

Maybe this is what Christmas is all about —



The joy of a much longed for baby...

FORTY-EIGHT-year-old Joyce Ellwood thought the worst when she got stomach pains in our Chester store.

After a restless night she braced herself for bad news as her doctor examined her in her bed. But a dumbfounded Joyce had to ask him to repeat his answer when he told her what was wrong with her. "You're pregnant!" he said, "and what's more the baby is due very soon."

An ambulance was called, and Joyce was rushed to hospital where a few hours later, she gave birth to her first child—a bonny, 7 lb. 12 oz. son, Mark.

"I just could not believe my ears when the doctor told me," she said.

"My husband George and I had been married for 14 years and always hoped for a child. But we had resigned ourselves to the fact that we were not going to have one.

"I hardly put on any weight and felt no discomfort at all. In fact a week before the child was born I was rock climbing in Wales."

Now, Joyce has returned to the store where she is sales manager of Fashion Accessories and Rare Set, and George, a retired builder, is looking after Mark.

"He has given us a new lease of life," she said. "After all these years it's just too marvellous to believe."

... and the good will of

friends



Picture—Carol (centre) and her workmates at her "bon voyage" party.

CAROL FODEN often dreamt of visiting her relatives in Canada. But in her heart she knew such a trip was beyond her means.

But she reckoned without the generosity of her colleagues in Owen Owen, Coventry.

When they heard of her ambition they decided over coffee one morning, that they could help.

'I couldn't believe it'

Every week they contributed a share of their wages until they had raised enough money to pay her air fare.

Carol, who works in Staff Parcels, just could not believe her ears when they broke the news. "I felt like crying," she said. "I just could not believe it was true".

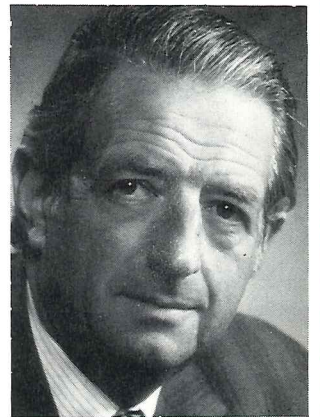
But it was true, and before she left on her month's holiday, Carol, who is handicapped, was given a great send off by the staff.

And when she returned from her trip, she brought a present for everyone who had contributed to the fund.



Getting in trim: Clayton Square's Father Christmas prepares for the rush. On page 5 we reveal the man behind the mask.

Chairman's Christmas Message



I would like to send a personal message to all members of the company who read Scene in both the UK and Canada.

It is to say thank you to everybody for all the hard work and enthusiasm that has been put into this very difficult year for retailing.

For many years my wife and I have sent a personal Christmas card to every member of management in both countries. Our numbers have now reached such a size that this has become rather impersonal and we have reluctantly decided not to send out cards this year. Instead, may we please rely on this single message to wish you all, and your families, a very happy Christmas.

John Owen

BUSINESS NEWS

WE must fight for recovery in the second half-year.

Reduced levels of customer spending in both the U.K. and Canada helped to give the group one of its worst ever first half-years. With price inflation and wage controls continuing in both countries, the retail trade has been having a pretty thin time generally (with the exception of the central London areas where the foreign tourists have been spending freely).

U.K. STORES

Sales were only eight per cent up in value on the previous year against an inflation rate of something over 15 per cent. On top of that our gross profit margins were down due to excess reductions, to special discounts given to stimulate sales, and to severe price competition.

Our expenses increased by considerably more than our income and the result was a loss from the U.K. stores much larger than in 1976. The losses were

spread widely over the four trading regions and T.J. Hughes.

CANADIAN STORES

Sales in Canada fell just below the 1976 level, the first time in many years that the stores there have failed to achieve substantial increases. The result, as in the U.K., was an increased loss for the six months.

But are there better things ahead?

There are grounds for hoping for better things in the second six months. There is some lightening in the economic gloom, both here and in Canada, reflected in some sales improvement. In both countries, the second half-year is traditionally much more profitable. Last year, we returned the first half trading loss of £244,000 into full-year profit of £2,565,000. This year, the task is that much greater.

In the U.K. the programme for renovating and integrating the eight stores acquired in 1975 and the Richmond store acquired in 1976 is now largely complete. Our stock levels are better controlled and the detailed and painstaking work of range building over the past few years is beginning to pay off in a number of departments.

In Canada, the sixth Robinson store opened in August in Niagara Falls and got off to an encouraging start. The October "Challenge Sale" proved the best ever in Robinson's history, and is fully reported elsewhere.

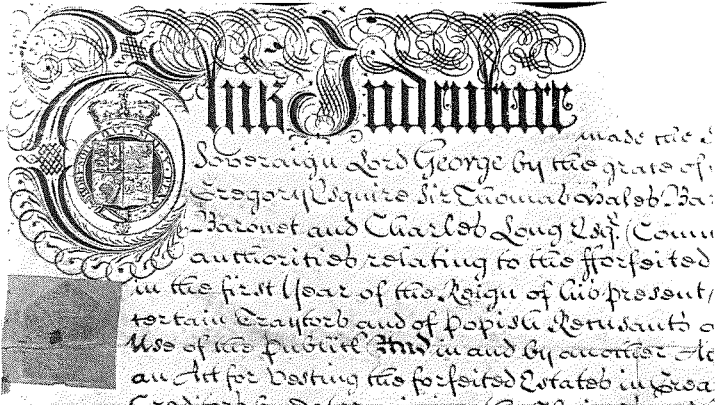
If the hoped-for improvement in trading conditions continues, and if we take and make our opportunities, then we can still achieve a full year result that will bear comparison with last year's performance.

Is this the oldest . . . ?

Is this the oldest legal document in the Group? This indenture dating back to the seventeenth century, form the deeds of Cheers and Hopley, our Chester chemists.

The business dates back to 1891 when Samuel Cheers and John Henry Hopley bought the shop.

But the shop itself is much older; it was largely rebuilt in 1816 when it was owned by Thomas Lloyd and John Gridley who carried out their business under the title of druggists.



A tricky situation

The clothing salesman with the magic touch—that's 17-year-old Christopher Sprake from our Chester store.

Christopher, who has been appearing on the stage since he was 10, is matching tricks with top members of Chester Guild of Magicians.

And with an appearance on TV's Junior Showtime and an audition for Opportunity Knocks behind him, he is heading for the top.

During the last seven years he has appeared in many stage shows, entertaining Scouts, Guides, children, and old folk.

And it's all due to his father, himself a former Guild President,

who has been teaching Christopher the trade of tricks.



Profile

'A struggle sometimes but always rewarding'

ONA MOULDING believes that anyone who is tired of retailing is tired of life. But, after almost thirty years with Owen Owen, she has never had a day when there hasn't been something new.

"During that time I have seen the group grow from a comparatively small company to an organisation with flags all over the map of England, Wales, and in Canada. The work, the worry, the triumphs, the pace of the whole thing has been fascinating."

Miss Moulding is a woman who believes in living life to the full. As Management Services Director for the group, her work involves her in many areas of the company, from computer to customer service standards. Of the computer section of Management Services she said how stimulating she found it "working with bright young people, ambitious for themselves and ambitious for the company."

She is a family woman with a son, Michael, living in London, who is a computer consultant—"I exploit our relationship shamelessly"—and another son, Antony, studying at London University. Three small grandsons, whom she describes as "wild blonde norsemen of overpowering charm" complete the family.

Miss Moulding started her working life as a teacher of the piano and the church organ. At the outbreak of war she volunteered for the Nursing Services. "I had a splendid vision of myself tending heroic wounded soldiers, but I was smartly transferred to Northern Ireland to a workhouse mental institute, to release nurses who really knew what they were doing. That institute taught me a lot, particularly it taught what staff could achieve, wholly without resources but superbly motivated".

"During this period, my hus-



band-to-be was very busy being a desert rat and working his way, with a few others, toward El Alamein."

After the war, Miss Moulding spent two years in Italy, Austria and Malta in the theatre, stage directing and playing in Shakespeare and Shaw.

Returning to Britain, she joined Owen Owen as a management trainee—"that was my very lucky day," qualified and moved to the Training Department. In the 1950s she originated the famous Owen Owen Audley Players which often attracted 400 people at the cafe in T. J. Hughes. "At that time, the country was still recovering from the war, and people made their own entertainment. But, with the arrival of television, that need was filled."

When Management Services was set up in 1975, Miss Moulding was chosen to spearhead the operation. The same year her experience and involvement in the company won her a place on the stores board.

For any other woman it would have been the peak of her career, but for Miss Moulding life is just beginning. "There is a whole new era dawning for retailing and the changes in the next few years are going to make fascinating living. We have the people with the skills, insight and experience to take the company along at the cracking pace demanded by our kind of world with its inflation, bomb scares and strikes. Who was it who said—'Don't panic, it's only a routine emergency'?" That's the spirit of retailing!

Transatlantic Wallpaper

SOUTHAMPTON staff had no idea how far flung their customers were until Merchandise Manager Audrey Knowlton received a telephone call from a gentleman inquiring about wallpaper.

He wanted to know if he could buy two rolls to match some he had already bought.

Audrey promised to make some enquiries and ring him back. "But I am calling from California," he said.

Naturally the paper is now on its way to America.

Holiday in Amsterdam

MOLLY CRAWFORD, sales manager, Weston-super-Mare enjoyed a holiday of a lifetime in Amsterdam.

Miss Crawford, who works in Corsetry and Underwear, won the holiday in a sales competition sponsored by Berlei.

Coventry fund

COVENTRY staff have donated £449 to a fund set up to buy a C.A.Y. body scanner for a local hospital.

Keeping in the picture



KEEPING in the picture—that's Sally Franks (right), Estée Lauder consultant at Wolverhampton.

She has just carried off two top prizes in an Estée Lauder sales competition. As well as a camera and television. Sally aged 26, has also won Jaeger vouchers.

And part-time consultant, June Gretton, has also been reaping the awards. As well as vouchers, she has won a solid gold bracelet.

Transport is the talking point at Evesham

IT'S 3.30 p.m., on a Saturday afternoon and staff at our Evesham store are preparing for the weekly rush.

One by one, the buses are arriving from the outlying villages and hamlets, bringing the local farmers to town.

For Evesham, with a population of only 13,500, has to rely a great deal on the outlying districts, to support its thriving retail trade.

And with many villages only having one or two bus services a day, it's easy to know when the customers will be arriving.

New General Manager Phil Draycott is looking for a house in the Evesham area.

He is presently living in Leamington Spa close to the Coventry store where he was senior merchandise manager, before starting his new job.

"But my daughter is deciding

on her 'O' Level course at the moment, so I will have to wait and see what kind of school she wants to go to," he said.

Meanwhile he is driving the 28 miles to work every morning. "But I am looking forward to living in Evesham eventually," he said.

And it's no wonder with his wealth of interests. His hobbies include, landscape painting, breeding budgerigars, growing vegetables, and gardening.

He'll find no shortage of opportunities to pursue these pastimes in Evesham. Mr. Draycott is also a lay reader for the Coventry Diocese.

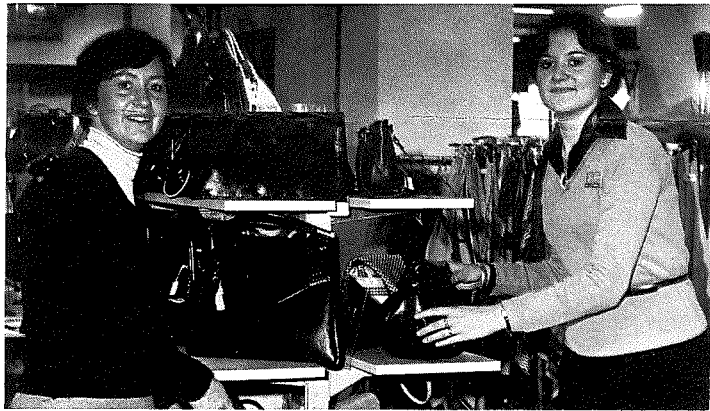
Evesham is a picturesque market gardening town, near the Cotswolds, where transport is a major talking point. Pat Gibbs, the Personnel assistant, who has worked in the store for three years, lives in the tiny village of Lenchwick—two and a half miles away.

"There are only 60 houses in the village," she said. "But we are very lucky we have three buses a day!"

Dorothy Keyte lives in Peabworth, near Stratford-upon-Avon. "We don't have a service at all," she said. "When the bus used to run it cost £1 for the round trip, but now I get a lift".



Mrs. Gibbs



Mrs. Davis and Miss Bennett

Time flies

Dorothy, the sales manager of China and Hardware, has worked in the store for four years, not quite as long as Jean Davis, who remembers when it was a hotel.

"I have been here for 32 years," but it only seems like a couple," she said.

"Before it became a store the building used to be called the Avon Hotel, run by a woman called Miss Webb," she said.

The history of the building goes back even further. It stands on the site of an old abbey, dissolved by Henry VIII.

"When I first came here, my parents were interviewed too," said Dorothy Keyte. "In those days if you did not have a good family background, you did not get a job. Wages were very low, under £1 a week, and some of the staff lived on the premises".

Joy Bennett, who works on Fashions, has been at the store for two and half years. When the day's over there is nothing she likes better than to get out in the country for long walks.

But with winter here, she is spending her evenings playing squash, embroidering and knitting. "Though I still manage to get out at weekends," she said. "We have some of the best countryside in Britain, around Evesham; it's great for picnics".

They followed

Joy Hall, who alters curtains, is so well known in Evesham that most of the customers ask for her by name.

She has been doing the same job for 27 years and has lost count of the number of curtains she has worked on. "I started at another shop and came here when they closed down," she said. "Most of my customers followed me."

It's personal service like this which is making Owen Owen a firm favourite with the people of Evesham.



Mrs. Jean Davis



Mrs. Hughes



Mrs. Hall

Stourbridge non-vital statistics

THE 100 staff at the Stourbridge store have been compiling a list of useless statistics—without the aid of a computer. It certainly makes interesting reading. Just for the record, here is their breakdown.

Fourteen are men, 86 women, 18 single, 82 married; seven have auburn hair, 25 blonde, six grey, 62 brunette; six live in flats, nine in bungalows, 85 in houses with gardens; 70 have coloured TV sets, 25 have portables; 74 have washing machines, 35 have freezers. 73 have stereos, one quadrophonic; 40 use pressure cookers, 52 cook by electricity, 46 by gas; 58 have British cars, 15 have foreign ones.

They have between them 96 children, 22 grandchildren, 24 dogs, 26 cats, two rabbits, three tortoises, 20 goldfish, six budgies, one hamster, one gerbil, one horse, one tank of tropical fish.

Their hobbies include—flower arranging, keep fit, brass rubbing, rug making, Yoga, knitting, reading, sewing, horse riding, gardening, decorating, bowls, handicrafts, jacks, shooting, horse racing, art, jigsaws, Judo, netball, weight lifting, Scrabble, Patience, painting, drawing, cards, football, swimming, golf, singing, archaeological digs, D.I.Y., dancing, dramatics, music, Mah Jong, embroidery and carpentry.

Church work



ELEANOR SHEPHERD has said farewell to Weston-super-Mare after 34 years.

She started work in the store Alterations and Fittings department making dresses. Although dresses are no longer made to measure, she stayed in the Alterations department until she retired.

Now that she has retired, Eleanor plans to do more work for St. Saviour's Church where she has helped with bazaars for many years.

Retirement



Mr. J. B. Frankland and his wife.

John Frankland has retired after almost 40 years with the Company.

He joined William Jones of Chester in early 1938 and during the war years served as Sergeant with the Royal Welch Fusiliers.

During his service he has been Buyer of China and also had department manager responsibilities for Hardware, Silver, Electrical, Drapery and Kitchen Furniture, finally settling in the Food section in 1967.

Mr. Frankland received a portable TV from the Company and as he proposes to become a D.I.Y. man in his retirement, the staff bought him a work bench.

We all wish him a busy and happy retirement.

Tray and glasses



WAITRESS Vera Hughes received a galley tray and a set of crystal glasses to mark her retirement from our Chester store.

Vera, who received the gifts from her friends and colleagues, worked in the store's Row Restaurant for 10 years.

Coventry's Fashion Parade

Outfits ranging from dresses and co-ordinates to suits and pinafores were shown during a Coventry store dress parade.

The parade, part of the store's pre-opening training, featured 11 models who showed a total of 30 different outfits.

Our picture shows: left to right: Miss M. Kosonovic, Mr. E. Parsons, Miss R. Sephton, Mr. N. Petter, and Mr. C. Cunningham, who were among those who modelled the clothes.



Matching up a duster

THE Soft Furnishing department at Weston-super-Mare had washed their yellow dusters, and they were discreetly hidden behind the counter to air.

One busy afternoon the ASM was amazed to see a customer behind the counter with a piece of yellow material, matching it up to the duster; the customer turned to her and said—"Is this the only yellow you have?"

RETIREMENTS

Three share 120 years service

THREE resident T. J. Hughes buyers with more than 120 years service between them have retired.

Frederick Masserick was born in Czechoslovakia and arrived in England aged 23 in 1938 having fled from Vienna when Hitler took Austria. He had worked in Vienna for a wholesaling company specialising in the gown and export trade. The late President, Mr. Duncan Norman, heard about Mr. Masserick through a mutual acquaintance. He joined the company to help the Fashion Controller promote the better end of the Fashion business.



Mr. Masserick

On his retirement Mr. Masserick was Buyer of China, Cutlery and Stainless Steel.

Eric Evans joined the Company as a Carpet Salesman in 1935 and spent the war years in the R.A.F. as an Instrument Repairer and Instructor.



Mr. Gregory and his wife

In 1961 Mr. Evans became the Central Buyer for Children's Shoes and two years later was appointed Resident Buyer of Ladies' and Children's shoes in T. J. Hughes.

Jim Gregory joined the Company in 1937 and served in the Royal Navy during the war.

He was appointed Central Buyer of Cabinets in 1949 and remained on the Buying side in Furniture and Bedding for 10 years. After this, Mr. Gregory held various store executive appointments and since 1969 has been Resident Buyer in T. J. Hughes.

On his retirement, his departments were Household Linens, Kitchen Furniture and Furnishing Fabrics.

Fred Masserick and Jim Gregory had a joint retirement party in July. Mr. Masserick's presents included a typewriter, hedge trimmer, briefcase and whisky glasses.

Mr. Gregory's presents included a serving trolley, an iron and a radio.

Mr. Evans' presents included a coffee table; suitcase and towels.



Mr. Evans Mr. Myles

MR. H. MYLES, who worked with the Group Accountant in Central Offices, has retired after 18 years with the group. Mr. Myles, who has worked in Central Offices for the last two years, has held accountancy positions in T. J. Hughes and Clayton Square.

NEWS FROM CANADA



Wish you were here...

WE asked Robinson's staff who had emigrated from Britain to write home and tell us what it is like to work over there.

Ken Foster and Janet Price were quick to reply. Ken, now assistant store manager at St. Catherine's left T. J. Hughes in Liverpool.

Married with two children, his wife is a department manager in Burlington.

Janet Price transferred to Canada from Owen Owen in Chester in March 1975.

She took over management of the Credit and Audit departments in the St. Catherine's store.

Her parents still keep an eye on her by visiting her every year and they seem to enjoy their time in Canada.

"Dear All,

"Having a great time, wish you were here. The scenery is beautiful during the fall and we have taken advantage of our store being situated in the fruit belt of Canada and have stocked up for a snowy winter.

"Everyone seems to enjoy the social life. We have just been to the Halloween Party and are looking forward to the Christmas Dances.

"We must finish and get back to work. Today, customers are getting a 20 per cent discount on some of their purchases so it looks like we are going to be busy.

"See you soon.

Janet Price and Ken Foster. P.S. We are still trying to teach them to speak proper!"

200,000 see new store opened

MORE than 200,000 people turned out to celebrate the opening of Robinson's latest Canadian store in Niagara Square, close to the famous falls.

They came from everywhere, including the border cities in the United States, and Hamilton, 45 miles away.

Traffic jams grew as the crowds poured in; some people parked more than a mile and a half away and walked to the Square.

No one wanted to miss the opening of Canada's most modern department store.

And when they finally reached Robinson's they found it was well worth the visit. For there were bargains galore to mark the opening day bonanza.

Top speed fashion

OVER 200 outfits shown in just one hour and 20 minutes, that was the pace of a fashion show, organised by Robinson's Hamilton store.

The event, which ended with the arrival of Father Christmas, was held at Hamilton's Royal Yacht Club before an audience of 1,500. Star attractions were fashion merchandise manager Walter Kleinschmit's five children, who enthralled the audience with their display of clothes for the younger set.

The show, a huge success, was repeated over three nights.

In Memorium

IRENE CALVELEY, better known to her many friends in Owen Owen as Miss Williams, died in August.

Mrs. Calveley, central buyer for Girl's Wear, until she retired in 1960, had many friends in the company. She will be deeply missed by all who knew her.

Biggest sales success in store history

ROBINSON'S have notched up the biggest single sales success in their history, thanks to four months' hard work and planning.

They launched a "Big Challenge Sale" with a target of \$1,500,000 over six days, and actually beat the target by a staggering one million dollars, selling more in one week than they sold in February.

Doug Jaggs, general manager of the St. Catherine's store, received a plaque and a quartz watch from the President for achieving the highest percentage. His sales were 197 per cent above quota.

No. 1	St. Catharines	197 per cent of quota
No. 2	Centre	161 per cent of quota
No. 3	Eastgate	155 per cent of quota
No. 4	Burlington	146 per cent of quota
No. 5	Downtown	146 per cent of quota
No. 6	Niagara Falls	137 per cent of quota

There was also a competition for buyers:

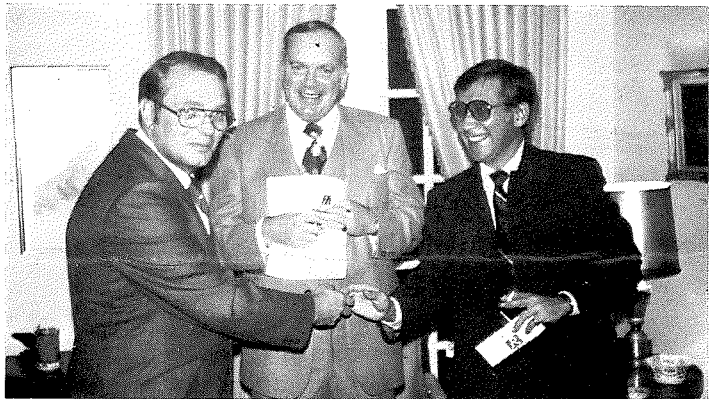
1st Prize (345 per cent of quota) C. Wierenga—Carpets—one week's holiday in Barbados.

2nd Prize (328 per cent of quota) V. Bhatt—Fabric and Notions—Colour TV set.

3rd Prize (325 per cent of quota) D. Virgin—Major Appliances—Stereo Component set.

4th Prize (284 per cent of quota) D. Hanna—Furniture and Bedding—\$100-00 Merchandise voucher.

Each store had its own individual contest by department, and prizes were awarded to all staff members in the two top winning departments in each store.



COR WIERENGA, carpet buyer (left) is congratulated by Mr. Dakin (centre) and Mr. Horne (right) after winning first prize, a week's holiday in the Barbados for two.

Pensioners keep their high spirits

EVEN the rain did not dampen the spirits of 35 pensioners, their husbands and wives from Robinson's Hamilton store who visited the new Niagara Falls store.

The visit included a luncheon in the store's "El Patio" restaurant, a shopping tour, and a visit to the Falls



Our pictures show: Above—Mr. Rich, store manager with pensioners Dorothy Kelly and Bernard Petrie.

Above, right—Happy smiles from Debbie Allaby, personnel clerk at Niagara Square, and pensioners Norah Clapham, Linda Custeau and Betty Caskie.

Below, right—Two of Hamilton's senior V.I.P.'s, 84-year-old Catherine Morton, who retired 18 years ago after 16 years in Maintenance. And 83-year-old Mayme Lackey, who retired 17 years ago after 38 years in charge of the Neckwear department.





Mr. William Bolton, Chester.

Are you being served?

"ARE you being served, Sir?" asks Captain Peacock, alias actor Frank Thornton, during a recent visit to our Preston store.

Captain Peacock, who was appearing at a local theatre, spent two hours in the Menswear department, signing autographs and chatting to staff and customers.

With him are general manager L. A. Jordan (centre) and Mr. M. Rowlands, sales manager (right).



ON THE MOVE . . .

No . . . it's not a record sale . . . just some of the hardworking volunteers who worked on a Sunday, to help move the Coventry Records and Leisure departments. It was a big move and it took all day, but although it was tiring it is fair to say that everyone enjoyed the day.



FOR ADULTS ONLY!

EVERY child knows that Father Christmas lives at the North Pole during summer and travels to Owen Owen for the Festive season with a bag full of goodies to keep them happy until he calls at their homes on Christmas day.

Earlier this year 'Scene' managed to track down some of our Father Christmases and unmask them for the first time. The following information is for adults only!

Now in his ninth year as Santa, grandfather Laurence Brooks reckons he is well qualified for the job—he has nine children of his own. Laurence first donned his beard in T. J. Hughes, London Road, in 1968. When T.J.'s discontinued their grotto in 1976 he moved to Clayton Square.



Mr. Laurence Brooks, Clayton Square.

Laurence has a formula for dealing with children who whisper "Don't know," when he asked what they want for Christmas. "I reel off a list of suggestions until they find something they want," he says.

Former policeman Jim Hedges is Father Christmas at Wolverhampton. Jim, aged 76, reckons it's the best job he has ever had.

Coventry does not have a regular Santa, but his stand-in has brought back the true meaning of Christmas. The Curate of the city's Holy Trinity Church puts on red robes and a beard for an hour every day, and chats to the children in the store.



Mr. Jim Hedges, Santa Wolves.

The Chimney Problem

Chester's Father Christmas refused to take off his beard! But we can reveal that his real name is William Bolton who has been with the store for six years.

He's a great favourite with the children who are always bringing him sweets and sticky toffee. He insists on answering every letter

personally even though his mail bag is often overflowing.

Ernest Shatford and John Passant share Santa's duties at Newport.

They are both kept busy answering letters and we are told that the amusing requests they receive would fill a page in Scene. They are still looking for an answer to the question asked most often by children, "How do you get into our house—we don't have a chimney?"

Can anyone help them?

WHAT's your favourite Christmas recipe for food and drink—that's the question we put to stores.

We only had space for favourites from Stourbridge, and Weston-super-Mare.

Christmas favourites

Stourbridge
PULLED AND GRILLED
 To use up the remains of the Christmas Turkey.
 Take pieces of the white meat taken from the breast and wings, cut up into bite-size pieces. Make into a fricasse, as follows.
 Make a white sauce with:
 1 oz. butter melted in pan.
 Add 1 oz. flour, cook gently until frothy.
 Add ½ pint Turkey milk stock. Stir until thick and creamy.
 Add the pieces of turkey and gently heat through thoroughly.

Keep in a warm place.
 Take pieces of the dark meat from the legs and thighs. Pulling it apart into bite sized pieces.
 Cream together:
 3 oz. softened butter (not runny)
 1 teacup fresh soft breadcrumbs
 1-2 teaspoons Worcester sauce
 ½-1 teaspoon of curry powder
 Little lemon juice
 Seasoning and a pinch of sugar
 Place meat on a baking tin, or piece of foil on the grill pan spread over the mixture and put under a hot grill until it is golden brown, crisp, and hot right through.

brew, which has proved to be the most popular.
 3 lb. seedless raisins
 5 lb. pudding rice
 10-11 lb. sugar
 Juice of 2 lemons and 2 oranges
 2 oz. wine yeast
 3 gallons water
 12 oz. tin unsweetened pineapple juice (optional—it makes a smoother wine)
 Large plastic vessel with sealable lid, and plastic spoon for stirring.
 Dissolve sugar in heated water from the 3 gallons, allow to cool, pour over rice/raisins and juice. Add the rest of the water (also add pineapple juice if required), sprinkle on the yeast, leave in warm place (70°) and stir every day for 21 days.
 Syphon off the liquid and stand for 24 hours, allowing sediment to settle. Filter through wine filter—wine should be crystal clear and ready to bottle—if not filter again.

Have a serving dish ready warmed. A flan dish would be ideal. Put the fricasse round the edge of the dish leaving the centre clear. Pile in the grilled dark meat, sprinkle a little Worcester sauce on it, and serve at once. Garnish with croutons if liked, or crisp toast.

Weston-super-Mare
HOME MADE WINE
 Several staff at Weston-super-Mare have turned their hand to making home made wine with great success, and you may be interested in the 'Rice and Raisin'

Stourbridge
BAVAROISE
 Make hot chocolate or cocoa in normal way and add a measure of gin, "Bols" preferably or "Eau-de-vie". Drink hot.
 Very warming and comforting.

Charity efforts have won the hearts of Newport

WHEN it comes to charity the staff of our Newport store are hard to beat.

They have opened up the hearts of the locals of this small Welsh border town with their efforts for orphans and the Cottage Homes.

Led by Chairman Mary Evans, S.M. Ladies' Fashions, the staff social committee organised a fete in a nearby village hall. They had a unisex football match, side shows and stalls, and provided a laugh-a-minute for the 24 children they invited.



Mr. Turner



Mrs. Marsh and her daughter



Miss Graham

Said Mrs. Evans: "The football match was a real hoot. We only have seven men in the store, so the girls had to help their team out. Our general manager, Alan Turner, made a great goalie though".

Mr. Turner, a Merseysider by birth, started with Owen Owen 14 years ago as a junior and was assistant general manager in Clayton Square, Liverpool, before moving to South Wales as general manager of Newport 18 months ago.

A keen singer he spends two nights a week rehearsing with the Cambrian Gilbert and Sullivan Society.

Mr. Turner has encouraged local artists to exhibit their paintings in

the store restaurant. Proceeds from the paintings go to the Sir Malcolm Sargent Cancer Fund.

While Mr. Turner likes singing, Office Manager Irene Gibbon prefers a more energetic pastime. She is keen on judo and has an orange belt.

It's an interest she has passed on to her son Michael who has a black belt, and daughter Sandra, who, at 14, was Welsh Junior Champion.

Irene's husband, Jack, is an ex-boxer. "We never have any arguments in our house," she said. "We never know who would win".

For a store with a long history it has got a big reputation to keep with the townsfolk and the people who come from the valleys to do their shopping.

Formerly called Reynolds, the building was opened in 1869, re-built in 1885 and extended in the late 1890's.

The first cheque accepted in the store is still kept in the staff office. It was for £28 15s. 2d., a colossal amount in 1894 when it was issued.

But then the store had a world wide reputation for silks and drapery, taking orders from as far away as South Africa.

Doris Jones, who works in the restaurant comes from a little nearer home—Bassalegh in Gwent. She has worked in the store for 14 years and likes ball-room dancing in her spare time.

Owen Owen has become very much a family business for Dorothy Marsh, Soft Furnishing. She joined the store 10 years ago



Miss Evans



Mrs. Gibbon



Mrs. Jones

and now her daughter, Barbara, works in the Hairdressing salon.

Merchandise Manager Sandy Graham, Irish by birth, spends her spare time teaching a Welshman to read and write!

She got her pupil after volunteering as a teacher for the adult literacy scheme.

"It took a few weeks for us to understand each other's accents," she said, "but it's got a lot easier recently".

Sandy, who has worked in several Owen Owen stores, reckons Newport is the best yet. "I've bought abungalow here and I find the people wonderful," she said.

All 70 members of staff agree with her.

Mabel could not say goodbye

MABEL ROBERTS did not want to say goodbye when she became due for retirement after 45 years at Clayton Square.

Now May, senior hostess in Clayton Room restaurant, has returned to the store to work part time.

And she admits: "It's just great. I did not want to leave all the friends I had made during the years."

Before she retired May received a vast array of presents, including a set of crystal sherry glasses, a silver tray, a pressure cooker, a ring and a leather handbag.

She was also presented with a piece of lounge furniture by the directors.

May is pictured here (centre) with Clayton Room manageress, Winnie Kirby (left) who joined the store two years after her, and Phyllis Kemp, one of her best friends.



Crushing victory for staff

THERE were goals, goals, goals for Clayton Square staff when they took on a management football team.

The match, in aid of Merseyside Drapery Trade Charities, ended in a 13-2 victory for the staff.

The event was organised by John Heague, the ASM on hardware, and June Baghurst assistant merchandise manager.

Miami holiday

A two weeks' holiday in Miami was Rhona Smith's reward for winning the Newhome Sewing Machine National Sales Award.

Mrs. Smith, consultant at Owen Owen, Clayton Square, won the award for outstanding sales performance.



The staff team: a 13-2 win



Management players discuss tactics.



Pictured above—Mr. Reid explains a point to Alice Taylor (right) and Eileen Hornby.

A PLACE FOR YOU IN THE TOP TEN

TOP of the stores that's Kidderminster whose sales are 15 per cent above target in the Top Ten Department competition.

The scheme, adopted after a two month pilot scheme in June and July, is proving a big success throughout the Group.

Now sales director Eric Hodges has asked stores for suggestions to help improve sales even further. "If anyone has any ideas they can write to me direct," he said. "I promise to look at every suggestion."

Any suggestions to:

Mr. E. Hodges,
Sales Director,
Owen Owen Limited,
STAFFORD HOUSE.

The competition is open to the following Groups of Departments:
Menswear: 49, 50, 51, 52, 60, 61, 66, 95.

Rare Set: 10, 38, 43, 44, 45

Dresses: 36

Gifts: 86

Scarves: 12

Haberdashery: 1

Furnishing Fabrics: 63

Linens: 62,85

Jewellery: 13

Hardware: 71.

"These departments are among those with the most potential for increasing their sales," explained Mr. Hodges. "Of course other departments have the opportunity to win the Banner Award."

The Top Ten Competition is run on a regional basis. From the winning region the winning store is chosen, and then the winning department.

Mike Poole, general manager of Kidderminster is determined to hold on to his title: We are top of the shops and we intend to stay top," he said.

All departments taking part in the competition, which is run every month, have full back up service from management, buyers and promotions. And there are cash prizes each month for the selling staff on the winning departments.

How does your store compare? Take a look at our league table.

It doesn't just happen —

IT'S nearly four years now since the Staff Share Ownership Scheme was introduced to give staff a "stake" in the Company. Since then there have been allocations each Spring to qualifying staff. A total of £278,000 has been set aside out of profits to buy 326,500 of the company's ordinary shares and there have been nearly 7,500 individual allocations.

It doesn't just happen. The staff in Secretary's Office take a deep breath about this time of year and prepare for the next five or six months during which the bulk of the work is carried out (although there is a lot to do all year round with staff leaving, retiring, getting married etc). What do they actually do? Well, the Scheme is based on length of service and, in the case of part-timers, hours worked.

Depending on these factors, everyone who qualifies is allocated a number of "distribution units". The total number of units allocated is divided into the number of shares made available (this depends on profits) and so the issue of shares per person is worked out.

This is an immense task. It means meticulous calculation and checking to ensure as far as possible that nobody is missed out and everyone gets their correct entitlement. By February initial lists are prepared for checking by Personnel Managers throughout the Group. The lists are constantly amended for leavers and all the inevitable queries are carefully considered. The tempo increases until everything 'jells' in April when the Company results are known, profit is allocated for the Scheme, the lists are finalised, the final calculations are made, checked and rechecked, and the

scale of share entitlement is decided.

Then in early May follows the work of preparing allocation certificates, entering up records, feeding "notional" figures through payroll for tax purposes and distribution of all the papers to the store.

It's a big job, Staff have a right

'It means hard work and long hours ...'

to expect it to be done properly and it is—but it means hard work and long hours—and sometimes weekends and bank holidays too. And this in addition to the department's other work, which includes all the ordinary share, loan stock and debenture work of registration, dividend and interest payments. Group insurances, legal work, employment law, pension fund administration and many associated matters are also handled within the department.

Who does it all? Bill Stothart is the company secretary and under his guidance Stan Reid, assistant secretary, and his team are responsible for the job.

Mr. Reid's back-up team is headed by office manager, Alice Taylor.

Alice who joined Owen Owen in 1949 retires this month. She

spent most of her career in Central Buying Office, joining the Secretary's Office five years ago. She has been office manager for two and a half years. When she retires she will be moving to her new bungalow in Southport. "I enjoy making hats and soft toys in my spare time," she said. "But I think I will be spending most of my

hours working on my bungalow—the garden is like a bomb site".

Supervisor Pam Burrell who joined Owen Owen in 1970, will be taking Alice's place. Married with two children, she joined Secretary's Office just over 12 months ago. She enjoys dancing and gardening. "And I am also trying to fool the Department of the Environment into giving me a licence to drive a car," she said.

Part-timers Robina Allen and Bette Murphy, share an interest in dressmaking. Mrs. Allen, who joined the office in 1963, is also keen on cooking. She retires at the same time as Mrs. Taylor.

Mrs. Murphy, who has worked in the office for 10 years, collects stamps for charity and helps to raise funds for a local school.

Mr. Reid's secretary, Eileen Hornby, is a relative newcomer to



Secretary's Office staff (left to right, standing): Bette Murphy, Robina Allan, Pam Burrell. Sitting: Alice Taylor.



The Kidderminster team left to right: Marion Wainwright, A.S.M. (Rare Set and Accessories); Melanie Smether (First Sales); Linda Partridge ("Work Experience" Girl Resident on Rare Set); Elizabeth Twigg (Saturday Girl); Gill Onslow, S.M. (Rare Set and Accessories).

Store	Increase on target this half year for August and September
Kidderminster	+16.17
Colwyn Bay	+16.06
Finchley	+14.62
Evesham	+10.62
Richmond	+ 9.81
Southampton	+ 9.40
Shrewsbury	+ 9.10
Taunton	+ 6.92
Weston-super-Mare	+ 6.52
Preston	+ 5.55
Average	+ 5.22 on target
Clayton Square	+ 4.36
Wolverhampton	+ 3.67
Stourbridge	+ 3.43
Bath	+ 3.25
Coventry	+ 2.10
Chester	+ 1.14
Hereford	+ 1.19
Brighton	+ 1.03
Newport	-10.35

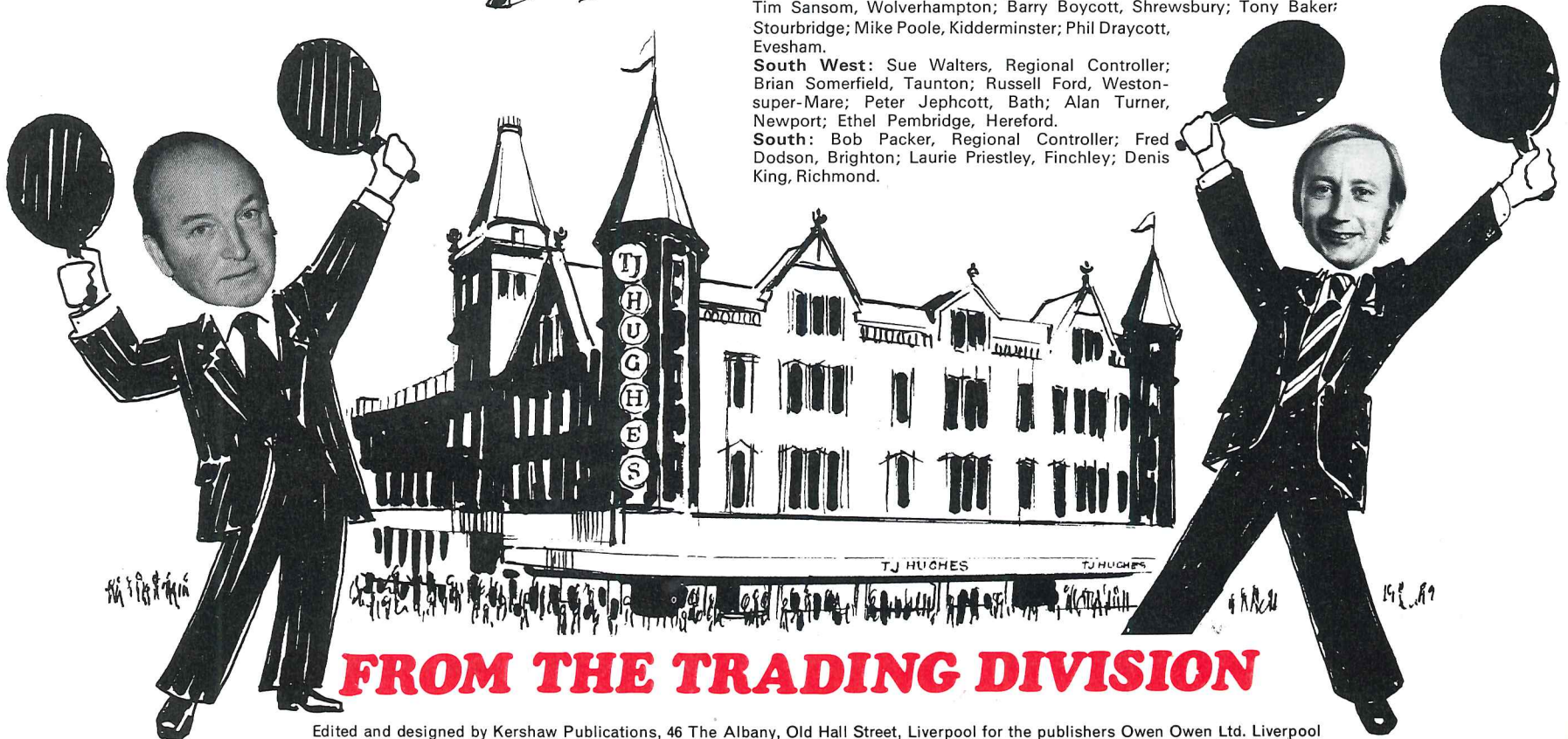
Winners to date:

Finchley—Southern Region—June	} Winners Departments Menswear Household Linens Rare Set Menswear Menswear Rare Set Rare Set
Coventry—Midland Region—July	
Finchley—Southern Region—August	
Richmond—Southern Region—September	
Kidderminster—Midland Region—October	

WE WISH YOU A MERRY CHRISTMAS...



Bill Plumb, Joint Managing Director; Eric Hodges, Sales Director.
Northern: Chris Hassall, Regional Controller; Tom Brent, Chester; Ethel Trowler, Clayton Square; Les Jordan, Preston; George Harrison Bryant, Colwyn Bay.
T. J. Hughes: Peter Fleming, Regional Director and General Manager; Bob Warren, Birkenhead; Basil Disley, Bootle.
Midlands: Jim Mariner, Regional Director; Pat Telkman, Coventry; Tim Sansom, Wolverhampton; Barry Boycott, Shrewsbury; Tony Baker; Stourbridge; Mike Poole, Kidderminster; Phil Draycott, Evesham.
South West: Sue Walters, Regional Controller; Brian Somerfield, Taunton; Russell Ford, Weston-super-Mare; Peter Jephcott, Bath; Alan Turner, Newport; Ethel Pembridge, Hereford.
South: Bob Packer, Regional Controller; Fred Dodson, Brighton; Laurie Priestley, Finchley; Denis King, Richmond.



FROM THE TRADING DIVISION

Edited and designed by Kershaw Publications, 46 The Albany, Old Hall Street, Liverpool for the publishers Owen Owen Ltd. Liverpool and Printed by Seel House Press Limited, Seel Street, Liverpool L1 4AY