



T. J. Hughes new store in Birkenhead

Move completed in just three days

T. J. HUGHES opened their new store in Birkenhead only days after the old one closed—thanks to a joint effort between management, staff and buyers.

Plans for the move to the new building in an ultra modern shopping centre were made late last year and swung into operation in February, just a month from the opening date.

"Right from the start we realised that it would be impossible to transfer all the stock at the same time," said Regional Director Peter Fleming. "In February our buyers began ordering new stock and this was stored in London Road and Kempston Street ready for the move.

High Praise

"Two weeks before the opening, we were allowed into the new store and the big move began in earnest. Vans from Liverpool made more than 40 trips to Birkenhead, ferrying across the goods.

"Staff from the old store were drafted in to help with the receiving, but the Grange Road store kept on selling up to only three days before the new building opened.

"I cannot praise everyone enough. Receiving room staff postponed their days off to help with the move and the buyers really did burn the midnight oil. It would be impossible to name everyone who helped."

The new store, only a quarter of a mile away from the old one, is situated in the Grange Road Shopping Centre. It's a much larger building with four selling floors,

including a small basement for hardware, and a top floor restaurant.

"With all the extra space we have been able to introduce a number of new departments catering for heavier lines which have been selling successfully at Bootle," said Mr. Fleming.

"The new store is ideally situated with an entrance at the back direct to the bus stops and I am happy to report that in the first month of trading, general manager Dave Rennison and his staff outstripped all their sales targets."



T. J. Hughes old store

GROUP PROFITS SHOW INCREASE OVER LAST YEAR

IN his statement to shareholders with the accounts for the year to January 28, 1978, the Chairman, Mr. J. A. H. Norman, reported a group profit for the year of £2,255,000, representing a small increase on the previous year.

The contributions to sales and profits came as follows:

	Year to January 1978	Year to January 1977	Inc./Dec. %	
Sales (£'000)				
U.K. Stores	57,584	53,128	+ 4,456	+ 8.4
Canadian Stores	26,457	30,550	- 4,093	- 13.4
Plumb Contracts	2,676	2,200	+ 476	+ 21.6
	<u>86,717</u>	<u>85,878</u>	<u>+ 839</u>	<u>+ 1.0</u>

Profits (£0'000)				
U.K. Stores	1,695	1,503	+ 192	+ 12.8
Canadian Stores	493	678	- 185	- 27.3
Plumb Contracts	67	22	+ 45	+ 204.5
	<u>2,255</u>	<u>2,203</u>	<u>+ 52</u>	<u>+ 2.4</u>

BUYING AND SELLING

OWEN OWEN have acquired the share capital of Suters Limited, a small company which operates two stores in the Slough and Uxbridge area.

The Slough store has a selling area of 47,000 square feet and the Uxbridge store 25,000 square feet.

Meanwhile, the group's Taunton store has been sold to W. H. Smith. The store came into the group together with Bath and Weston in 1973, but it became increasingly clear that its potential for future development was comparatively limited, despite the best efforts of everyone involved, both centrally, and not least, in the store itself.

Cash from the sale of the store will help strengthen future development of the group.

All possible steps are being taken to help find other jobs for the 46 management and staff of whom about half are part time.

IN THE U.K.

Trade in the U.K. stores had started to rise in the all important weeks before Christmas and the final quarter profits offset the poor results from the earlier part of the year when trading has been extremely difficult.

The more recently acquired stores were making important contributions to group profits and their integration into group structures had been a major task and one which called for continuing innovation in our operating methods.

Amongst the changes which had been taking place were:

1. the establishment of a Regional Management structure with the established large store in each region acting as a parent unit.
2. a more specialised approach to merchandise assortment with increasing emphasis on newer fashion conscious ranges, leading to a more clearly defined corporate trading identity.
3. considerable changes in the distribution system—goods receiving, ticketing, warehousing.

The T. J. Hughes stores had again shown great resilience in the face of difficult trading conditions on Merseyside and produced a satisfactory year result.

IN CANADA

The figures shown in the table of sales and profits suffered from the fall of 25 per cent in the value of the Canadian dollar against the pound sterling, and the true performance of the Robinson stores was much better than shown by the figures. Their sales in dollar terms showed an increase of 8.3 per cent (most of it attributable to the new Niagara Falls store) and the fall in the dollar profits was limited to 9 per cent on the previous year—and that after writing off the pre-opening expenses at Niagara Falls.

The St. Catharines store, opened in 1975, achieved a marked improvement on its previous year trading and is expected to become profitable this year.

The seventh Robinson store is expected to open in August in the North Waterloo district of Kitchener and it is hoped it will be followed in 1980 by a second new store in Downtown Kitchener itself.

PLUMB CONTRACTS LIMITED

There had been some recovery in shopfitting work in this country and Plumbs had benefited with a useful increase in sales and profit. They had also benefited from a number of export contracts, the most important of which had been the fitting out of the new shopping centre in Doha in the Arabian Gulf State of Qatar.

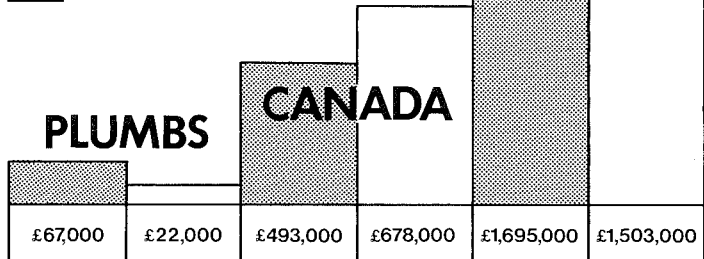
Chairman's Report to Shareholders

GROUP PRE TAX PROFITS

How they contributed

 This year to Jan '78

 Last year to Jan '77



U.K. FIGURES

SALES	£60,260,000	(+7.26M)
LESS COST OF GOODS AND SERVICES BOUGHT OUTSIDE	£48,623,000	(+7.123M)
WE THEREFORE EARNED	£11,637,000	(+ .137M)

HOW THE MONEY EARNED WAS DISTRIBUTED

EMPLOYEE REMUNERATION	£9,250,000	(+.25M)
REINVESTED IN BUSINESS	£1,098,000	(-.271M)
TAXES	£1,028,000	(+.128M)
DIVIDENDS	£261,000	(+.03M)

LOOKING AHEAD

Concluding his report to shareholders, the Chairman said: "The immediate outlook for retail trade in this country is more encouraging than it has been for some time with the prospect of a real increase in the volume of consumer spending. We look forward to exploiting the opportunities that the enlarged business should offer in a kinder trading climate."

"In Canada, there is a reasonable chance of achieving an overall profit increase over the full year, given a normal level of pre-Christmas trading. For the first six months, we are expecting an increased loss from Canada on account of the special circumstances that I have outlined in this statement and including the seasonal low volume months of the Niagara Falls store for which there are no offsetting figures."



MARK'S TUNE TONIC

MARK Rackstraw is cheering patients at Finchley Hospital with his own kind of tonic.

He is manager of the hospital's radio station whose 14 volunteer staff bring the pop world to the wards.

Now Mark, who has recently been promoted to sales manager of the Record department of our Finchley store, has been joined by Cheryl Holt from Display.

They are running a disco and other functions to raise money to keep the radio station on the air.

And when it comes to organising staff dances there are no prizes for guessing who provides the music!

Distribution plans progressing

OWEN OWEN'S Bootle Centre is being developed as a regional distribution point for all our Northern stores.

A new loading bay has been added to the building to speed up stock handling, and distribution controller Barrie Johnston has introduced a scheme to streamline distribution.

Goods arriving at the centre (excluding Heavies) are checked, priced and despatched direct to the Clayton Square store, cutting down on warehouse space and

delivery times.

The 74 staff have now been joined by others from Liverpool city centre's Kempston House which has now been closed.

Said Mr. Johnston: "When all the moves are complete we should have a first class distribution network which will be an asset both to the group and our customers."

PLAYING SANTA TO A SHEIK

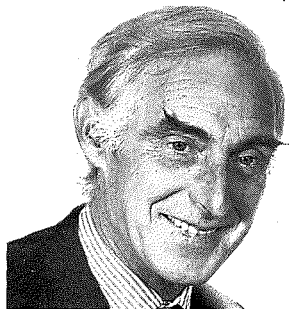
THE Chairman, John Norman, flew to Arabia to present a gift to an Arab Sheik to mark the completion of a £5m project which forged new links between Britain and the Middle East state of Qatar.

He was joined on the trip by Mr. Tom Doyle, managing director of Plumb Contracts Limited, our

"The biggest problem was the time limit—the Sheik wanted everything finished within 18 months."

Called the Doha Shopping Centre, the store marks a new era in Arabian shopping, selling everything a family could require, except furniture.

It's split into four fully air conditioned sections handling food, fashion, leisure goods and household items, and there is also a market or Soukh selling pots and pans, cheap radios, china, haberdashery, antiques and ironmongery as well as other items

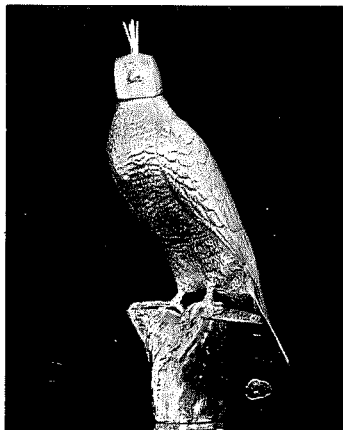


Mr. T. Doyle.

Coventry based shopfitters, who were responsible for the interior design and fittings of a new departmental store in Doha. The store was built for Qatar's ruler, Sheik Ghanim bin Ali al Thani to whom they presented a silver falcon.

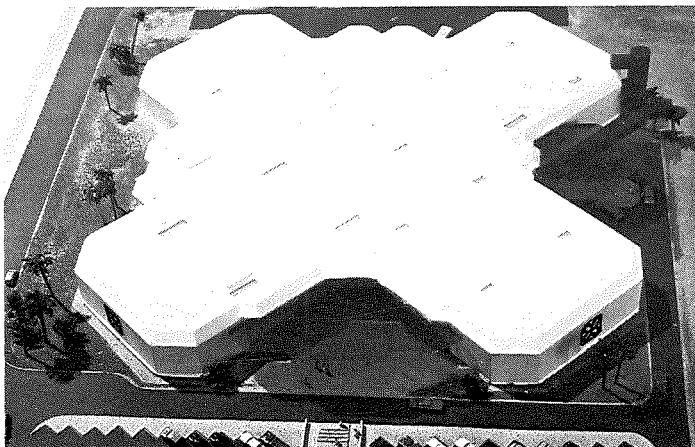
Plumbs completed their work on the 80,000 square feet store in a record 18 months. They won the contract after Fitch and Company, the London based design consultants, called them in.

Said Mr. Doyle: "We have always had good relationship with Fitch & Company and when they were asked to build the store in 1976 we were asked to help."



Gift for a Sheik.

Plumb's venture forges new links with Middle East . . .



Model of Doha's new store.

usually found in an Eastern bazaar.

Two thirds of the centre is devoted to food. Top quality fresh and frozen goods are flown in weekly by jumbo jet from the West Coast of America and other delicacies come from Africa and local merchants.

Women have not been forgotten either, they are catered for by "majlis", an Arab sitting room complete with comfortable armchairs and sofas. Here they can meet other women without revealing their faces in public!

There is even a place for customers to leave their purchases while they browse around the rest of the store or meet a friend in the restaurant which has a jungle theme, created by Plumbs, to contrast with the desert landscape outside.

"Although money seemed to be no object with the project, obviously we had to be competitive," said Mr. Doyle. "I feel we gave the Sheik real value, and I am sure that the project will only be the start of our interest in the Middle East."

No time off in 23 years



NOT a day off work since 1955! That's the proud record of George Williams who has retired after 43 years with the company as a french polisher.

Over the years George has turned his hand to a variety of other jobs in our Liverpool stores.

He has carried out repair work of all kinds, cabinet making, and upholstery. He has also visited thousands of customers in their homes to deal with enquiries.

George is pictured here at a retirement party in Bootle Centre with his wife, who works in the staff parcels office in Clayton Square.

Scouring the junk shops

STAFF from Soft Furnishing in our Weston store have gone into the antiques business.

They are buying old chairs and restoring them to their original condition at evening classes.

The staff spend their spare time prowling around second-hand shops to find suitable items for restoration.

The chairs are then stripped down to the bare wood, stained and polished. The whole process can take weeks but they all agree it's a fascinating hobby.

When you're used to spending thousands every week . . .

HOUSEKEEPING presents quite a problem for Brian and Liz Bolton, for during the week they are used to spending thousands of pounds.

But at the weekends Liz has to count the money in her purse just like any other housewife.

They are both members of the Owen Owen Central Buying Team.

From their base in Stafford House, the 28 buyers and three assistant buyers keep a close eye on the world market to make sure that our stores are able to offer customers the best possible value.

... housekeeping could present some problems!

It's a team which combines youth with age and experience to ensure that everybody's needs are catered for.



Mr. J. M. Hoesli

Merchandise Director John Hoesli explains: "Having to buy such a wide cross section of goods it is important that our buyers know their job well. Everyone has their own particular interest and speciality, regardless of their age; put them all together and you get the recipe of success."

Brian Burke better known under his store name of Bolton—"When I started there was another Burke," he explains—and his wife Liz, known by her maiden name, Hurton, have 11 and nine years service, respectively.

EXPERIENCE

They are relative newcomers to the buying world, having joined the group as trainees and served their time in the stores.

"It's important for a buyer to have a feel for the merchandise and this can only be obtained by having experience behind the counter," explained Mr. Hoesli. When it



Vincent Baylis, Buying Director

comes to experience few can boast more than Arthur Roskell.

Arthur joined the company in 1935 as a clerk in the Invoice Office. He became central buyer for soft furnishings in 1951, general manager Clayton Square in 1963, and came back to the Central Buying Office in 1970.

Married, with five sons, he likes to relax on the Prescott and Huyton golf course near his home in Childwall.

But with world markets changing daily he finds that his job takes up much of his time.

"The Continent and Scandinavia are becoming very important now," he said. "I buy a lot of linen from places like Portugal, Spain, West Germany and Denmark. I think they are countries we are going to hear a lot more about in the future."

Vincent Baylis has been in the team since 1970 too. He joined Owen Owen in August 1961 and was general manager, Clayton Square, before moving to Buying. He is the Buying Director covering clothing and textiles.

BACK-UP

What makes a good buyer? "A feel for the merchandise and the ability to react to what the customer wants," Mr. Baylis says.

But with all the ability in the world no buying team could compete without a first rate back-up service, and this is provided by Joyce Houghton and her staff, who keep the office ticking over, while buyers are out.

Receptionist Carol Thompson mans the reception area where suppliers usually call when they visit Stafford House.

"It's amazing how many people I have got to know by name in the four years I have been here," she said. Carol also handles the Telex and makes travel arrangements and hotel bookings for the buyers. But



Joyce Houghton
Buying Office Manager



Arthur Roskell
Buyer of Household Linens



Liz Hurton and Brian Bolton

sadly she will be saying farewell to her friends in the group this August. She is marrying Corporal Kevin Hodgson on August 9 and moving to Blackpool.

For Julie Miller, working for Liz Hurton can prove pretty hectic, but she takes it all in her stride. "When the buyer is out it is my job to make sure things continue to run

smoothly," she explained. "I have to take orders and look after the files as well."

Catherine Fearnough has been with the company for 26 years. She assists John Davies, the Hardware buyer. "Working in this office must be one of the most exciting jobs in the group," she says. "I would not want to move for the world."



Julie Miller and Catherine Fearnough, Buyers Clerks



Carol Thompson,
Receptionist

Nancy's secret is an eye for detail

A close eye on detail: that's the secret behind making dolls of historical figures, says Nancy Hughes, supervisor, Central Wages and Salaries.

She is pictured here with some of the many models she made during the past few years.

Left to right: Queen Victoria, King Henry VIII, a flower seller; Queen Elizabeth I; Anne Boleyn and Elizabeth II.

Nancy's insistence on perfection is so great that her model of Anne Boleyn even has six fingers!

Details of the costumes are researched in libraries and museums so they resemble the originals as closely as possible, and most are embroidered by hand.

Said Nancy: "Each doll takes many hours to make but as a way of discovering history it is hard to beat."



IT'S NOT TRUE

THERE is no truth in the rumour that Chester played Rugby against Clayton Square who played Soccer—at the same time! Discounting the first 12 goals Chester allowed the Liverpool team for practice purposes and the 12 off-side goals, the game was a draw! Well done Chester and Liverpool—keep up the good work. Spectators and players both enjoyed it—whatever 'it' was.

TWELVE EARN LONG SERVICE AWARDS



TWELVE employees received 25 years service awards from the Chairman at a presentation ceremony in Liverpool. They are pictured here left to right with Mr. Norman (far right).

Mr. M. Crump (T.J. Hughes, London Road); Mr. T. Early (T. J. Hughes, London Road); Mr. A. Peloe (T. J. Hughes, London Road); Mr. D. Edwards (Chester); Miss D. Davies/Denny (Audley House); Mr. H. E. Cotton (Stafford House); Mr. F. Stewart (Preston); Mrs. A. Spreag (Clayton Square); Mr. H. Hurley (Chester); Mr. G. Maher (Clayton Square); Miss C. Fearnough (Stafford House); Mr. B. Royds (Stafford House).

PROFILE

You can make it to the top by 'buckling down' to work...

WHEN Eric Hodges left school in Liverpool as a boy of 15, his heart was set on a sea-going career.

But to please his father he agreed to try working ashore for 12 months—on the understanding that he could go to sea at the end of the year if he did not like it.

He joined Owen Owen as a junior in the Liverpool T. J. Hughes store and six months later had forgotten all about his sea-going ambitions. "I took to the work right away and decided store life was what I wanted," he said.

Now 25 years later Mr. Hodges is still firmly land-based as Sales Director for all Owen Owen's stores.

By 1960 when he was 21 he had become sales manager for Menswear in Clayton Square and then moved to the same post in Coventry.

He was promoted to merchandise manager at Coventry and then Southampton and, subsequently, returned to Merseyside to become General Manager, of T. J. Hughes, Birkenhead.

Since then he has been general manager of T. J. Hughes, Bootle and the Owen Owen stores in Chester, Erdington and Southampton. He was also deputy general manager of Clayton Square for a time.

He was then promoted to regional director for the Midlands and returned to Merseyside 18 months ago to take up his present post.

CANADA TRIP

His travelling is not restricted to the U.K. Last year, he went to visit the group's Canadian stores—a trip that got off to a somewhat unfortunate start.

"I flew from Heathrow when the air traffic controllers dispute was on," he explained. "Instead of landing in Toronto, I finished up in New York State, U.S.A. But my luggage was in Toronto!"

"I took two days travelling to reach Hamilton and I arrived there at 7.00 a.m., two hours before I was due to meet the President of the Canadian stores, Mr. Ted Dakin. But I managed to make the meeting on time."

Mr. Hodges was interested to notice the difference between the Canadian stores and their U.K. counterparts—mainly that, with the exception of the Hamilton store which is built in traditional multi-storey style, the stores in Canada are composed of one huge ground floor area, and the stores all have excellent car parks.

While he was there he visited the group's newest store, close to the spectacular Niagara Falls, just a week before it was due to open.

IN-COMPANY MARRIAGE

It was through his travelling within the group that Mr. Hodges met his wife, Gwen, during his period at the

Erdington store, where she once worked as an assistant sales manager.

They have been married for six years and have two children, Nicholas, five, and Donna, 19 months.

Being responsible for the planning and direction of sales promotion policy for 19 stores involves careful planning and liaison with buying directors and controllers. As well as current planning they have to forward plan for six months ahead so when we met Mr. Hodges in the

He drives into Wales at least twice a fortnight for fly-fishing. He casts mainly for trout and salmon and the family freezer is well stocked. Four years ago he landed an eight-pound rainbow trout and reckons that if he had had it weighed as soon as he caught it, it might have made the Guinness Book of Records!

On a more serious note Mr. Hodges has a message for young people working in the organisation, and starting at the bottom as he did himself. "Owen Owen has a proud Reputation for giving members of

... and here is the man who proved it



middle of a heat wave his thoughts were already turning to Christmas and New Year.

In his spare time Mr. Hodges likes to get right away from city centres and shops to the tranquillity of fishing waters. He is, he confesses, an angling fanatic.

staff every opportunity to develop their full potential and, with the help of training, to reach senior management positions.

Any youngsters who are willing to buckle down to work have a golden opportunity with this company to work their way right to the top."

Moya retires after 20 years

SALES manager Moya Brown was presented with a music centre when she retired from Southampton after 20 years service.

Moya, who worked on Dress Fabrics, Paper Patterns, Overalls and Haberdashery, has now returned to the store part-time.

She is pictured with merchandise manager Audrey Knowlton.



Handing over the books and coming down to earth

GROUP Accountant Ron Rennie is looking forward to spending more time in his garden now he has retired from Owen Owen.

Mr. Rennie, highly regarded by his colleagues for his tremendous fund of knowledge in the accounting field, joined the company in 1969, and won the Chairman's Award four years later.

He is pictured here with the directors after receiving a clock from the Chairman.

Left to right: Mr. W. Stothart, Company secretary; Miss O. Moulding, Management Services director; Mr. J. S. Murden, Property director; Mr. Rennie; Mr. J. M. Hoesli, Merchandise director; Mr. M. G. Rider, Group Financial director; Mr. E. Hodges, Sales director; Mrs. C. E. Rees, Personnel director; and Mr. H. W. Plumb, Joint managing director.

JACK'S 'DIGGING' RETIREMENT



JACK Sherlock will have more time for his hobbies, now he has retired from Owen Owen, Brighton.

Jack, who joined the store in 1965, is a keen amateur archaeologist, and he is now planning to visit historic museums in the area. He also finds time to play the organ and the piano.

During his years at the store he worked on furniture, carpets and bedding.

Battle for Top Six title

HEREFORD, Kidderminster and Richmond are battling for the league title in the Top Six performance competition, closely followed by Evesham and Southampton. But with three months to go a final push from other stores could well change the running.

All stores have been set a stiff target for the competition which is based on sales in Menswear, Young Fashion, Fashion Accessories, Housewares and Gifts, Household Textiles and Beds and Furniture.

League Table of stores' performance—February to end of April.

	Percentage Increase/Decreased on target	Movement in position over the previous month.
Hereford	+27.24	level
Kidderminster	+23.74	level
Richmond	+14.71	+1
Evesham	+10.73	-1
Southampton	+10.41	+1
Weston Super Mare	+7.79	+2
Wolverhampton	+6.11	-2
Shrewsbury	+4.74	+1
Colwyn Bay	+2.81	-2

Group average +2.32 per cent on target.

Stourbridge	+1.84	+2
Clayton Square	+1.72	+6
Brighton	-0.58	+1
Bath	-0.60	-3
Chester	-1.06	-3
Coventry	-2.79	-1
Preston	-3.78	-1
Finchley	-4.68	+2
Newport	-5.62	level
Taunton	-7.93	-3

THEY DO LOVE TO BE BESIDE THE SEASIDE...



SIZZLING sunshine and long sandy beaches bring holiday-makers to Weston-Super-Mare from the Midlands and South Wales.

And while they are staying in the town—at one of the many hotels and guest houses which line the promenade—most of them pay a visit to Owen Owen.

It's a store which started life as a small family business way back in 1870 and grew into one of the town's premier shopping centres. It became part of the Owen Owen family in 1973 when we acquired the Colmer group.

General manager Russell Ford has been at the store for 12 years now and freely admits: "I would not like to move. Although I originally come from Bath, Weston has become my home and I don't think I could find a nicer place to live."



Russell Ford and Sarah Harris

Married with two children, he finds most of his spare time is taken up with music. He plays the organ at St. Peter's Church and in the evenings he sings with a group called "Cantamus". They specialise in folk songs and are in great demand at church events and garden fetes.

He looks after the church choir too.

CIDER COUNTRY

Music seems to play quite a role in the life of the staff at our Weston store. And when your town is right on the edge of cider country the Wurzzles spring instantly to mind.

And during a recent cabaret evening for Owen Owen stores in the region, Sarah Harris, personnel and office manager, and her friends at Weston gave several renderings of the group's songs.

"We dressed up in straw hats and smocks for the occasion," said Sarah. "Although we are now in County Avon we used to be part of Somerset and most people in the town still identify us with the old boundary."

Sarah, who joined the store in 1945 as an office junior, is a founder member of the Weston branch of the United Kingdom Federation of Business and Professional Womens' Club. Formed four years ago, they meet twice a month in a local hotel to discuss subjects as wide ranging as local government finances and community health councils.

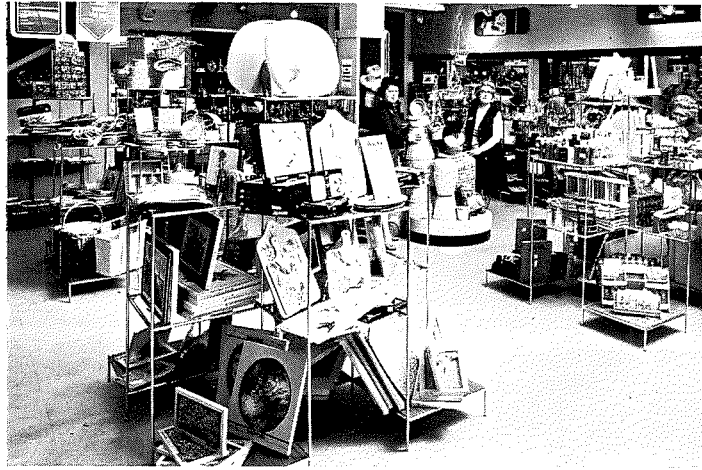
"Of course, we also have the social side," she explained. "But the

main aim of the organisation is to encourage business and professional women to recognise their responsibilities both locally and internationally."

PAT'S HOBBY

The store has recently opened a new gift section to cater for the big demand for fancy goods in the town. The section is run by ASM Pat Robbins who has worked in the store for the last 22 years.

American cars are her passion in life and you can see her most weekends driving down the main street with her husband Tom in their 1967 Rambler Ambassador. It's the fourth American car they have owned in the last 11 years, and according to Pat, it won't be the last. "For sheer good looks and plenty of room, they are hard to beat," she said.



Sales manager Jim Ironside prefers to drive carnival floats, or at least get them on the road. He is a member of the town's carnival committee and responsible for organizing two parades, one in July

and one in November.

"The November Carnival is the bigger of the two," he said. "We are expecting dozens of floats to enter and we will probably tour eight or nine towns to raise money for

charity." There is so much work involved in organizing the carnivals that Jim is already planning ahead to next year!

LIFEBOAT MAN

While Fred Payne is making his deliveries in the Weston area he is also keeping a weather eye on the lifeboat station. For Fred is a member of the R.N.L.I. and when the maroons go up it's all hands to the boat.

"During the summer we are busier than ever with all the holiday-makers around," he said. "If people only realised the difficulties they can get into sailing small boats without proper training our job would be easier."

Fred is on call 24 hours a day during the summer and he may turn out to several calls a week. "It can play havoc with your social life," he said. "But it is very rewarding".

WHO'S WHO . . . in the Regional teams?

How many people do you know from these photographs?

SOUTH WEST (left) left to right: Mr. L. Netherwood, display manager; Mr. R. Butcher, house manager; Mrs. S. Wilson, branch store merchandise; Miss S. Walters, regional head, Mrs. P. Timbrell, training officer and Mr. K. Rogers, store accountant.

Left to right: Miss B. Tovee, regional personnel manager; Mr. K. B. Speddings, branch store merchandiser at Chester; Mr. C. J. Hassall, regional controller; Miss B. Cronin, regional trainer; Mr. F. W. Blundell, senior regional display manager; Mr. G. R. Whitby, store accountant.

T. J. HUGHES (below left) left to right: Mr. J. Scarisbrick, store accountant; Miss P. Ladds, training officer; Mr. N. Arnott, advertising manager; Mr. P. B. Fleming, regional head; Mr. C. Champion, stockroom manager; Miss E. Rigby, personnel manager; and Mr. J. S. Murdoch, display and house manager.

NORTHERN sitting left to right: Mrs. J. James, personnel manager; Mr. J. A. Mariner, regional head; Miss M. Southall, training officer. Standing left to right: Mr. M. Ticehurst, display manager; Mr. C. Cowell, store accountant; Mr. J. Wells, security manager; Miss B. Crawford, branch store merchandiser; Mr. C. Tyldesley, house manager.

SOUTHERN (below) back row, left to right: Mr. R. Hebson, display manager; Mr. R. W. Packer, regional head; Mr. E. P. N. King, house manager, Southampton and Brighton. Front Row—left to right—Mrs. D. B. Willmer, training officer and Miss E. Stewardson, personnel manager.



Miss Bechler retires after 23 years with Robinsons

DOROTHEA Bechler, general personnel manager of G. W. Robinsons has retired after 23 years with the company.

Miss Bechler has been responsible for the staffing and training of the suburban stores; Burlington Mall, Greater Hamilton Shopping Centre, Eastgate Mall, Pane Centre, St. Catharines and Niagara Falls.

Miss Bechler was born in Danzig, the youngest of three girls. Her father was headmaster of a boys' school there, and a very well known athlete in his day, having at one time represented his country in the Olympic Games.

HONOURS DEGREE

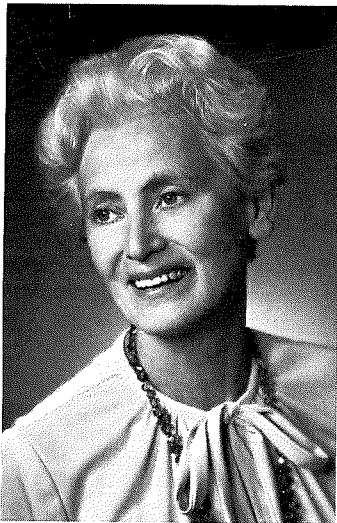
On her graduation from high school, Miss Bechler emigrated to England, where she entered St. Hugh's College, Oxford, later graduating with an Honours degree in politics, philosophy and economics. Early in her career, she became interested in the personnel field, and worked in England in various capacities until moving to Canada in 1952, where she joined the Robert Simpson Company in Toronto, opening credit accounts.

Shortly she was transferred to their administrative offices, where her Canadian career in retailing really began. Miss Bechler joined Robinson's in 1954.

Miss Bechler is in private life Mrs. George Batchelor, and with her husband enjoys many interests and hobbies. The Batchelors like travelling, and over the years have travelled across Canada, and south

to Mexico, as well as through parts of Europe.

She also loves to hike, and this almost led her into trouble. Hamilton was sponsoring a Miles for Millions



Walk (32 miles!), and in a rash moment when her colleagues teased her about joining she agreed to walk. In no time a "Bechler-Booster" campaign was launched, and Miss Bechler was sponsored at the unbelievably high figure of \$13.00 a mile! So, honour-bound, she started out, strongly supported by her husband, who had also entered the walk. Twenty-five miles and many blisters and cramped

muscles later, she had to give up, but had earned \$300.00 for charity. Four days after that, Miss Bechler came to work by taxi, wearing slippers, and hasn't entered a Miles for Millions Walk since!

WIN OR LOSE

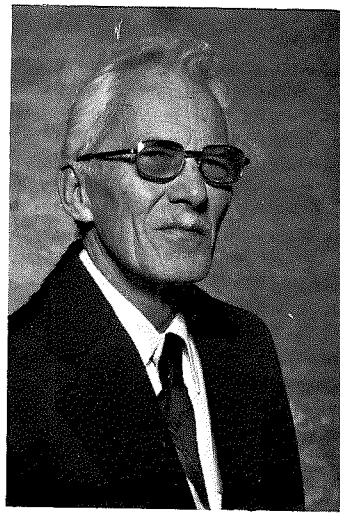
One of the Batchelor's hobbies is harness-racing, and their latest horse, Jeannie, has just won her first race! This, they hope will be the first in a long series of winning streaks. They thoroughly enjoy the races, where there is the thrill of winning, and sometimes even the disappointment of losing!

Who will plan the picnics now?

DOCK Supervisor Gordon Rusby has retired after 12 years service with Robinson's Hamilton store.

Gordon will be best remembered for his activities outside work. A store picnic could not be organised without his help.

He is also well known for his work with the British Legion and for organising the Burlington games—a competition between athletes from Burlington, Ontario and Burlington, U.S.A.



Ruth helped out—for twelve years

A woman who joined Robinsons to help out for a couple of days has retired from the store after 21 years' service.

Ruth, who started as a cashier, went on to work in the Stationery department for five years. She then moved to Linens and was promoted to supervisor in May 1963.

Ruth has been one of the mainstays of the store Bowling League for more than 19 years. During this time she won four trophies and earned herself the title of "Turkey Bowler".

Jackie Stone

Perfumery buyer Jackie Stone says . . .

IT'S A BEAUTIFUL SUMMER —NATURALLY

THIS summer's make-up effect is soft, feminine and natural . . . a face that at first glance appears un-made up. Needless to say you don't use any less make-up to achieve the look!

Shades are blended and smudged with no harsh edges or blocks of colour.



THE NEW LOOK

EYES—dark with well defined eyebrows, as the most important feature. The dark-eyed effect is completed by eyeliner smudged for softness all round the eye.

COLOURS—earthy greens and brown and plums or pretty pinks, blues and greens to complement this season's fashions.

CHEEKS—The face blushers are much softer, in pink and coral tones. Application requires a change of situation to achieve the un-made up look. Place the colour on the centre of cheek (the bone not the hollow) and blend outwards towards the ear as opposed to the temple.

LIPS—Toning with blushers in pinks and corals.

There cannot be any hard-and-fast rules as to where you should blush or highlight as you need to select from the fashion a look that is right for your shape of face and bone structure. The idea is to enhance what is already there, not to make it unrecognisable!

Once you've decided your look remember to choose the shades which are most flattering to your skin tone and hair colour whilst still complementing your clothes.

Chairman Awards

FIVE members of management awards from the Chairman presentation ceremony held at the Playhouse Theatre, Liverpool.

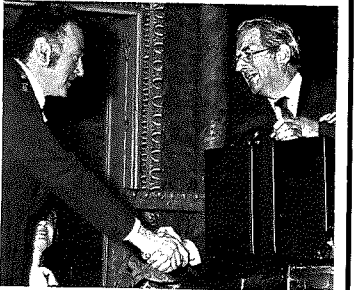
Our pictures show:



Mr. V. W. Baylis, Buying Director of Clothing Division.



Mr. H. Collings, Buying Controller, Food.



Mr. W. McDonald, Buyer of bedding.



Mr. P. B. Fleming, Regional Head of the T. J. Hughes Stores and general manager, London Road.



Mr. A. J. Hughes, buyer of shoes. He has received the award for Buying and Accounting.

TE
45
CA



A man who was a salesman at Robinson's, now retired after 21 years' service.

Over the years he has completed his Menswear department built up a knowledge in

Before he joined with a lawn and other from his company graph Ted is General Man

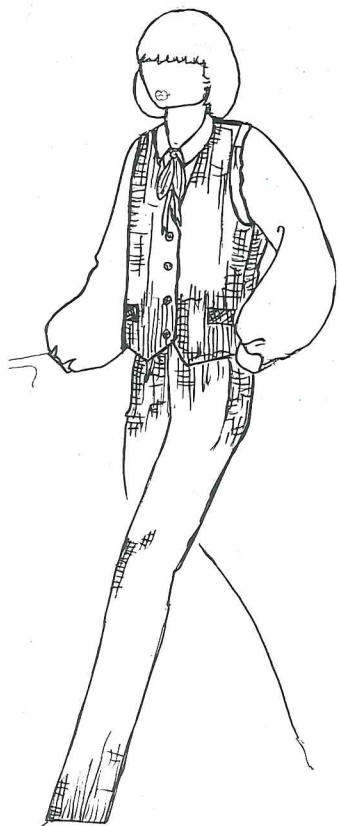
Christmas temp. stays —and on!

MRS. W. Ormson from our Preston store received a clock from Mr. C. J. Hassall, regional head of the Northern Region, to mark her retirement after a long career with Owen Orm. Mrs. Ormson joined the



Rare Set Fashion Story For Autumn

By Sue Allen,
Buyer, Rare Set



RARE Set are in for one of the most exciting Autumns ever. They are going to make this season even more successful than the last.

Everyone is going for the new looks shown at Paris and London fairs last April. Shapes are more tailored, feminine and pretty—following on from the large billowy look of the summer. Colours will be deep soft grey; soft milk chocolate browns; soft cedar green; rich caramel and cream; soft brick pink and rust tones and rich claret.

is again soft and big. Huge batwing sleeves—sometimes straight off the welt of the garment, are going to be most important.

Also, frilly details, pearl and pretty button details. V-necks are very strong. the knit is loose and cobwebby—often knitted by hand! All ideal to go with straight leg cords. To go with the new shape trouser we have bought "Professor Higgins" Shetland cardigans and waistcoats and a lovely herringbone tweed knit in acrylic.

Jumbo cords, mohair type fabrics and again the natural "porridge" tweeds. The look is again ideal to wear with the huge soft wool shawls which are worn loosely tied or wrapped over the coat giving the country look to the outfit.

SKIRTS

This season soft shapes with loose gathers or knife-pleating from the waist, or plainer A-lines with flounces on the bottom. Lovely soft tweed fabrics in rich checks or plain fabrics, or checked brush cottons giving a lovely cosy effect.

TROUSERS

A beautiful new shape with higher waistband and pleating detail on the front, tapering down to a fairly narrow 17" bottom. Fabrics will again be tweeds or lovely soft, rich cords. Most important with this look are gilletts, waistcoats and cardigans to complete the "Annie Hall" look along with ties and tweed trilbies.

BLOUSES

Blouses reflect the romantic mood of skirts. Pretty little penny round collars, soft full sleeves, loose gathering off a yolk with either tie necks or thin rouleau bow tied around the collar. Fabrics are soft, silky crêpes, cuddly brushed cottons, and in one store we are even trying lovely pure silk shirts in beautiful soft colours.

KNITWEAR

The loveliest look in ages. Soft mohair and brushed yarns. The look

SUITS

Suits are going to be very important this year. Trouser suits are very masculine with waistcoats and matching scarves. Skirt suits, either with hacking jackets or a new shorter jacket, nipped in at the waist. Fabrics are mix-and-match Shetland tweeds, and for a few stores we have bought some very beautiful four and five piece suits consisting of jacket, gillett, waistcoat, trousers or skirt and scarf.

JACKETS

More important than ever. The old favourite, hacking jacket with cord trim and a new look double-breasted shape. Newer and more important, though, are the longer blouson jackets in cords, tweeds length, to the hip, with tab and ring detail, and large roomy pockets being an important feature.

COATS

Our range is the best for a long time. Larger, looser shapes with gilletts or waistcoats worn over the coat. Looser swingy shapes, falling from yolks in soft pleats or gathers.

DRESSES

Again soft, pretty and feminine. Baby cord, brushed cotton, usually checked, printed viscoses and natural soft woven fabrics. Lace detailing on collars, cuffs and trim very important. Soft viscoses are drawn into the waist—a very important look. Round Peter Pan collars and the sailor collar making a come back.

As an extra but most important of all the waistcoat in all shapes and forms will complete the look. Long three-quarter and short gilletts in sheepskin and cord to go over coats, jackets, and knitwear and fabrics matching trousers, skirts and a new "baggy" waistcoat will all be part of our range.

Accessories to go with the new look are simple but very effective. Hats are trilby, bowler or large coalman caps. Silk and tweed mixtures, some trimmed with buckles, feathers and clips. Bags are large and pouchy, belts narrow and plain. Most important of all are scarves—long, longer than ever, in cobweb knits with knotted ends, and check shorter mufflers. A lovely selection of shawls, ideally worn with everything, completes the exciting range for Rare Set Autumn 1978.



Sue Allen

