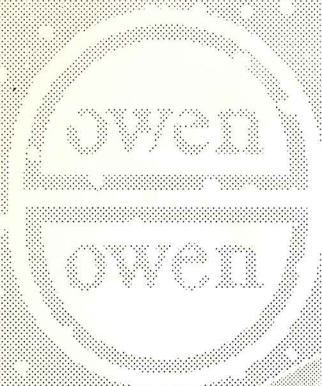


THE NEWSPAPER OF THE OWEN OWEN GROUP



Scene

•No. 6 CHRISTMAS 1971

OWEN
OWEN

Merry Christmas!



THANK YOU ALL

On behalf of the Directors,
I wish all members of the
Company, both in England and in
Canada, a very Happy Christmas.

The special efforts which you
have made over the past few
months have met with a splendid
response and we can approach
the peak of the Christmas trading
season with enthusiasm and
confidence.

Thank you all very much
indeed!

John Thomas

Chairman

WHERE THE ADVERTISEMENT IN YOUR LOCAL PAPER COMES FROM...

THE Central Advertising team plays an attacking role, both in the promoting of sales, and in projecting the company image, and their office handles every aspect of sales promotion from the advertisement in your local paper to the theme in your store's windows.

Most of the creative work and stories for advertisements and promotions, come from Stewart Lowdon, the Group Advertising Manager whose techniques have contributed a great deal toward our recent success. Alan Miller the Display and Design Co-ordinator and Richard Tankard create much of the



Studio staff (from left) Harry Maddocks, Anne Gibney, Colin Roberts, Les Cleaver, Alan Roberts, studio manager Johnny Johnson and Carol Gooding.

visual information or artwork which backs up the promotions, and Richard has the extra task of creating *Own Brand* labelling and packaging. These three, and David Rennison the Group Sales Promotion Manager, are the creative arm of the marketing committee, headed by Senior Buying Controller Mr. Vin Baylis.

Advertising is nearly all in Stewart Lowdon's court and he has the backing of his studio team, managed by Johnny Johnson, and made up of three artists, the Roberts twins (featured in *Scene* number four), fashion artist Anne Gibney and two lettering artists, not forgetting cameraman Maurice Bessman.

One of our most important team members is studio junior Carol Gooding, "We thought she would never stand the pace," said Mr. Rennison, "but she stands it well and occasionally sets it."

One of Mr. Lowdon's two right-hands is layout man David Foster who is also well known for his

cartoons, some of which are on the front cover of this issue. The other is administrative dynamo Eleanor Jones, who relays to the stores all layouts, content, and space booking details.

On the face of things, you would think it's a great life in the C.A.O., but, as with other departments, there are meetings, discussions and some disagreements, before the finished advertisement or promotion is decided upon and put into production. And, of course, there are deadlines to be met.

Advertising, and other forms of promotion, also cost money. As each month's promotional campaign is finalised, it has to be costed, and looked at again if it does not come within the budgeted figure. This accounting and administration is handled by Vi Calvert and her two cost-conscious colleagues.



Staff photographer Maurice Bessman (left) and Central Advertising Office secretaries Jean Watson and Elaine Lawson.

All the newspaper invoices come through to them and an accurate record is kept of advertising and publicity codes. Needless to say, if expenditure looks like going over budget, Sylvia Brimage (who raises alarms as well as debits) starts the accounts early warning system, which goes something like STOP! STOP! STOP!

Sari—wrong number



Sixteen-year-old Miss Madhu Bala Sharma, an attractive addition to the staff at Coventry, is helping to promote dress fabrics. She came to England three years ago from Kenya and has happily settled into her first job. She does not normally wear a sari in the store (she likes to wear one outside), but our photographer persuaded her to put this number on for a picture, which also shows Mr. B. J. Bobby, acting sales manager of the dress fabrics department.

Training room being built

Staff trainer Miss Barbara Sutcliffe, who has joined the Coventry store after a spell at Wolverhampton, looks at progress on a new training room (right) and talks with Mr. Tony Mustoe, of the maintenance department. A new personnel wing is being built housing a reception area, personnel offices and training department.



Susan's Studying



Pretty 19-year-old Susan Cox, who recently joined the personnel department at Coventry, has become engaged to quantity surveyor Mr. Geoffrey Potton (21). Susan is studying on day release courses for her Higher National Diploma in Business Studies at the local technical college and hopes to make a successful career in personnel management.

BRING AND BUY



A bring and buy sale organised by Southampton's pensioners on November 4 raised £25 for the Cottage Homes. Pensioners and staff contributed items for the sale in the rest area of the staff restaurant.

A similar sale at Clayton Square raised £129 for the Merseyside Drapery Trade Charities. It was a huge success thanks mainly to the organising done by Miss Cain.

PLAQUE AT BOOTLE IS TOKEN OF FRIENDSHIP



A plaque was unveiled at T. J. Hughes in Bootle in September to record the store's strong ties with Bootle's "twin town" of Mons, in Belgium.

The ceremony was performed by Bootle's Mayor, Alderman George Halliwell. The plaque bearing the coats-of-arms of both towns, was sent from Mons as a token of appreciation. Present at the unveiling was the chairman, Mr. John Norman (second from left), and general manager, Mr. A. D. Douglas.

Students from Mons visit the store every year and 10 have worked there during the past four years. In return, the staff are given a warm welcome in Belgium by the Mons folk.

Food for Thought



One of the most successful departments at Coventry is the supermarket, which has doubled in size since the store was rebuilt in 1954—the year food rationing ended.

In overall charge is Mr. Denis Blinco, who has worked at the store since the opening of food in 1954, becoming manager the year after. Under his guidance the department has shown a consistent record of growth, against the fierce competition of some of the largest national supermarket chains.

Mr. Blinco's team includes—
Mr. Jack Little, whose 12 staff produce 15,000 packs of meat a week (that's over 5 tons);

Mr. Bernard Treadgold, whose bread department sells 4,000 loaves a week;

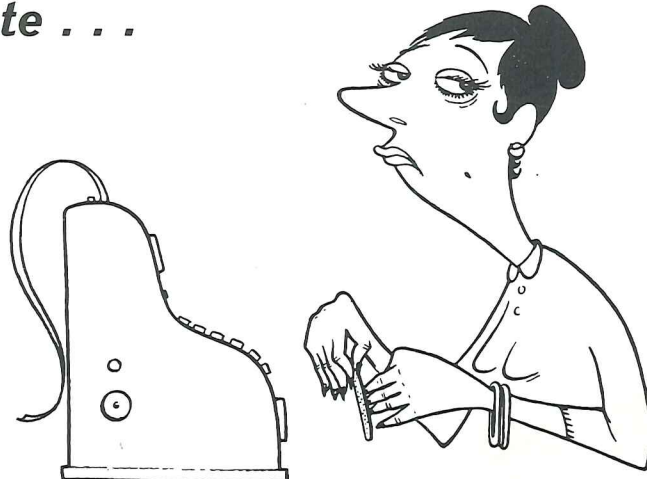


So You Sincerely Want To Be General Manager

Find out how you rate by placing a tick opposite the action you think a general manager should take in the following situations—

1. A customer arrives in the general manager's office with a serious complaint. **Would you . . .**
 - a. Send for the sales manager of the department and ask him to arrange a solution?
 - b. Investigate the complaint personally?
 - c. Send for the merchandise manager and ask him to investigate?
 - d. Slide out by the back door of your office, and leave your secretary to cope?
2. A fire breaks out in the staff restaurant kitchen. **Would you . . .**
 - a. Telephone the operator to put the standard drill into operation?
 - b. Telephone the area of the fire to ascertain quickly the extent of the fire?
 - c. Investigate personally?
3. A customer stops the general manager in the store and says: "That woman has just stolen an expensive ring!" He checks and finds that a ring is missing. **Would you . . .**
 - a. Send for the store detective and *tail* the shoplifter?
 - b. Quickly follow and apprehend the shoplifter?
 - c. Let the customer go, because you had not seen the incident yourself?
4. An item in the window is wrongly-priced and a customer arrives in the GM's office insisting on buying

Then take a crack at our quiz and see how you really rate . . .



the item at the absurdly low price on the ticket. **Would you . . .**

- a. Explain the situation and apologise?
 - b. Let her have the item at the low price?
 - c. Allow her to have the item at a specially low price, although not as low as that on the ticket?
5. The sprinkler system accidentally goes off in the customers' restaurant at lunch time. **Would you first . . .**
 - a. Inform the restaurant manager?
 - b. Inform the operations manager?
 - c. Inform the fire brigade?
 - d. Issue umbrellas to all customers in the restaurant?
 6. A department is failing to reach its sales targets. **Would you . . .**
 - a. Interview the sales manager and ask the merchandise manager to investigate and report?
 - b. Ring the buyer and ask for immediate help?
 - c. Both a and b?
 7. The GM enters the cash office area and sees four masked men demanding the day's takings. One man appears to be armed. **Would you . . .**
 - a. Ring for the police?
 - b. Tell the manager to hand over the money?
 - c. Attack the gang with the help of the men on the adjoining department?
 - d. Draw your gun and mow them down?
 8. There is a big promotion of a special line. The morning it is launched the competitor presents the same line with a 2p reduction on each item. **Would you . . .**
 - a. Reduce the line immediately to meet the competition?
 - b. Investigate the competitor's line?
 - c. Ignore the competition because the line appears to be selling well?
 - d. Go and buy up all the competitor's stock?
 9. A telephone call is received, warning the GM that a bomb has been placed in the store and will go off in an hour's time. Which *two* of the following lines of action would he take?
 - a. Evacuate the store immediately?
 - b. Inform the police?
 - c. Search the premises carefully?
 - d. Ignore it because it is the third bomb scare call that week?
 10. The GM arrives to find that two-thirds of his management and staff have not arrived in the store, due to a 'flu epidemic. Which *two* lines of action would you take . . .
 - a. Close the store?
 - b. Ring Stafford House to send reinforcements?
 - c. Call the survivors together and redeploy them?
 - d. Close all the departments without staff?
 - e. Take a dose of aspirin.

Turn to page 8 to check your results.



These are the smiling faces behind the cheerful voices that greet callers at head office—the Stafford House telephonists, who somehow always manage to keep cool, even when the wires get busy—particularly on Mondays and after 2.30 p.m., when the direct line between head office and, Coventry, Southampton and London buying office is connected.

They are (from left): Evelyn Rothwell, Lilian Bruchez, Pat Nash and supervisor Doreen Cuddy.

There's a girl missing from our picture—Ann Wright. She's not been cut off—she was at her lunch when our photographer called.

Mr. Nigel McKinnon, whose provision section staff sell more than a ton of sausages a week; and

Mrs. Katherine Baylis and her team of 24 cashiers whose 11 checkouts cope with more than 2,000,000 customers a year.

Dial-a-smile!



Miss Burlington 1971

G. W. Robinson's and the *Burlington Post* presented a motor and fashion show, together with a Miss Burlington contest, on three days recently in the local Burlington Arena, which was well-filled for the event—the second held. Twelve girls contested for the beauty title, which was finally won by Miss Linda Van Tassell, who was crowned by the reigning Miss Canada, Carol Commisso.

The Robinson's dancers, dressed in knit body stockings and knit shirts and pants opened each show with a musical number, after which the contestants paraded in store fashions, followed by swimsuits. The proceeds went to the Burlington Teen Tour Band.

HIGHLAND GAMES IN CANADA



Mr. Gordon E. Rusby.

G. W. Robinson in Hamilton and Burlington is deeply involved with community efforts. In the past two years the Royal Canadian Legion Branch 60 in Burlington has presented the Burlington Highland Games, which have been a great success, thanks in part to the involvement of both our stores.

Many of the staff are of Scottish ancestry and Mr. Gordon E. Rusby, Hamilton receiving supervisor, is vice-chairman of the games. The trophies and awards are purchased from the store's jewellery department and are handsomely displayed two weeks prior to the games. Over 200 awards for pipe bands, pipers, dancers and athletes are presented, and Robinson's annual trophy is one of the top awards given to the best piper.

Preston Store is Making its Mark and Looking to the Future

ALTHOUGH Owen Owen, Preston has been trading since 1937, it is in the past 12 years that the most exciting developments have taken place there. Bought in April, 1937—a few months before the Coventry store was opened—the branch remained a small shop until 1960, when it broke from its shackles and expanded into adjacent premises, which were demolished to build a modern, four-floor store with 34,000 square feet of selling space, with 187 staff, including 82 full-timers.

Further changes took place three years ago and in recent weeks there have been some minor department changes—carpets has moved from the second floor to the basement (to make it easier to bring in the stock) and toys are now given a better showing on the top floor, in place of beds, transferred to the second floor.

These developments should help the store to take full advantage of its excellent trading position in the town's main shopping street of Fishergate. The store already attracts visitors from as far as Southport, Blackpool and Lancaster.

town's past—are held only every 20 years and the store hopes to have a float in the procession which will be the main feature of the festivities. A town of 100,000 people, Preston—already in an important geographical position—looks forward to an exciting future, as the pivot of a proposed Central Lancashire New Town, with a population of nearly half a million.

Miss Molly Williams has seen all the changes. She has not only been with Owen Owen in Preston from the start, but she worked in the



Mr. Herbert original shop owned by F. and W. Hughes.



You would not guess that the hobby she enjoys most is travelling and that she has visited America, Canada, Spain, Italy, France and Austria, and many parts of Britain! She loved America and says she cannot wait to go back.

Although you would not think it to look at her, office manager Miss



Miss M. Williams

At the helm is general manager Mr. James Herbert, who has spent the last 17 years in Canada. He emigrated to Ontario in 1954 and has worked in several Canadian stores including G. W. Robinson's as household linen buyer. A textile engineer by trade, he served his time at a firm of synthetic fabric manufacturers in Lancaster, where he is now living with his wife, Phyllis and Canadian-born daughter Carolynne-Ann, aged 13.

Next year Preston reaches a milestone in its history. The town's shopkeepers, businessmen and civic chiefs are making preparations to celebrate Preston Guild. The celebrations—to commemorate the



Blue-eyed Stella Boston (left), aged 17, is a sales assistant on skirts and blouses on the first floor. Carol Williams (right) aged 18, works in Rare Set, likes travelling and reading ghost stories.

A former sales manager of children's wear, knitwear and blouses, she has been retired for 16 years and is now working part-time mainly on the hosiery department on the ground floor. She recalls that, when she was first-sales on hosiery in 1937, there were no cash registers and the "canteen" was in a shed in the back yard! Goods were received in some old cottages at the rear of the shop.

Several of her customers are old friends she has known for many years. "I have a lot of happy memories," she said truthfully, "and working here has given me a lot of enjoyment—that's why I decided to come back for four days a week."



Sharing the same umbrella in romantic mood (it doesn't really rain in the store) are newly weds Jean and Chris Lewis. Jean—store name Mawdsley—is on the ground floor and her husband works on the bedding department under sales manager Mr. Mike Thompson. They met in the store canteen five years ago and were married last June.

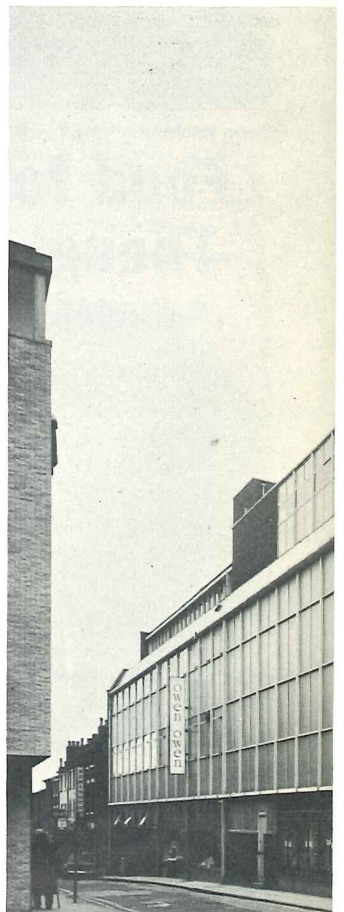
Hilda Redmond has also been around the store for a very long time—26 years to be precise. She started as a junior clerk in April, 1945, when there was only half the



Mr. T. Heaps

staff and absolutely no credit business.

"I was relief cashier on the fashion floor," she remembers, "and there was a system of pulleys for change-giving—you used to put the customers' money in a metal cup and somebody on the cash desk pulled a handle and the cup



Sales Manager Mrs. Christin Studholme (left) and Office Manager Miss Hilda Redmond.

shot along the wire to the office. You got the change back the same way.

"You did not sell as many clothes or have anywhere near the choice you have today. The customers had to use clothing coupons in those days and my mother had to collect enough to buy me a black dress, that I could start work!"



Attending to some of the store's Christmas decorations are (from left) display manager Mr. Frank Blundell (24) and assistants Carol Snape, Pat Catterall and Pauline Greenwood. The display department looks after the interior decor and the store's five main windows. Frank worked as display supervisor at Clayton Square before coming to Preston this year.

ng
o

Miss Arthurson retires after 41 years' service

She made a unique contribution and always took an interest in people as individuals

MISS N. L. Arthurson retired on November 30th after 41 years with the organisation which she helped to build. She came to Owen Owen as Mr. Duncan Norman's secretary in 1930 after taking a degree in French and a teaching diploma at Liverpool University, and in 1932 was appointed staff controller at Clayton Square, then the only store in the group.

In 1934 she took over responsibility for the T. J. Hughes store and was appointed staff director in 1937, the year that the Preston and Coventry stores were opened.

In this post she introduced many improvements in staff conditions—in hours, holidays, pay, store dress and standards of staff facilities. In the 1930's she played a large part in reducing the then-excessive working hours and in the 1960's introduced the ten-day fortnight scheme which has led in many stores to the five-day week. She pioneered one of the first agreements made by any store with the U.S.D.A.W. Always a master of circumstances, the picture which many of her older colleagues have of her is the morning after the destruction of the Coventry store in 1940 when she stood in the rubble-strewn street still wearing her evening dress and a steel helmet with a torn strap, eating an apple and drinking from a bottle of milk at the table which she had set up as her office outside the wrecked store.

People have always been of immense importance to Miss Arthurson. As each new store opened she has been there getting to know people, working with them and bringing changes and improvements. She has kept in touch with people when they retired, writing at least each Christmas to all pensioners with news of the firm's progress and often trying to help find solutions to problems which many raise in reply. More recently she has launched the thriving "Over 25 Club".

Outside Owen Owen Miss Arthurson's rare gifts have been widely recognised. She is an active J.P. and chairman of the governors of her old school, Aigburth Vale. She was for many years a member of the council of Liverpool University and still serves on the Liverpool University Settlement Council. She is a member of one of the Catering Wages Councils, of the National Savings Committee, the Liverpool Trustee Savings Bank board, and of the distributive trade's little "Neddy" sub-committee on training. In 1963 she was awarded an



Miss. N. L. Arthurson



Miss Arthurson is presented with some cut glass by the "Over 25 Club" that she herself launched.

honorary degree of Master of Arts by Liverpool University. In recent years she has been chairman of the Liverpool Stores Committee—a post she will continue to hold, because her resignation was un-animously refused.

Miss Arthurson has always had, and still retains, a tremendous zest for life and a great ability to enjoy whatever she is doing, whether coping with the most complex

retailing problems or relaxing tramping over the outer and often uninhabited Scottish Islands (her family came from the Shetlands) or swimming, from the time she represented her University to two months ago when she and her sister, Miss Betty Arthurson, swam in the lake at Muskoka, Ontario (much later in the year than is usual)—a fact recorded for posterity in the hotel register.

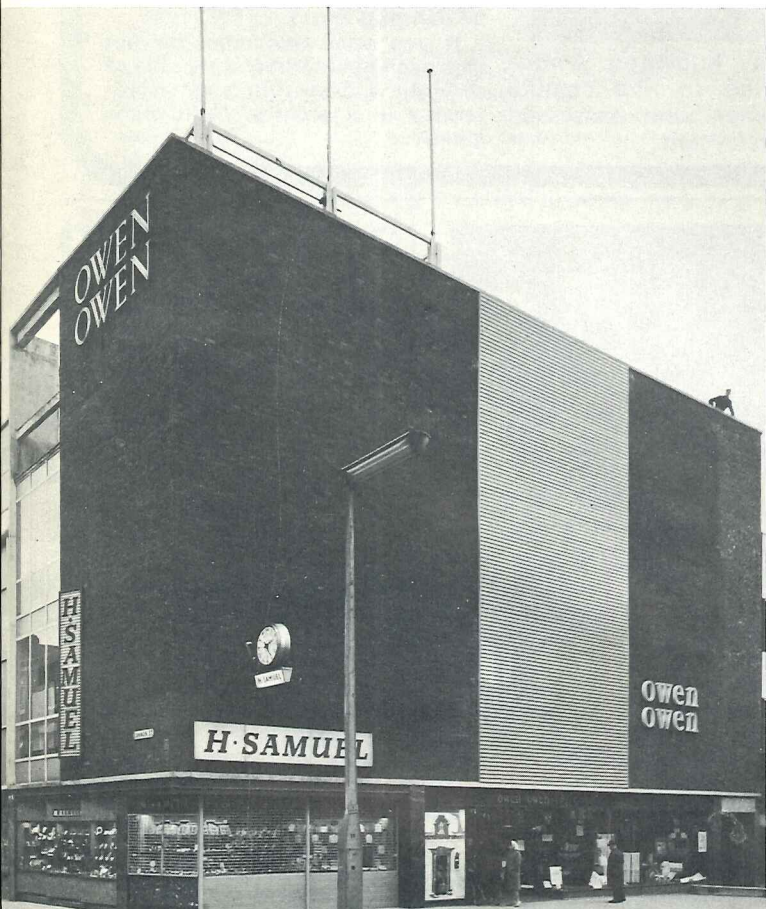
Miss Arthurson and her contribution to the group have been quite unique. Her penetrating mind, her keen sense of humour—and of the ridiculous—her sense of fairness, her judgment, her abundant and sometimes disconcerting commonsense, her great capacity for friendship, her great lack of pretentiousness in herself and her splendidly disrespectful intolerance of it in others have endeared her to all with whom she has worked.

Everyone hopes she will keep in touch.

Before and After . . .

The Preston store looks like this (below) today, but it was vastly different in 1952 when the picture on the left was taken during the Preston Guild celebrations.

One of the store's most successful departments is home entertainment—the collective name for radios, record players, stereograms and unit audio systems—which is situated in the basement. Much of the credit for its popularity must go to sales manager Mr. Tom Heaps, a radio and TV expert who teaches at the local technical college.



Mr. Heaps has built up the department in the last 10 years and is now helped by 16-year-old John Cawperthwaite, who used to work with him on Saturdays until he came full-time in June.

Customers don't exactly queue for radios, but they used to for fully-fashioned nylons, recalls Mrs. Christina Studholme, sales manager of babywear, children's underwear, dresses, coats, separates and boys-wear. "They were like gold and all the rage in 1941, when I started in the stocking department," she said.

Married with a married daughter living in Ireland, Mrs. Studholme's husband is a retired policeman, now working as a county court bailiff.

But you don't need to be a policeman to detect why the Preston store attracts customers from a wide area. It's due to a large extent to the helpful and friendly service of its staff, particularly those who "helped us with our enquiries"

LORD MAYOR PRESENTS SAVINGS AWARD

The Lord Mayor of Liverpool, Alderman Charles Cowlin, J.P., presents a silver rose bowl to Miss Ann Quine, of the Clayton Square accounts bureau, at a sherry reception at Liverpool's Lyceum Club. Miss Quine received the cup on behalf of staff at Clayton Square, Stafford House and Bootle Centre, who achieved the highest percentage savings per head over the past year.

For the past few months, Miss Quine (Mrs. Ann Marl) has been responsible for the sale of savings stamps and the weekly deductions from wages into savings accounts—work done before her by Miss Lovelady, of Bootle Centre.





There's only one "real" Santa Claus at Hamilton, Ontario, and that's Robinson's Santa—Jack Prudence, Jack (above) is celebrating his silver jubilee this year—that's 25 years of listening to requests for gifts from crocodiles to baby brothers! A First World War veteran, Jack was attached to Robinson's maintenance department for 14 years before he retired, and played Santa all that time. But you can't fool all of the kids all of the time, as Jack discovered when his five-year-old grandson came up to him, beamed all over his face and then exclaimed triumphantly: "That's my granddad!"

ON THE LOOK OUT

NO less than 10 arrests were made at T. J. Hughes in a particularly successful week for catching unscrupulous visitors to the store and 14 different articles of merchandise were recovered from thieves who were lucky enough to wriggle through the shop's tight security net.

T.J.'s have stepped up their prevent-a-theft activities with the arrival of new security manager,



Mr. P. Leech. Two of their security officers—Mr. T. Earley and Mr. N. Quayle—attended a three-day security course recently.

Three young girls who visited several departments at Doncaster not only filled their shopping bags with stock, but also

changed most of the clothes they were wearing!

Thanks to the alertness of Mrs. Lucy McChrystal, cleaners supervisor, they were finally caught.

A customer at Southampton, who drew £116 from his bank for a trip abroad, dropped the bundle of notes in the store. He was very relieved when he reclaimed them a few hours later, after an honest man had handed them in.

A happy ending at Southampton—a cheque was presented to Mrs. Jill Simmonds and



Miss Audrey Knowlton, whose vigilance led to the capture of two women who possessed a stolen Barclaycard.



Have you seen this man?

He is wearing a maxi-length red coat and matching cap with a white fur bobble on it. He drives a 1930 open-top Sleigh, licence number SC 1 and hides his face behind a long beard, which may be false. He has been heard to mutter from time to time a highly suspicious "Ho, ho, ho". He may also be carrying a sack.

If you spot this man, do not approach him. Organise a posse of children and surround him (preferably in a grotto). He'll come quietly.

They're tops at Clayton Square

Mrs. Ethel Armishaw, of the fashion department at Clayton Square, was judged to be the store's best saleswoman in a recent salesmanship competition.

Judged best salesman was Mr. Bernard Ryan, who works on the electrical department. Mrs. Muriel Griffiths was named best part-time saleswoman.

The competition was so intense (entrants had to satisfy a team of judges on their salesmanship

methods, merchandise knowledge and ability to "serve through") that 12 runners-up were named. They were: Miss C. M. Byrne, Miss C. Connolly, Mrs. L. V. Spiller, Mrs. M. Summers, Mrs. E. Baldcock, Mrs. I. Walker, Mr. J. Carson, Miss S. Wooding, Mrs. J. E. Bagnall, Mrs. I. A. Edge, Miss N. M. Carolan and Mrs. J. C. Doust.



General manager Mr. H. Cotton presents a cheque to top saleswoman Miss E. F. Armishaw, watched by personnel manager Miss C. McDearmid and personnel director Mr. J. Barkway.

25 Years' Service

Coventry:

Mrs. E. Walker
Mrs. M. Veitch
Mrs. E. A. Knight

Stafford House:

Miss M. B. Madge

London Road:

Mrs. F. Groves
Miss E. Holtam

Bootle Centre:

Miss L. E. Losh

Kempston Street:

Mr. W. Gleave

RETIREMENTS

Clayton Square:

Miss D. Leach (46 years).

London Road:

Mr. F. Salter (33 years).
Mr. E. F. Bland (36 years).
Mr. W. A. Earl (40 years).
Mr. M. Bradley (32 years).

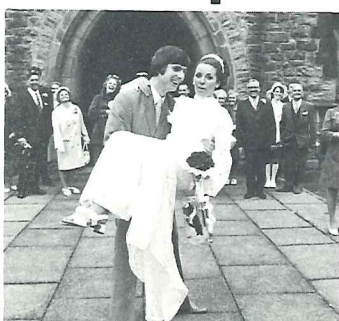
Bootle Centre:

Mr. A. Worrall (49 years).



Wedding

Bells at Wolverhampton



Double wedding day for Wolverhampton's display manager, Mr. Keith Woodhall, and office manager, Mr. Michael Crute, occurred on September 25.

On this day, Mr. Woodhall married his first hand, Miss Carol Stanley, and Mr. Crute walked down the aisle with his chosen bride—Miss Lynette Palin. The weddings took place at different churches, within three hours of each other. Pictures show Mr. and Mrs. Woodhall (left) and Mr. and Mrs. Crute (right).

MR MOORE IS NEW SALES CONTROLLER

Much-travelled Mr. Humphrey Moore is selling controller for the northern stores at Preston, Doncaster, Blackpool, Birkenhead and Bootle Strand.

Married with five children, aged 6-12, he joined the company in July, soon after returning to England from Canada, where he held senior posts at two major department stores for 10 years. Before that he worked at stores in New York and, earlier, with the John Lewis Partnership in this country. His favourite hobbies are sailing, collecting records and reading historical novels.



Face-lift

The fashion floor at Doncaster has been given a face-lift. A new Dereta and Eastex department has been introduced, and the evening wear department has been re-styled and called Eight 'Til Late.

Blood-donors at Southampton gave 170 bottles!

Staff from Southampton attended a blood-donating session with men and women from another local store and gave 170 bottles between them! It was the second time this year that staff and management had given blood. Assistant general manager Mr. R. I. Skinner said. "There is a pressing need for blood in Southampton, especially for hole-in-the-heart operations, when, we are told, 14 bottles have to be available for use."

Blackpool store to close next month

—its size and location make it difficult to develop along Owen Owen lines

AFTER 25 years of trading, the T. J. Hughes store at Bank Hey Street, Blackpool—the smallest in the group—will close next month. It has been sold for £265,000 to W. H. Smith & Son who are to open a bookshop on the site, probably in autumn next year. Special efforts are being made to find continuity of employment for the staff with other stores in Blackpool.

In a special announcement, the chairman, Mr. J. A. H. Norman, said, "The Blackpool store has been sold because it has become increasingly difficult, on account of its small size and location, to fit into the new trading pattern of the organisation.

"The resources released from the sale will eventually be used for further develop-

ment and expansion on the lines of the newer stores recently opened in this country."

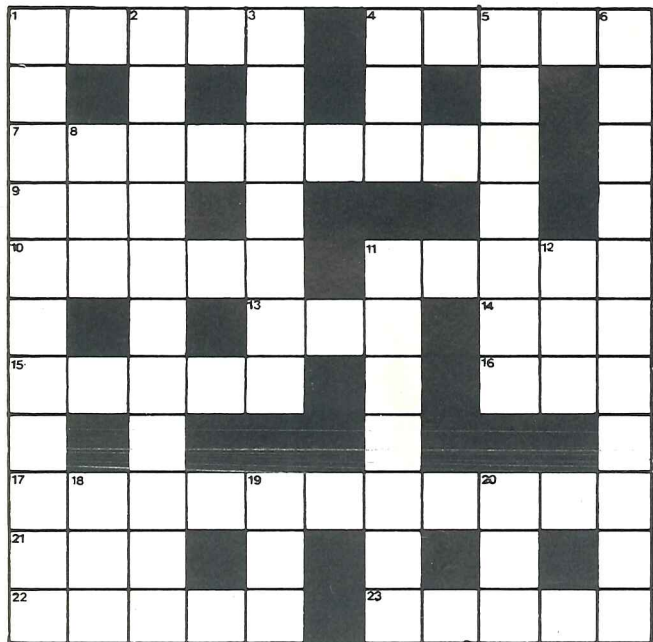
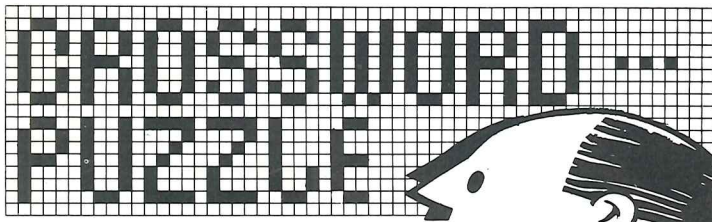
The first Owen Owen store was opened on the site in 1946. The building was modernised at a cost of £120,000 in 1963 and three years later it began trading as T. J. Hughes.

Their fame grows

The fashion shows given by Doncaster staff are becoming quite famous. Now the store has been asked to stage a major show for more than 1,000 people at the local Top Rank ballroom.

Professional models will be used, in addition to the store's experienced regulars, at the show for the Doncaster Parent-Teachers' Association in March.

The Doncaster fashion floor staff and helpers from other departments have put on shows over the past 18 months, under the guidance of fashion sales manager Mrs. Pauline Anderson.



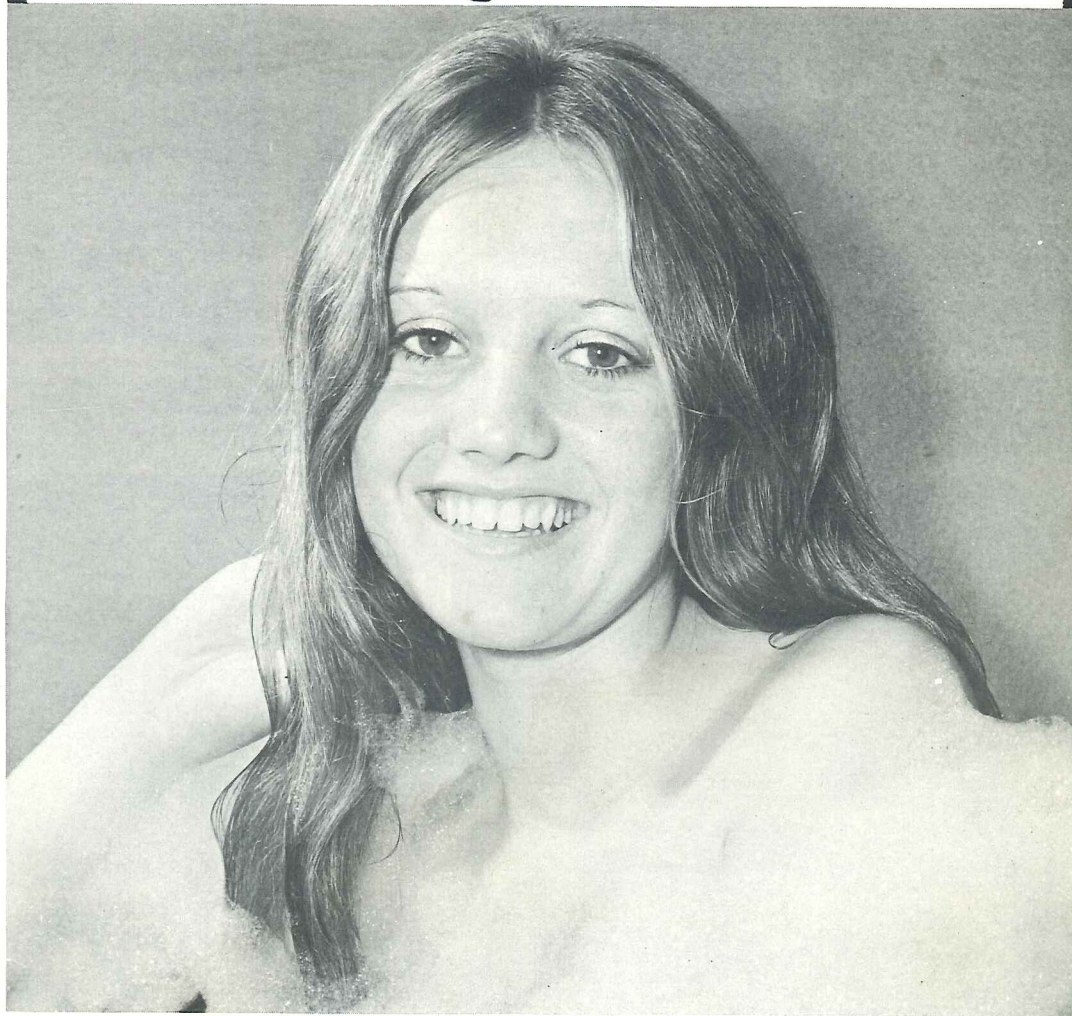
ACROSS

DOWN

- 1 Goes with love for a tasty Christmas dinner? (5)
- 4 Eastern prince or ruler. (5)
- 7 Chevalier perhaps? (9)
- 9 Hill. (3)
- 10 Corpuscle carriers. (5)
- 11 An amorous one was titled in a successful show? (5)
- 13 Make a mistake. (3)
- 14 Al and he have a royal sound? (3)
- 15 Loosened. (5)
- 16 Beetle affirmative? (3)
- 17 Very well known places. (5, 2, 4)
- 21 Some go to work on one? (3)
- 22 The deer returning from the south may rest in them by the river. (5)
- 23 Do wrong again! Very Tacky? (5)

- 1 Valuable piece of paper at the present time? (4, 7)
- 2 Glue in Dover (anagram) and you'll probably feel ill if you do this Christmas. (4, 7)
- 3 Luggage in the end. (7)
- 4 Odd drink? (3)
- 5 1972 starts here. (7)
- 6 If you are _____ time this Christmas times must be hard! And you won't get fat. (6, 1, 4)
- 8 A load of cods! Probably on toast. (3)
- 11 Hold out for acceptance. (7)
- 12 Not much to a Scot? (3)
- 18 Period within a wager? (3)
- 19? (3)
- 20 Ridden by a titled man in history? (3)

Making a splash!



—Marianne takes the plunge to save a show

When a professional model failed to turn up for a bubble bath demonstration at Southampton, 18-year-old Marianne Nicholas gallantly filled the breach—and the bath—at a moment's notice.

It happened during the store's D.I.Y. Roadshow in the basement Spokeshave Theatre. A promotion for Faberge foam bath depended on model Britt stepping into a tub of water.

But a traffic jam delayed her arrival. Marianne from Rare Set agreed to "step in" at the last minute and, within five minutes, was sinking into the bubbles in a bikini.

Marianne—store name Nickleby—said: "It was lovely and warm. I could have fallen asleep, if there had not been 100 people watching me!"

LONG SERVICE AT SOUTHAMPTON

Southampton has said goodbye to four long-serving employees in the space of three months.

Most recent to leave and the longest-serving of the four was carpet fitter Mr. Harry Rogers, who joined the store in 1917, when it was E. Mayes and Son Ltd. He left in 1934, but returned in 1949 and served there a total of 39 years.

Miss Beryl Gover, sales manager of perfumery, retired after 21 years, and was followed in September by Miss Mollie Wells, former cash office manager and sales manager of jewellery and handbags, who spent 18 years at Southampton.

After her came dutyman Mr. Arthur Harper, who retired after 11 years, and is now working part-time at the store.

Magnificent Seven

Seven young sales assistants from Preston modelled clothes at an informal fashion parade at a local social club in October.

The two-and-a-half-hour show featured a make-up demonstration by Mrs. Kathleen Moss, the Max Factor beauty consultant at the store. The fashion shows which the store stages four times a year have become very popular.



Bouquets & Brickbats



Bouquets to go—

Mr. Gwyn Jeffrey of Clayton Square's furnishing fabric department, who so impressed a Canadian visitor to Liverpool that she wrote on her return to Canada to enquire about buying a carpet.

A number of Clayton Square staff who were complimented by a disabled customer who shops by telephone—"I feel I must write to tell you of the great help and kindness I receive from members of your staff. I would not think of shopping elsewhere."

A member of the girlsweat department staff at Chester for the courtesy and helpfulness which she had shown to a family shopping in the store.

Brickbats for—

Failing to answer the telephone promptly, and then giving only a curt department identification. This was one of the major complaints of a Southampton housewives' association about shops and stores—and they included us.

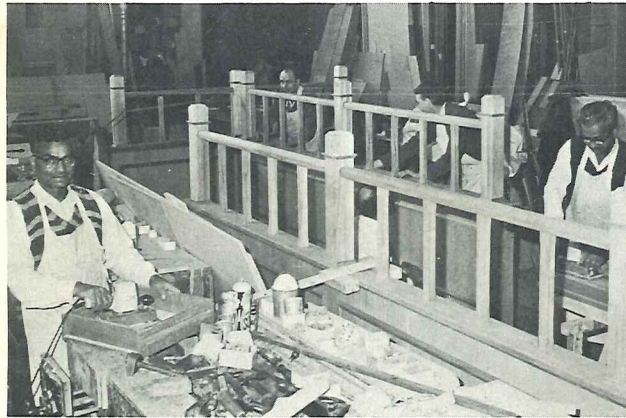
Errors on account statements. These remain too numerous—and it isn't the computer's fault—it's the fault of those who don't write clearly, don't get credit notes off promptly, don't follow the system through.

Failing to deliver when the goods were promised. If you don't know when goods will be delivered, don't quote a date. If we quote a date, we have to make quite sure we keep to it.



Rapidly building up a reputation for high-quality contract furnishing are Owen Owen subsidiary situated at Coventry. These pictures of some of the Plumb staff show —top left, Peter Phillips and Steve McLaughlan (right) restoring crypt doors for St. Mary's Hall, Coventry. Top right —designers (from left) Philip Barham, Neil Ridgway and chief designer Peter Goolden. Bottom left —working on furniture for a new restaurant are (from left) Messrs. Ujagar Singh, John Reynolds, Brian Bursell, Bill Holme and Prjibhai Mistry. Bottom right —in the job planning department, John Salt, Tom O'Loughlin, Robin Bradford and David Loxley.

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A four-legged delivery startled the stockmen!

AN old building in St. Anne Street, Liverpool, which has had many roles in its long history, was the stage for the final act in the massive movement of Owen Owen and T. J. Hughes stock from Bootle last month.

"It has been a trying time for the men involved with the stock," said general manager Mr. Basil Disley, "but thanks to their

patience and perseverance, the exercise has been an unqualified success. We have managed to condense our operation in close proximity to the two Liverpool stores and achieve great economies."

The men involved include transport manager Mr. Ernie Cowley —41 years with the company—who has piloted the stock moves with the help of transport supervisor Mr. Harry Grice. He is in charge of the despatch of goods to customers and stores. T. J. Hughes

had only two vehicles when he started work as a van porter in 1930!

Former stock-keeper and security man Mr. Arthur Worrall, has been with Owen Owen for nearly 50 years, although he has just retired and is now working part-time.

Mr. Worrall recalls the day a bull fell down the Owen Owen delivery chute. It was customary in those days to drive cattle from the Irish boats to the local slaughterhouse, along Stafford Street. T.J.'s staff used to board up the windows to prevent them being broken by animals seeing their reflections in the glass.

The chute was accidentally left open and the bull fell in, to the astonishment of the staff, who weren't expecting a delivery on four legs.

The manager of the St. Anne Street warehouse is Mr. Don Mitchell, who sees that goods are received and despatched correctly, and kept in good condition, which means constant re-adjustment of stock space in response to customer demand.



The St. Anne Street staff in this picture have between them logged more than 250 years' service. They are (top row, from left) Dick Cullen (five years), Reg Goodman (43 years), Sid Johnson (41 years), Bill Matlock (19 years) and Gordon Watts (11 years). Bottom: Arthur Worrall (49 years), George Williams (36 years), Ernie Cowley (41 years) and Don Mitchell (31 years).

Are you G.M. Material?

Answers

Score 10 points for each right answer. If any part of the answer is wrong, it's all wrong—that's what it's like at the top! Question 1: b; 2: a. 3: a. 4: b. 5: b. 6: a. 7: b. 8: b. 9: b. and c. 10: b. and c.

Rating

90 and over . . . shows a sound, practical approach to problems. 60 to 90 . . . work hard at the job you're doing. You're not quite ready for the short list. Under 60 . . . get in touch with the training department—you need all the help you can get!

Q	O	O	S	E	R	A	J	A	H	
I	V	N	U	A						
F	R	E	N	C	H	M	A	N	V	
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CROSSWORD SOLUTION

"Where have they taken my Mum?"

Overheard in the girlsweat department at Preston:

A middle-aged woman was helping her young daughter to choose a dress. Suddenly the mother complained of feeling faint. "In that case," said her daughter, "give me the money for the dress, quickly!"

The mother duly fainted and was carried off to welfare. The young girl calmly paid for the dress she had picked, then turned to ask an assistant "Where have they taken my mum?"

Well, did you recognise them?

Can you identify the Owen Owen carol singers on page 1? They are in fact, all group buyers. See if you can spot them without looking at the key.

For the record they are:

- (1) Senior buying controller Mr. Vin Baylis;
- (2) Fashion fabric buyer Mr. Brian Norris;
- (3) Accessories buying controller, Mr. Ken Hemsworth;
- (4) Bedding buyer Mr. Bill Macdonald;
- (5) Fashion buying controller Mr. John Hoesli;
- (6) D.I.Y. buyer Mr. Nevil Jarrett;
- (7) T. J. Hughes fashion buying controller Mr. Bob Reid;
- (8) Men's outfitting buyer Mr. Ted Aston;
- (9) Boys' outfitting buyer Mr. Charles Backhouse;
- (10) Babywear buyer Mr. Chris Francis;
- (11) Men's and children's buying controller Mr. Mike Wright;
- (12) China buyer Mr. Fred Masserick and
- (13) Household buying controller Mr. Arthur Simpkin.

Letter to the Editor

A "very fine" magazine

Dear Sir,

Many publications come on my desk of both a national and local character, and because of my Church's close proximity to the store of Owen Owen Limited in Coventry I recently had brought to me the "new-look" newspaper called "Scene".

My Senior Curate is Chaplain to the store in Coventry and spends a considerable amount of his time amongst the employees and management staff of Owen Owen. I want to compliment and congratulate you on a very fine house publication, both from the point of view of content, typography, and layout. This really is a first-class piece of work.

I was moved to read carefully the article on Owen Owen's store positioned opposite my Church, called "From the Ashes of War—A Store to be Proud of". I was amazed to find in this article a statement that the store stands in "a commanding position in the city's main square, . . . a stone's throw away from the new cathedral and opposite the 11th century parish church of St. Michaels". You will see from my letterheading that the 11th century church is not indeed dedicated to St. Michael, but, rather, to a much more ancient dedication, that of the Holy Trinity. It is the new Cathedral which carries on the dedication of its predecessor, that of St. Michael.

Thank you for a fine publication which, because of our close connection with Owen Owen in Coventry, we much appreciate.

With my kindest good wishes.

Yours faithfully,

Canon Lawrence Jackson

We apologise to the Canon for our slip and thank him for his generous comments—Editor.

