

Looking ahead

The present national, and world, economic situation is extremely precarious. No-one quite knows whether we are about to plunge into a major slump with high unemployment, or whether this can be avoided. But with inflation continuing at its present excessive rate, the pessimists say we shall have both—high inflation and high unemployment. The optimists say that things will not be as bad as they are painted, though they are willing to concede the situation may well get worse before it gets better.

So either way, in the U.K. at any rate, we are not in for an easy time. The key to success will be found in maintaining our sales momentum, getting the increased sales to come through in a better gross margin, and, if we are to avoid the liquidity problems which are already hurting many firms in the U.K., keeping our stock heights within budget.



The store at Weston-Super-Mare.



FULFILMENT OF MANY HOPES

When Miss Dorothea Bechler, our Robinsons personnel manager, first went to live in Canada in 1952, she found that women in her profession were not yet accepted on equal terms with men.

So she took a job with the Robert Simpson Company in Toronto, opening credit accounts.

Shortly afterwards she was transferred into their administration offices, and her Canadian retailing career was underway.

But it was not until 1954 that a real opportunity in her chosen field arose.

That was when Owen Owen took over Robinsons and—true to their tradition—were seeking a woman personnel manager.

Satisfaction

Since then Miss Bechler has never looked back. In her own words: "Due to fine leadership, co-operation and the friendship of the other executives, this became the fulfilment of many hopes and aspirations."

And she emphasises how much personal satisfaction her job has given her, working with a group of people who have become her "family". She shares the philosophy of a company working as a

team, each person making an important contribution.

Miss Bechler was born in the free state of Danzig, now a part of Poland. Her father was headmaster of a boys school there, and a well-known athlete. He once represented his country in the Olympic Games.

Graduation

On her graduation from high school, Miss Bechler moved to England to study at St. Hugh's College, Oxford, where she gained an honours degree in Philosophy, Politics and Economics.

After university, she became interested in personnel work, and held various jobs in that field before moving to Canada.

Although known as Miss Bechler to the Robinson's staff, she is in private life Mrs. George Batchelor.

She and her husband enjoy travel and have made journeys across Canada, south to Mexico and through Europe.

Their most recent hobby is harness-racing, and they are part-owners of three horses.

Miss Bechler is a keen hiker— or used to be!

Hamilton store sponsored a "Miles for Millions" walk (32 miles) and, in a rash moment, Miss Bechler agreed to take part.



Mr. and Mrs. Batchelor

A "Bechler-Booster" campaign was soon launched, and Miss Bechler was sponsored at the incredibly high rate of \$13 a mile.

Strongly supported by her husband, who also entered the walk, she set off.

'Taxi!'

Twenty-five miles and many blisters later, she had to give up—but she had already earned \$300 for charity.

For several days after the walk, Miss Bechler was seen arriving at the store by taxi, wearing slippers. And, not surprisingly, she has not volunteered for a second "Miles for Millions" marathon.

Miss Bechler has been responsible for the staffing and training of the suburban stores—Burlington Mall, Greater Hamilton Shopping Centre, Eastgate Mall—and for the new store/warehouse in Stoney Creek.

NEWS FROM CANADA

WINNING ALREADY

The Olympic Games are to be held in Canada in 1976, and a million dollar lottery is underway in preparation.

Our staff in the Robinsons stores are eagerly buying up tickets—and winning.

In the picture, Mrs. Jean Fairclough, of the personnel office at the Eastgate store, holds a winning ticket for \$100.

Another personnel clerk, Mrs. Nancy Black from the Burlington branch, shared a similar win with nine other store staff.



NEW WAREHOUSE STORE

Robinson's new Fruitland Warehouse Store situated on the outskirts of Hamilton opened in the autumn.

The tremendous growth of the company in recent years made it essential to look for one major warehouse. Two temporary warehouses had been used to deal with additional merchandise after the opening of Centre Store and Eastgate within one year.

Part of the building is devoted to selling direct to the public, and the photograph below shows the TV and Stereo section and part of the carpet section of the selling area.

The new warehouse is designed to accommodate all big ticket items, not only for the present stores, but for any future stores on the expansion programme.



RETIREMENTS DOWNTOWN



Appreciated by the company for her excellent sales work, and appreciated by customers for her efficiency and kindness, Mrs. Florrie Hutchison has retired from the Coat department of Robinson's Downtown store after 18 years.

At a small leaving party, Mrs. Hutchison received gifts from her many friends in the store.

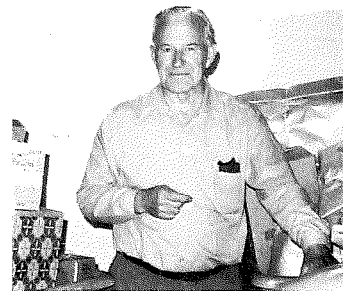
★ ★ ★ ★

Bernard "Pete" Petrie, has retired from Robinson's Downtown store after 21½ years service.

He was supervisor of the Delivery department, and handled all parcel deliveries for the company until that side of the job was leased out.

Staff came to depend on Mr. Petrie in all kinds of emergencies. "Call Pete" was the cry.

From all Robinsons staff and executives, best wishes for a happy retirement.



500 years service

With more than 500 years service between them, 24 Robinson's pensioners met for their first party.

The store's social committee, headed by Bill Chambers, Betty Mump and Audrey Case, laid on a special dinner at the Connaught Hotel, when the pensioners were able to exchange news and chat about their days at the store.

Bowling banquet

A great "Bowling Banquet and Dance" for staff of all the Robinson's stores was held in Burlington.

The Eastgate team were presented with the inter-store bowling trophy, and the winners of the Centre Store 10-pin bowling league also received awards.

SAVINGS PRIZES



A silver Rose Bowl was awarded jointly to Clayton Square, Stafford House and Central Administration for outstanding National Savings results.

Owen Owen achieved the highest savings figures in Liverpool last year, and won the trophy for the fifth time.

Mrs. M. Cross, P.T. supervisor, who has recently retired, sold stamps in the store each Friday and Mrs. P. A. Darnell, wages supervisor, handles deductions from wages.

The Finchley store has also carried off a prize in the London Borough of Barnet Industrial Savings competition—for the third year running.

In 1972 the store was awarded the competition cup, the following year it was a certificate of merit, and this year the cup comes back again.

Mrs. C. Powis, wages super-

visor, is responsible for selling the stamps and, because of a shortage, has spent many off-duty hours searching around Post Offices for supplies.

Pictured with the National Savings Rose Bowl are—left to right—Mr. J. A. H. Norman (chairman, Owen Owen Ltd.), Miss M. Tyrer (secretary, Central Administration), Mrs. M. Cross (P.T. Supervisor, Clayton Square), Mrs. M. A. Crooke (Pensions administrator), Mrs. P. A. Darnell (P.T. Wage clerk, Clayton Square), Miss J. M. Gray (Personnel, Central Administration) and Mr. D. Evans (chairman, Savings Committee).

ON THE SHELF

Plumb Contracts Limited have begun marketing their own "Plumbline" modular shelving through their Shelving Division

This equipment will combine the basic steel modules of New Departure Shelving (for which Plumb Contracts hold the U.K. and European distributorship), and the wood (and other finishes) units designed by the Design Group.

Welcome to Bath

Mr. P. Hussey (from Clayton Square) and Miss S. M. Walters (from Southampton) become merchandise managers at Bath. Mr. J. L. Netherwood (from Clayton Square) becomes display manager at Bath. Mr. L. Jones (Jordan) (from Finchley) becomes menswear S.M. at Bath. Mr. M. Tinsley (from Clayton Square) becomes display A.S.M. at Bath.

The store is now well represented by Owen Owen "old stagers".

NO THOUGHT FOR THE MONEY

Jeremy Barkway got home after being interviewed for a job as a management trainee and told his family "I've got it". "What's the pay?" was the immediate question. And for the first time since he had left the Clayton Square store and travelled 120 miles to his Lake District home young Mr Barkway realised that the question of money had not been discussed.

"I had been so delighted to have been given the job that I had not even thought about it" says Mr. Barkway. It turned out to be £4 a week, out of which he had to pay 30/- a week for his lodgings.

Jeremy Barkway was born in Liverpool 51 years ago, but moved to live with his people at Kentmere in the Lakes. He was educated at Christ Hospital, the Bluecoat School in Horsham.

Following the outbreak of war, and until he was old enough to join the army he combined training with "Dad's Army" with war work in an aircraft factory making Sunderland flying boats on Lake Windermere.

Then began 4½ years in the Sixth Airborne Division with gliderborne armoured reconnaissance cars and tanks, which took him to Normandy, the Rhine crossing and Palestine.

On his return to civilian life he had to look for a job. "I had three interviews lined up" but the job with Owen Owen looked fascinating. There was obviously an opportunity for creativity and fulfilment.

"And I have never regretted my 27 years as a draper at any time.

"I have found excitement in buying the right merchandise and seeing it sold . . . in meeting and pleasing customers . . . and working with an enthusiastic team of people."

After starting as a management trainee Mr. Barkway became sales manager of stationery, then buyer of stationery and books and later buyer of china.

He was promoted merchandise manager at Coventry before moving to Southampton as staff controller. Further promotion followed when he was attached to Miss

Arthurson's staff at head office. A spell as buying controller of furnishing preceded his appointment as general manager of the Chester store.

Then four years ago came his appointment as personnel director, regional director of the northern division and now as merchandise director of the Household Division with responsibility for furnishings and gifts, haberdashery and dress fabrics.

Over the years Mr. Barkway has learned that the basic merchandising philosophies have not changed—it is the "mechanics" that have altered.

"It is more sophisticated. There is an even greater need for a more scientific approach."

"Above all you must adapt to

new thinking. When I joined the company there were four stores. Today there are 15. And supplies have become incredibly concentrated into fewer hands. This makes it harder to buy. The whole art of negotiation is becoming much more complex despite the growing spending power and influence of the Owen Owen group".

Mr. Barkway is married and has two sons, Jeremy and Peter aged 16 and 14, and a seven year old daughter, Sarah. His wife Veronica, also worked for Owen Owen before their marriage.

They live in Oxtou, Birkenhead where Mr. Barkway gets mental relaxation in gardening and do-it-yourself jobs, and whenever possible escapes to the Lakes.



Senior director dies

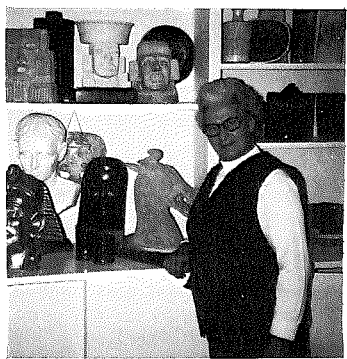
Mr. W. Shuttleworth, the group financial director and joint managing director of Owen Owen (Stores) Limited, died suddenly at his holiday home in Windermere. In a tribute to Mr. Shuttleworth, the Chairman Mr. J. A. H. Norman said:

"As a person, he was reserved by nature but, if this created any impression of remoteness, it equally concealed a realistic concern for the welfare of all in the company and a warm sense of humour. Those who worked with him accorded him both respect and affection.

In approaching business problems he was ingenious and ready to innovate, yet in the application of solutions he was very careful and formidable in attention to detail. His quickness of mind and genius with figures could swiftly cut complex problems down to size and he was a master in explaining them in simple terms. It was small wonder that his colleagues on the Board came to have implicit faith in his financial judgement.

He will be greatly missed throughout the company, in England and in Canada, both as a resourceful and respected colleague and as a senior director of the enterprise".

Sculpting for fun



Staff at Taunton have a budding sculptress in their midst.

She is Mrs. Maude Denham, fashion sales assistant who satisfies her "creative urge" by sculpting pieces of the kind she is seen with in our photograph.

A Gift

It all started with evening classes at a local technical college, and Mrs. Denham found she had quite a gift for sculpture.

In fact, she has been offered commissions for her work. But Mrs. Denham, who is strongly influenced by Eastern and Mexican ideas, refuses—"I only do it for fun."

Some unusual hobbies

A student of Chinese, a matchbox collector, a cabaret artist and a Morris dancer.

The staff at Audley House certainly share some unusual hobbies.

Christine Kennedy, central ticket office, admires oriental traditions and life-style. So she has begun to teach herself Chinese in preparation for the visit to China she someday hopes to make.

Lily Lee, central accounts, has been collecting matchboxes and books for several years. When friends travel abroad, they know what to bring back as a souvenir.

For 12 years, Tony McCaffrey of central printing has been singing in Liverpool clubs, and he is now resident singer at a social club.

Barbara Jones, who works in central customers' accounts office, started Morris dancing at the age of 7.

She recently decided to take it up again, and now Miss Jones instructs a group of girls aged from 4 to 11.

Called "The Shadows", the troupe wear a black and white uniform and take part in competitions.

Do you believe in miracles?

Miracles do happen . . . this one in the form of Samantha Jane, born to Mrs. M. Brewer, Switchboard operator at the Chester store.

Because Mrs. Brewer had been told by doctors that she would never have children.

Aged 35, and married for 15 years, she adopted a baby boy, Gary, 9 years ago.

Mrs. Brewer knew nothing about Samantha until two weeks before she was born.

Running Bear!

A bear ran loose in the Wolverhampton store recently.

But no need to telephone the zoo—it was just cuddly Winnie the Pooh and some of his friends!

Ken Speddings, merchandise manager, arranged the visit, which delighted children in the store. And we suspect Ken was quite pleased too!

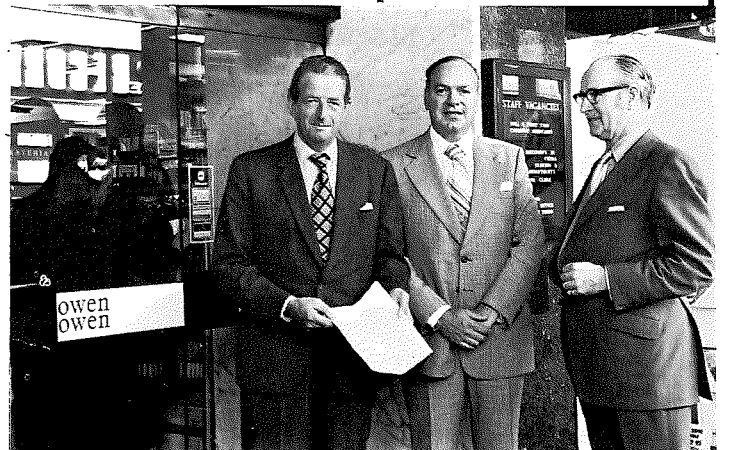


The Barkway family at home

Canadian president visits Bath

The baby weighed 2 lb 14 oz, and was kept under intensive care until her weight rose to 5 lb.

Says a delighted mum: "Gary has been our pride and joy—and now Samantha has rounded off our happiness."



Mr. F. W. Dakin, President of the group's Robinson stores visited the U.K. in June. The photograph shows Mr. J. A. H. Norman, Mr. F. W. Dakin and Mr. G. H. J. Holland outside the Bath store.

HELLO! THIS IS FINCHLEY

Comfortable, sophisticated shopping. That is what our Finchley store offers its customers. A relatively small store, employing a staff of around 140, mainly part-timers, the emphasis is on fashion, and perhaps this explains Finchley's leisurely atmosphere.

But make no mistake—the staff have a very different attitude towards their work.

How else could a suburban store, with 29,000 square feet of selling space, have the seventh highest turnover in the group.

In the last 18 months the sales have risen by more than 40%. The move of the Separates department to the ground floor earlier this year, has been the main contributory factor.

Now occupying a prime position next to the store entrance, its window displays bring in vastly increased numbers of passing shoppers.

Team spirit is strong at Finchley. Management are exceptionally young and believe in keeping close links with staff on the selling floors.

General manager, Philip Brosgarth is just 31. He looks upon his job in the retail business as a vocation. "I have made me try to achieve as much as I possibly could," he explains.

Mr. Brosgarth could have pursued a career envied by many young men. He might have become a professional footballer!

At the age of 17, he received an offer to play for Tranmere Rovers. Footballers received a basic wage of £20 per week then—only since he turned the offer down did they start making the money we hear of these days.

Theory about success

Mr. Brosgarth started work as a junior at the Clayton Square store. Some four years later he was transferred to Finchley, and then came a series of move and promotions. To Coventry as sales manager, to Erdington as merchandise manager, and then to Wolverhampton where he acted as general manager for four months.

Having been at Finchley now for 18 months, Mr. Brosgarth has a theory to explain its success.

"We run on a fairly low full-time establishment level," he points out.

"But because of that, the staff are probably that little bit more stretched and I maintain that this produces the right attitude of mind. There is always something to do—none of the boredom of just standing around."

Fiona Martin looks so very young it is hard to believe she has been a personnel manager for three years already. She is 26.

And her husband Ian (his store name is Martindale) is just as surprising. At 27 he merchandises for the whole store.

The couple met as management trainees working at T. J. Hughes, London Road.

Courting problems

The courtship which followed was not simple. Fiona and Ian were both moved around the

various stores—and seldom at the same time. "Most of our courting days were spent waiting on station platforms, and waving goodbye," Fiona explains.

Another husband and wife team appears to be on the cards. Colin Hackett, 26, who joined Owen Owen three years ago as a management trainee, met Valerie Kilby at one of the store's social evenings. And they became engaged in September. Colin is sales manager of Linens, Soft Furnishings, etc., and Valerie works as 1st Hand in the basement departments.

In a way the couple have Patricia Bell, office manager, to thank for their meeting.

Because Patricia, who has been with the company for 5 years, organises most of the social events at Finchley—the discos, dances and coach trips.

Sociable staff

All these receive great support from the staff. But then they must be a sociable crowd. At a recent Chamber of Commerce dance 47 out of the 86 there were from Owen Owen!

Mrs Phoebe Janes prides herself on her knowledge of the hosiery business.

And so she should. Because Mrs Janes, Charnos consultant at Finchley for the last 7 years, has been regularly winning prizes ever since.

In 1973 she was considered Great Britain's top consultant, and her latest prize was the opportunity to take a Caribbean cruise.

Mrs. Janes' mother often pops into the store, when she can find time—she's 94!

Another prizewinning consultant is Helena Hirschhorn, Wetherall manager.

Highest sales

In 1972, her department showed the highest sales increase in the U.K. and Canada, and last spring she was only just beaten into second place for the greatest increase in English stores.

Mrs. Hirschhorn came to Owen Owen four years ago, and has steadily built up the Wetherall department. Figures this year show yet another increase of 27%. But even that is not good enough—she aims to double it at least!

Born in Poland, Mrs. Hirschhorn came to Britain in 1960, after running her own business in Luxembourg for 16 years, and she has been very happy giving Owen Owen and Wetherall the benefits of her fashion experience.

Since the company took over Priors in 1963 Albert Read has done a good deal of travelling he did not expect.

First-class training

He was transferred to Chester as house manager and then to Clayton Square before returning to Finchley to take care of maintenance, security, transport, safety, hygiene, etc.

"Owen Owen take the trouble to give first-class training, and thanks to them my own experience has been broadened considerably," says Mr. Read.

With its young and energetic management team, its experienced departmental consultants, and the friendly, hardworking approach of its staff, the Finchley store is moving ahead—fast!



Above: General manager, Philip Brosgarth.

Right: Patricia Bell.

Below: Colin Hackett and fiancée, Val Kilby.

Bottom: Happily working together—Ian and Fiona Martin.



Separates department has prime position on ground floor

GOODBYE TO RODS, POLES, PERCHES . . .

by **ONA MOULDING Central Training**

The rod, pole, perch and furlong will pass peacefully away on February 3, 1975 when Metrication makes a triumphant entry with the Metre and parts of the Metre.

The French introduced Metrication in 1801. We British approached the matter with characteristic caution and, after calm deliberation for 173 years, have now decided to give it a whirl.

The only nations in the world not yet metric are: Barbados, Burma, Gambia, Jamaica, Liberia, Nauru, Sierra Leone, Tonga, Yemen Arab Republic, Yemen People's Democratic Republic, and, oddly enough, the United States of America, where the matter is before Congress. They have been so engrossed in their study of presidential behaviour patterns—which form so colourful a part of the American scene—that no decision has yet been made.

Here are a few fascinating aspects of the metric system. For those of us who value our social reputations (and which of us does not?) it will be unwise to assume that "the litre is more or less a pint". Any continental holidaymaker working on that assumption will already have learned the hard way that the litre is approximately 1½ pints. A fact which every small boy and girl must in future be taught at their mother's knee.

For the more mature drinking man, it might be helpful to keep in the forefront of the mind that 4½ litres is approximately one gallon.

To turn to the gentler art of dressmaking, the ladies must remember that the metre is about three inches longer than the yard. Failure to grasp this fact may result in a few involuntary "new looks".

Clothing sizes will be in centimetres. The enviable 38-24-38 inches, will become 97-61-97 centimetres. Try these conversions for size . . .

Women
Waist: inches centimetres

23	58
24	61
26	66
28	71
30	76
32	81
34	86

Men

Chest: inches	centimetres
34	86
36	91
38	97
40	102
42	107
44	112

And on the scales, where stones, pounds and ounces convert to kilograms and grams (there are 1,000 grams in a kilogram), the sylph-like 8 stone will turn the scales at 51 kilograms, and the fine manly 14 stone will clock up a shattering 90 kilograms!

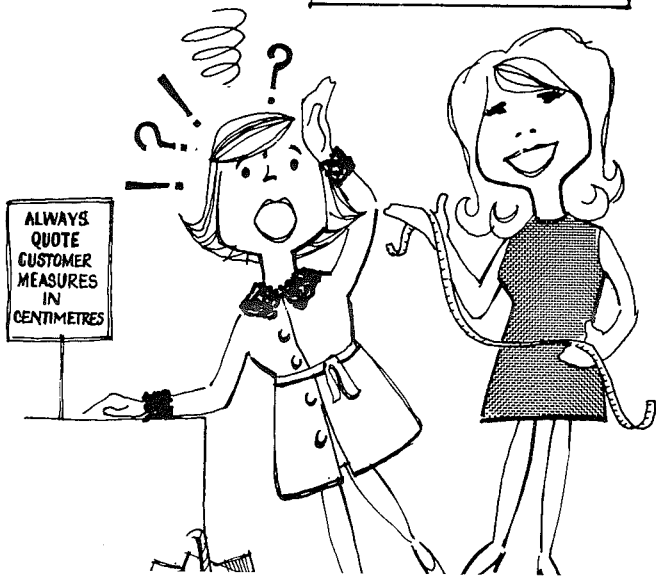
This can do nothing but good (who was it who said that dieting was like eternally baling

minutes Celsius temperature 190 degrees (375 Fahrenheit or gas mark 5). Don't forget the metric pinch of salt!

And isn't it time you sorted out Fahrenheit and Celsius (the correct name for centigrade) so that you aren't confused by the weather?

Here are a few guidelines:
Water boils at 100°C
Freezing point is nought
Blood heat is only 37 (unless you're overwrought)
18 for bedrooms and peaceful sleep
Living rooms 21
But you're with mad dogs and Englishmen at 32 in the mid-day sun!

FASHION DEPARTMENT



96-71-96 MADAM ! ! !

out in a leaking boat?).

You may still have a vivid memory of your first visit to Spain when you ate a kilogram of grapes, under the impression that the kilo was "about a pound". If so, you will never forget that a kilogram is about 2½ pounds!

The kitchen will also produce some quaint recipes . . .

Victoria Sandwich
100 grams of self-raising flour
100 grams of castor sugar
100 grams of butter
2 standard eggs
Bake in a 2 x 15 centimetre (6 inch) sandwich tin for 25

But, fear nothing! Metrication at last lets us take full advantage of our Decimal System because both systems work in tens, hundreds and thousands and, with a few cribs and a simple conversion chart you're home and dry.

Start Now!

1 litre is approximately 1¾ pints
1 kilogram is approximately 2¼ lb
1 metre is approximately 3 feet 3 inches
1 kilometre is approximately ½ a mile
Now that didn't hurt, did it?

She makes dolls from scraps

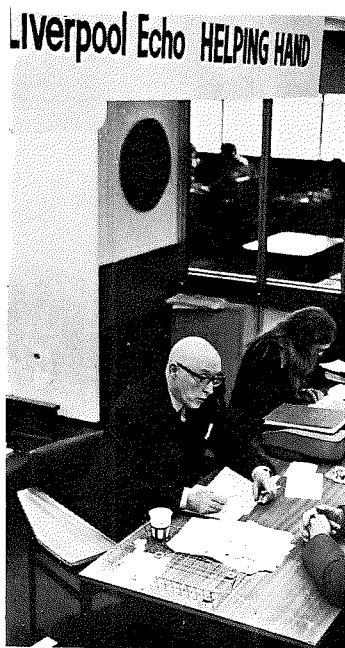
Scraps of felt, cotton wool and pipe cleaners are all Maureen Day needs to make these charming dolls.

On Musical Boxes

Maureen, of the Display department at Doncaster, pays minute attention to detail and the dolls, some mounted on musical boxes, are almost collectors' items.



Bootle store has a 'Helping Hand'



A team from the "Helping Hand" bureau, which gives advice and information to readers of the *Liverpool Echo*, set up a temporary inquiry desk at the Bootle Strand store.

The venture proved a great success for the team, led by Neil Williams, and for the store!

Among the requests the team received was one from a bridegroom with a defined stutter. How could he avoid saying "I do" at the ceremony. Answer—he could make a written declaration.

How would it cost to have my nose straightened, was another question. £250.

Another customer wondered whether "Helping Hand" could trace any other members of a football team he had played with in 1910. They found 4.

And by the way, did you know a centenarian can get 10 lb of free grapes from Cape Fruit Growers in London?

Expansion at Chester

The Chester store is expanding. The latest additions are the Carpet

and Bedding departments seen in the picture.

The extension has allowed new departments to come into the store—Radio and Audio, and Records.



Erdington students pass

Two day release students from Erdington have been successful in recent examinations.

Mr. A. O'Neil, passed the first part of the National Distribution Certificate, and hopes to take his finals soon.

Miss K. Simpson, acting 1st Hand in Glass and China, gained a certificate in Supervisory studies. She is now looking forward to obtaining her certificate in Distribution Management Principles.

A day in Paris

A day in Paris was enjoyed by 51 staff from the Southampton store.

Meeting at the docks after Saturday closing, they boarded the cross channel steamer for Le Havre, and arrived in France early next morning.

Then they went off to Paris for a day's sightseeing—visiting the Louvre, the Eiffel Tower, the Arc de Triomphe and Montmartre.

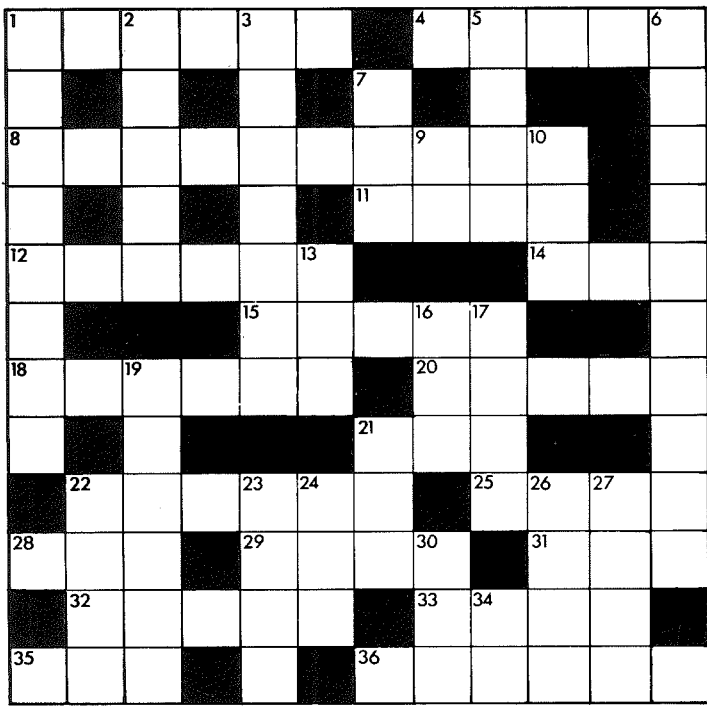
At night they travelled back to the coast for a rather rough crossing home. Arriving at Southampton at 7.15 a.m., they all turned into work as usual.

The next trip, possibly a spring visit to Amsterdam, is already being considered.

15 miles for charity

Five Clayton Square staff walked 15 miles to raise £43-80 for the Merseyside Drapery Trades Charities. Pictured taking a rest are:—Mrs. D. Dowell (Knitwear), Miss E. Bosworth (S.M.), Miss P. Barnes (Personnel) and Mrs. M. Legg (Store Trainer).





CLUES

Across:

- 1 Gesture to superior perhaps.
- 4 Room at the top?
- 8 Steps in, after the start.
- 11 Blow it, right in front of you?
- 12 It could be this, when your feet are killing you.
- 14 Drive from here, not drink.
- 15 Branded maybe.
- 18 One over the eight plus XC.
- 20 Not varicose, weather perhaps.
- 21 Often put in, where not wanted.
- 22 Drinker?
- 25 Resounding paper?
- 28 Spongy ground.
- 29 Declare true.
- 31 Raced.
- 32 Question ownership.
- 33 Nil friend, for this little gem.
- 35 Non union worker?
- 36 Descriptive of small building with its beams resting on the side of another.

Down:

- 1 Propelling oneself through the drink?
- 2 I leave retail—but not now.
- 3 More T.N.T. will aggravate.
- 5 Five to a foot.
- 6 Modernisation perhaps, or just change of denomination.
- 7 A man mountain maybe?
- 9 Negative answer.
- 10 Rare perhaps, or solid.
- 13 Boy that mum calls sunshine.
- 16 She'll escape if D.E. brings up the rear.
- 17 Read all about a challenge.
- 19 North should, but it would mean nothing.
- 21 The mineral variety of 21 across.
- 22 Seeded.
- 23 History is.
- 24 The day before.
- 26 750 herring (approx.).
- 27 Crossing, or challenge?
- 30 Eggs, no coddling.
- 34. Short father, beginning softly.

Defined at last!

Whether you are new to the company or an old hand, it is important to understand the phrases and terms in daily use in the business. You also have to know the systems and the key people operating them. For this purpose, here are a few new definitions.

Advertising Write-up

Never has a sales manager written so much about so little.

Monday's Item Promotions Winners' Lists The 'Heavies'

Tuesday's deliveries. Next week's out of stock list. Merchandise managers looking for charge-ups.

Gondola Counter

Italian watching boats in Venice.

5' Cabinet Store Telephone Bill

A very tiny government. Would the G.M. contact Mr. Plumb.

O.T. (BAT) B. Extra O.T.B. Reduction money

O! To be able to buy! There isn't any, and there isn't any of that either.

Something special for the children

Christmas Womble

Ingredients:

- Large Oranges
- Jam Swiss Roll
- White of Egg and Castor Sugar

or

- Synthetic Meringue Mixture
- Red Jam
- Red Jelly
- Holly or Mistletoe

Method:

- 1. Cut the orange in half and prepare segments as for grape-fruit.

- 2. Cut the Swiss roll in quarter inch slices and place on top.
- 3. Make a meringue with white of egg and castor sugar or with a synthetic mixture from your local delicatessen (e.g. Meri-white).
- 4. Pipe this meringue on top using a half inch plain tube pressing hard at first and drawing upwards to a point (see illustration).
- 5. Using a small bag pipe red jam picking out the eyes, nose and mouth.

WINNING RHYMES

Entries came from far and near Tho' most we could not publish here.

The winner from Mrs. Ross, Did not malign her boss— So it's he who'll be buying the beer.

Seriously, the standard of entry was very good and the judges had a hard time and many laughs before coming to their decision.

This limerick from Mrs. Lillith Ross, Chester, wins our £5.00 prize.

**A customer came to complain
Said her mac' wouldn't keep out the rain
So we said that it oughter
And sprayed her with water
We don't think she'll come here again**

The best Canadian entry came from Mrs. Dorothy Atkinson of the Downtown store, and also wins a £5.00 prize.

**If a fiver perchance I should gain
With this short and snappy refrain
I would not refuse it
My mother could use it
So she can play bingo again!**

Mrs. Atkinson's mother lives in Morecambe, Lancashire, and we were asked that if she was fortunate enough to win a prize would we send it to her mum.

Many thanks to all entrants for a splendid effort.

Christmas Quiz

- 1. In what shape were mince pies first made and why?
- 2. Who made it illegal to eat more than three courses for Christmas dinner?
- 3. When was the Christmas tree introduced into England, and by whom?
- 4. Why did our ancestors originally use red-berried holly to decorate their homes at Christmas?
- 5. What flower is said to bloom on Christmas Day?
- 6. What is it that the bees are supposed to hum on Christmas Eve?

Answers—Page 8.



The lighter side

There's nothing like making yourself at home.

A customer in the Furniture department at the Bath store pulled up a chair—from stock—to a matching table, brought out a bottle of sherry and a glass, and settled down to read his newspaper.

We pride ourselves on making customers "feel at home," but wasn't that taking things just a little too far.



A Clayton Square customer explained to staff that he had to catch a boat to Amsterdam—we don't know where from! And then tried to give away £360 to the general manager, Mr. H. Cotton.

A nice gesture, but we think he may have regretted it—after sobering up!



A typically busy Saturday on the Fashion floor of the Wolverhampton store. One of the assistants was approached by two well-dressed women, both smiling pleasantly.

The larger of the two women spoke in a rich contralto which carried across the floor: "My dear have you anything horrible to show us!"

The bewildered assistant looked around in horror: "Well, er, I'm not sure," she began lamely.

"You see, it's for a wedding." The unfortunate assistant led the strange customers around the whole of the floor and, to her relief, they finally declared they could see nothing horrible enough!

Then they informed her that they needed the clothes for a scene in a play.

Remember your first sale?

Miss B. Tovee, personnel manager at Bath, remembers her first sale very well indeed. She had just started in the Model Gown department (many years ago!) when a very scruffy, untidy, grubby, down-at-heel woman with black finger nails, asked to try on a delicate pink Swiss-embroidered cocktail dress priced at 84 guineas. With great tact (she thought) she tried to steer the customer away from the idea but was very smartly told she was paying cash! And she did—but not for the 84 guinea gown—it was too small—but for a 62 guinea one which fitted perfectly!

After completion of the sale, the buyer's comment was, "You have just learned a good lesson—never judge a customer by appearance". Apparently, the customer in question was a market trader and had gone into the store in her "working clothes" straight from her stand. She was in fact, a woman of great wealth!

SURGERY



Doc, I first got these hang-ups after six weeks in an Owen Owen Grotto.

Anybody lost a stew?

Lost property offices are bound to receive some odd finds.

But Taunton must have had the oddest of all. A stew! Beautifully cooked in an attractive casserole dish.

It obviously could not be kept for the regulation three months.

Some astute detection led Mrs. Simmonds to telephone those Taunton schools teaching domestic science. The lost stew was to be announced in morning assembly.

Next day it was collected by a very red-faced young pupil.

NO THANKS!

The cast of the rather sensational musical "Hair" offered to make a personal appearance at the Wolverhampton store.

But the general manager thought that the appearance might be too personal (the male staff were hoping so) and refused.

25 years service awards



A group of staff who received awards from the chairman for 25 years' service.

Left to right: Mr. R. D. Briggs, Mr. J. S. Murdoch, Miss M. Wethered, Mrs. A. Taylor, Mr. D. C. Stevenson, Miss M. Wilson/Wring, Mr. P. T. Shackell and Miss E. Gibbard.

Mr. Briggs joined Owen Owen as a salesman in Gents Hosiery in 1949. He was appointed D.M. two years later, and then in 1963 became central buyer of Toys and Stationery. He was promoted to group buyer in 1970.

Mr. Murdoch/Murphy started as a display man in 1948, and moved to Chester as display manager in 1961. He has worked as display manager at the stores in Preston, Blackpool, Clayton Square and at T. J. Hughes.

In 1973 he was appointed display manager with responsibility for T. J. Hughes, London Road, Bootle and Birkenhead.

Mr. Murdoch won a trip to New York in 1951 with a winning display in a Berketex/B.O.A.C. competition. In 1963, his prize for the best window display in the Marley Concert competition was a car.

Six years after joining the company as a supervisor trainee, Miss Wethered was made manager of the Central Buying and Stock Control office. In 1957 she was appointed manager of the Owen Owen Mail Order office, then moved to Work and Management study, was appointed Systems Analyst in 1965 and finally became assistant financial controller this year.

Mrs. A. Taylor/Tasker started work as a clerk to the Haberdashery buyer, then joined Perfumery and in 1972 was transferred to the Secretary's office.

Mr. D. C. Stevenson came to the company as a junior porter. In 1959 he was appointed stock-keeper of China, bedding and furniture, and moved to the Owen Owen stockroom as china stock-

keeper three years ago.

Starting as a clerk/typist in Central Buying Office in 1949, Miss M. Wilson/Wring has since worked in the Catering office, the Duplication room, the Invoice office at Bootle and was transferred to London Road as an invoice clerk in 1972.

Mr. P. T. Shackell joined the company as a trainee D.M. He was appointed equipment officer in 1950, then maintenance manager at T. J. Hughes a year later. After two as equipment manager he was made manager of the Liverpool Transport and Despatch departments. In 1970 he became house manager at T.J.'s.

Miss E. Gibbard first began work in the Fancy Goods department as a sales assistant and was transferred to Carpets in 1962.

Mrs. Agnes Barron, Staff Parcels, was on holiday at the time of the presentation. She joined T. J. Hughes as a portress in 1949, and transferred to staff parcels in 1955.

Crossword solution

Across: 1 Salute, 4 Attic, 8 Inter-venes, 11 Nose, 12 Murder, 14 Tee, 15 Named, 18 Ninety, 20 Vanes, 21 Oar 22 Supper, 25 Echo, 28 Bog, 29 Aver, 31 Ran, 32 Whose, 33 Opal, 35 Ant, 36 Lean-to.
Down: 1 Swimming, 2 Later, 3 Torment 5 Toes, 6 Conversion, 7 Ben, 9 No, 10 Set, 13 Ray, 16 Eva, 17 Dare, 19 Nought, 21 Ore, 22 Sown, 23 Past, 24 Eve, 26 Cran, 27 Halt, 30 Roe, 34 Pa.

Xmas Quiz

1 Oval, because that was the shape of the manger. 2 Cromwell's parliament. 3 In 1844, Prince Albert. 4 To keep out witches and demons: 5 The Glastonbury Thorn. 6 The Hundredth Psalm.

NEW G.M. FOR TAUNTON

The store at Taunton has a new general manager, Mr. David Payne.

Mr. Payne joined the company as a sales manager at the Chester store in 1972, after more than two years with the British Home Stores.

He soon became a merchandise manager at Chester and later at Bootle Strand.

Mr. Payne's wife, Angela, is an area display manager with B.H.S.

Gardening and home improvements take up most of his spare time, but Mr. Payne also enjoys ballroom and Latin American dancing—he reached national award standard.

In Chester, he took up an interest in karate, but so far he has been unable to find a club in Taunton.



CROSBY FAN'S £450 IN SOUVENIRS

Bing Crosby has millions of fans all over the world.

And Norman Toogood, who works in the loading bay at the Southampton store, is one of them. He has made Bing his main hobby for the last 43 years.

During that time he has collected 2,200 of the crooner's songs and taped radio shows, film sound tracks and interviews, etc.

He also has scores of books and magazines, in which he can look up almost any detail about Bing that he wants to find.

A member of the International Crosby Circle, probably the largest fan club in the world, Norman has kept up a regular correspondence with the singer.

"He normally lets me know what his plans are regarding work, golf, fishing and so on."

Norman's ambition is to collect every commercial recording Bing has made—despite the size of

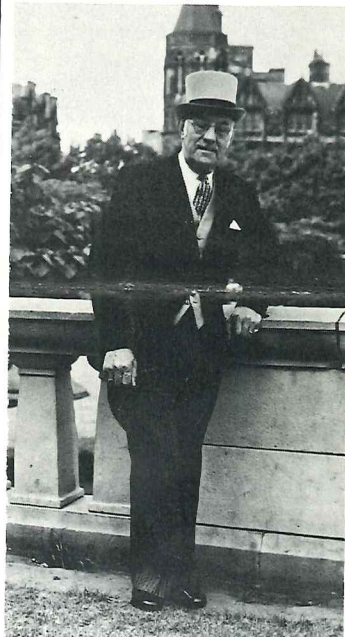


his collection he is still some 600 short.

The star's total record sales, since his recording career began in 1926 amount to more than 400 million!

The "collector" value of Norman's souvenirs? About £450.

Councillor is royal guest



Liverpool City Councillor Charles Simmons, who was a guest at the royal garden party at Buckingham Palace.

Councillor Simmons worked in the Tailoring department at Clayton Square until his retirement, when he was elected to the City Council as a Liberal Councillor.

Preston has an artist

The Preston store has its own artist. Robert Hall, catering assistant, has taken up "pin art" and the staff restaurant and catering manager's office are both decorated with his work.

Robert does not use kits, and produces his own designs. Also interested in pastel sketches of the Lake District, he finds his creative hobby gives him a great deal of satisfaction.

ON THE RIGHT WAVELENGTH

The Radio and Audio department won a Sale Competition at the Coventry store and received £50 worth of gift vouchers.

They produced a massive 155% increase in sales during the sale period.

From left to right—Mr. S. Khuspal, Mr. C. Pittaway, Miss R. Sirch and Mr. J. Quelch (manager).

INTRODUCING THE NEW SLIM

-LINE JENNY!

She must be Owen Owen's "Slimmer of the Year".

In nine months, Jennifer Davis/Darley, lift attendant at Southampton, has lost 5 stone 6 lb. And looks great!

Jenny asked her colleagues at the store to sponsor her during the last few weeks of her slimming campaign, and from this raised £15.00 for the British Heart Foundation.

Well done Jenny!



Jenny before



— and after

