

SEPTEMBER ISSUE

shop talk



SOCIAL CLUB BALL

McEwans
and Magnet
Staff
Magazine.



A great occasion — Mr Wallace Turner (Wally to his Clayton friends) is Mayor of Dandenong. Pictured above;— Mr Turner with McEwans Directors, Mr B. G. Brookes and Mr C. R. Saunders; with his wife Joyce and two daughters; being robed and at the conclusion of his inaugural address. Story Page 2.

STOP PRESS: Pictures of the Annual Social Club Ball, centre page.

**AROUND
MC EWANS
MAGNET
WORLD**

IT PAYS TO BE BRIGHT

Suggestions Received:

- | | |
|--------------------|-----------------|
| Mrs. M. Senior | Croydon |
| Miss E. Lewin | Knox |
| Mrs. J. Davey | Footscray |
| Mrs. N. Graham | Footscray |
| Mrs. M. Isherwood | High Point West |
| Mrs. E. Masuglia | Bourke Street |
| Mrs. L. Dorrington | Footscray |
| Mr. J. Watson | Slough |
| Mr. A. Straughair | Clayton |
| Miss J. Roberts | Frankston |
| Mrs. H. Bushell | Bourke Street |
| Mr. L. Healey | Bourke Street |
| Mrs. L. Tate | Niddrie |
| Mr. A. McDonald | Clayton |
| Mrs. J. Semple | Footscray |
| Mr. D. McInnes | Bourke Street |
| Mrs. M. Barkshire | Footscray |
| Mr. R. O'Connor | Croydon |
| Mrs. F. Epstein | Southland |
| Mr. M. Evans | Bourke Street |
| Mrs. S. Gough | Footscray |
| Miss D. Webster | Bourke Street |

Pay-Outs:

- | | |
|-------------------|-------------------------------|
| Mrs. M. Barkshire | \$25 Manual Register Training |
| Mr. R. O'Connor | \$100 Receiving Platform |

CUSTOMER SERVICE

As part of our customer service campaign, a key words programme has been initiated to stimulate interest and thought in an endeavour to improve our customer relations. Each month a key word will be displayed in the staff canteen of every store. It is important that the word should be used throughout each branch and department in an effort to create interest and develop better service to the most important people — our customers. **THE KEY WORD FOR OCTOBER IS "The Helping Hand Slogan" — SERVICE.** What does it mean? (Answer back page).

McEWANS MAYOR

Mr Wallace Turner has made history for McEwans. He is the first member of staff (as far as the records show) to be elected Mayor of his town. He became Mayor of Dandenong on August 16. Sir Harold Luxton, our Managing Director's grandfather, was Lord Mayor of Melbourne from 1928 to 1931 but Wally Turner (as friends know him) is the only staff member to reach this high civic position.

Directors, Mr. B. G. Brookes and Mr. C. R. Saunders attended the inauguration ceremony for Mr. Turner at the City Municipal Offices, Dandenong. In a moving and memorable speech, in which he put forward his policies for the coming year, Mr. Turner thanked the directors of McEwans for their support which would enable him to carry out his official duties and continue his job.

Mr. Turner, a supervisor at Clayton, has been with McEwans for 11 years. Before that he had been a market gardener for 35 years. He sold the market gardening business and for a while was semi-retired. But Wally Turner was much too active to retire. He joined McEwans as a storeman at Clayton and has been a supervisor for five years.

He became interested in local government about six years ago and now he's on eight council committees and is chairman of four. He's also past president of Dandenong Agricultural Society.

It's going to be a busy year for the Turners. "I couldn't do it without my wife's support", said Mr. Turner. "In fact, she'll see more of me in the next 12 months that she's seen of me in the last few years." Mrs. Joyce Turner, as Lady Mayoress, will be accompanying her husband on his round of mayoral duties. They will have commitments nearly every night of the week.

Wally and Joyce Turner have four daughters — two who live locally and two who live interstate — and 11 grandchildren.



"Love Thy Neighbour" stars, Jack Smethurst (Eddie Booth) and Rudolph Walker (Bill Reynolds) joined McEwans famous selection of stars by placing their hand prints in the celebrity pavement on June 22nd.

The hilarious twosome who provide T.V. viewers with a light hearted look at the problems of black and white neighbours were tickled pink to be driven in a Rolls to McEwans. Bill was particularly pleased with the colour choice — black!

Wisecracking their way through the ceremony, they placed their hands in the light brown cement and noted that the imprints were the same colour.

A large crowd gathered, as McEwans demonstrator, Pat Cleary compered the proceedings. The cement was mixed and the prints were firmly fixed in the pavement.

Eddie and Bill signed the Celebrity Book in their real names and Pat presented each of the stars with a silver goblet — one wrapped in white paper, the other in black.

PERSONNEL HAS A SPECIAL ON SLACKS — ONLY \$2 EACH. COLOURS BLUE AND GREY. ALL SIZES. CONTACT DEBBIE MARTENS 60 0561, Ext. 320. THERE ARE STILL PLENTY OF PANTY HOSE LEFT — 50 CENTS A PAIR. THREE SIZES AVAILABLE AND THREE COLOURS. PLACE YOUR ORDER THROUGH YOUR MANAGER OR RING DEBBIE.

Armed Robbery — A fact of life



We are constantly being reminded in the press and on the media generally, of that ever present danger — the Armed Holdup.

With over \$2 million stolen and a record 432 armed holdups committed in Victoria in 1977, it is now quite evident that the armed holdup man and violent crimes with the use of firearms is a part of our daily lives, and in fact here to stay.

There are some interesting statistical figures which have been made available by the courtesy of the Victoria Police Crime Prevention Bureau which I think should be made available to you. They highlight the alarming growth in the instances of armed holdups in shops these days, compared to say 2 years ago. If we take banks and the local TAB as two examples as compared to one of our stores . . .

When a person enters a bank or TAB, he goes there to usually complete a single fairly rapid transaction and leave, to go about his daily business.

But when a person enters a store, then it is a different situation altogether. He may stay in the store for an hour just browsing about. We would think nothing of that.

In fact we have deliberately designed the stores to assist customers and make it easy for them to make purchases. Also, if we make the store attractive and pleasant to be in, then we are well along the way to achieving our original purpose, that being of course, to make sales. Actually we try to induce the customer to stay in the store for as long as possible.

Now one can clearly see the difference between a bank or TAB and a modern store. Just imagine the amount of time that a would-be armed robber has to set up a crime which he intends to commit. He may be in the store every Thursday between 11 a.m. and 12.30 p.m. for instance, and each time he may make a purchase. At the end of three or four weeks we may think we have a good regular customer, but in fact, the armed robber has the movements of the staff, particularly office staff, and the pick-up times all well itemised.

He could even be writing all the details down when he was in the store and we would think nothing of it. How many times do we see people making notes etc. It is quite commonplace.

In other words, he has ample time to set up the crime.

It should be clearly understood that a thief doesn't just walk into a store with a stocking over his head, brandishing a firearm demanding money, at his first visit. Be assured, that he will have been in many times before to organise his activities fully.

This is why it is vitally important always to keep the door of the cash room closed. If the door is closed, we have removed to a large degree any temptation. There have been in many instances crimes committed by a person seeing a considerable amount of money on a table being counted usually by a lone female.

In most cases, when a person is in the store and sees a large amount of money on a desk, that person may think — "There's a lot of money, that would be easy to grab" — and if he has normal control, that would be the last he would think of it. But if that person has less than normal control, then seeing the money could be just the ignition needed to start his thinking about not only that — "it is easy to grab" — but — "I wonder if I could get it" — or "I might come back another day to have another look", etc. Then we may have a potential criminal returning to the store for the wrong reasons.

Bandits are ever vigilant to any weakness of crime prevention standards adopted by cash handling organisations and are becoming bolder and more violent in their attacks on persons and property.

With the new system of banking that is now in use in the branches, and the more up-to-date safes that have been installed, the chances of staff being in the position to be terrorised by the armed robber taking place in your store, Now, in the unfortunate event of an armed holdup taking place in your store, there are certain procedures that are advisable to adopt. While they may seem to be impossible as they appear on paper, it is suggested that in the interests of your own safety and the safety of others, that you make the effort.

Remember, it may be the robber's first armed holdup too — So therefore he will be very excited, perhaps as excited as you, for he realises that should the escapade fail, or he is apprehended, later, he will lose something in the area of 8 years out of his life — a lot to lose — but not as much as you could lose —

1. Try to remain calm and assess the situation.
2. Unless otherwise ordered, continually watch him and make a mental note of his description.
3. Note his conversation, including any indecent language, use of nicknames to any person present or his accomplice or any speech peculiarities.
4. Note any accent he may use.
5. Obey the instructions he gives you, but do not be over co-operative.
6. Move slowly — but naturally only do this with safety.
7. Do not take any drastic action unless you are sure that it will meet with success. There have been several cases where staff resistance has resulted in an arrest.
8. Observe the direction they leave and note car numbers and occupants if any.

AFTER THE HOLDUP:—

1. Immediately telephone D.24 on 662-0911 or 000 (or local Police in country areas) giving

- (a) Name and address of premises, area and location.
- (b) Number of offenders and brief description.
- (c) Description of vehicle used and direction travelled

IMPORTANT: DO NOT HANG UP UNTIL YOU ARE ADVISED.

2. Close the premises to the public and keep out unauthorised persons. Isolate the immediate area for later Forensic examination.
3. Ensure that no person interferes in any way with that part of the premises where any holdup man was present or any articles which may have been left behind.
4. Endeavour to detain any witnesses until the Police arrive — failing that — request their name and address.
5. The staff are to **independently** compile notes of the descriptions etc. It is important that first descriptions are obtained. A complete description and words used, are desirable.
6. **Do not** comment on how much the holdup man did **not** take.
7. **Do not** make statements to the media before discussing it with the Police.
8. Supply all details to the Police even if they appear insignificant to you.

FINALLY —

It should be mentioned that no amount of money is worth a life.

On Tuesday the 27th June, 1978 a Seminar was held at the Hotel Australia regarding this very subject. The day consisted of speeches presented by experts in the various fields, starting from where cash is cleared from registers, right through to where the Armoured Vehicle is taking the money to the Bank.

The Seminar was conducted under the auspices of the Retail Traders Association of Victoria and was attended by people from all sections of retail.

We had in fact 8 staff members present and some interesting facts were presented.

As I mentioned previously in this article, there are some statistics which may be of interest to the staff.

These figures are from January 1st to June 30th this year. There have been 196 holdups with 17 attempted holdups comprising:—

Banks	13	1 Attempt
Payrolls	14	2 Attempts
TAB	14	
Credit Society	7	
Chemist Shops	20	
Milk Bars	20	4 Attempts
Garages	23	3 Attempts
Dwellings (houses)	17	1 Attempt
Hotels	3	1 Attempt
Persons	11	2 Attempts
Others (miscellaneous)	13	1 Attempt
Shops (stores etc.)	41	2 Attempts

It can be clearly seen from these figures where the target is.

P. J. Bible
Group Security Manager

Statistics kindly supplied by courtesy of the Victoria Police Crime Prevention Bureau.

AROUND MC EWANS MAGNET WORLD



Mr. T. R. Luxton congratulates Graeme Cottee. Graeme was presented with four trophies - for best batting average, best bowling average, hat tricks and he's also Club Champion!



Carmen Wilde (Sunshine) a member of McEwans victorious women's basketball team receives her trophy from Mr. Luxton.



Trophy winners (left to right) - Mike Egan, Francis Don-Paul, Graeme Cottee and Vince Thornton.

SPORTSMEN'S NIGHT 1978

Mr. T. R. Luxton, Managing Director, presented the trophies at the Annual Sportsmen's Night held this year in the staff canteen. The evening was compered by Brian Cartledge who reported that the cricket team had finished second on the ladder. Six teams competed. In basketball, the men won four games. The ladies' basketball team had a good winter season and were the winners of the "C" Reserve Grand Final. The girls have now been promoted to "B" Reserve. Mr. Luxton then presented the prizes. Brian congratulated everyone who took part in the sporting events and thanked Mr. Luxton for coming, also Mr. B. Brookes and Mr. R. Saunders.

McEWAN'S TURF CRICKET TEAM TROPHY WINNERS

- BATTING AVERAGE - RUNNER UP:-**
Francis Don-Paul
Average 37.0/Innings 11/Best score 69/3 not outs.
- BATTING AVERAGE - WINNER:-**
Graeme Cottee
Average 45.7/Innings 14/Best score 74 not out/5 not outs
- FIE! DING AWARD:-**
Mike Egan
10 catches
- BOWLING AVERAGE - RUNNER UP:-**
Mike Egan
Average 10.5 for 11 wickets/best 3/25
- BOWLING AVERAGE - WINNER:-**
Graeme Cottee
Average 10.1 for 33 wickets /best 4/10/includes hat trick
- HAT TRICKS:-**
Graeme Cottee 4/10
Vince Thornton 5/21
- CLUB CHAMPION:-**
Graeme Cottee

McEWAN'S -MAGNET BASKETBALL CLUB SEASON 1977-78

- LEADING GOAL THROWER:-**
John O'Sullivan
- McEWAN'S WOMENS BASKETBALL TEAM**
- MOST IMPROVED PLAYER 1977:-**
Miss M. Rennie
- BEST AND FAIREST 1977:-**
Mrs. J. Evans
- WINNERS 'C'RESERVE 1977 COMPETITION:-**
Miss A. Cox
Miss D. Wall
Mrs. C. Wilde
Mrs. C. Gray
Mrs. J. Evans
Miss M. Cox
Miss M. Rennie
Miss R. Azzopardi

McEWANS MAGNET STAFF SOCIAL CLUB Summary of Receipts and Payments year ended 30th June 1978

INCOME		EXPENDITURE	
Balance at Bank 1-7-77	\$5,333.14	Contributions paid to D'nong Social Club	\$692.00
Contributions received	14,942.82	Clayton Social Club	2930.40
Ball receipts	3,013.00	Corio Social Club	385.60
Christmas Party	205.00	Annual Ball Expenses 1977	3919.75
Cricket Club refund	60.00	Annual Ball Expenses 1978 to date	320.00
Theatre nights	691.20	Trots night	450.00
Sale of pool tables	155.00	Christmas party expenses	6122.75
Bank interest	69.06	Christmas party expenses	705.75
Trots night	450.00	Theatre nights	1026.00
Youngset Tour Commission	301.52	Christmas party subsidy	107.00
Car Rally	31.00	SPORTING ACTIVITIES	107.00
Fun Run 'Age-Coca Cola'	45.00	Cricket	205.30
TOTAL	25,296.74	Basket ball - Womens	28.00
		Basketball - Mens	
		Directors v. Staff football match	85.00
		Trophies	85.90
		Sportsmen's night	196.90
		Gifts to staff leaving and getting married	152.90
		Cheque Books	615.86
		Christmas raffle cakes	13.50
		Pool table payment	239.96
		Youngset Tour Commission	200.00
		Wreaths	301.52
		Car Rally	40.00
		Fun Run	20.10
		Balance at bank	52.00
		TOTAL	6485.55
		TOTAL	25,296.74

CHILDREN'S CHRISTMAS PARTY

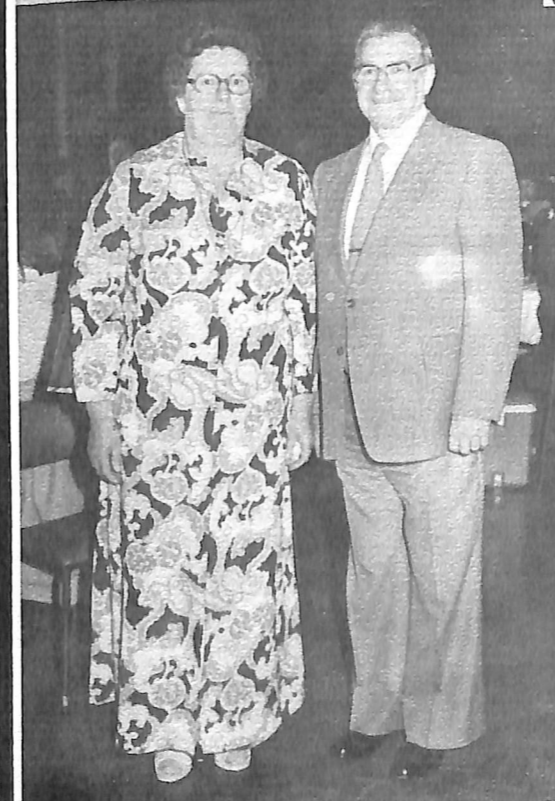
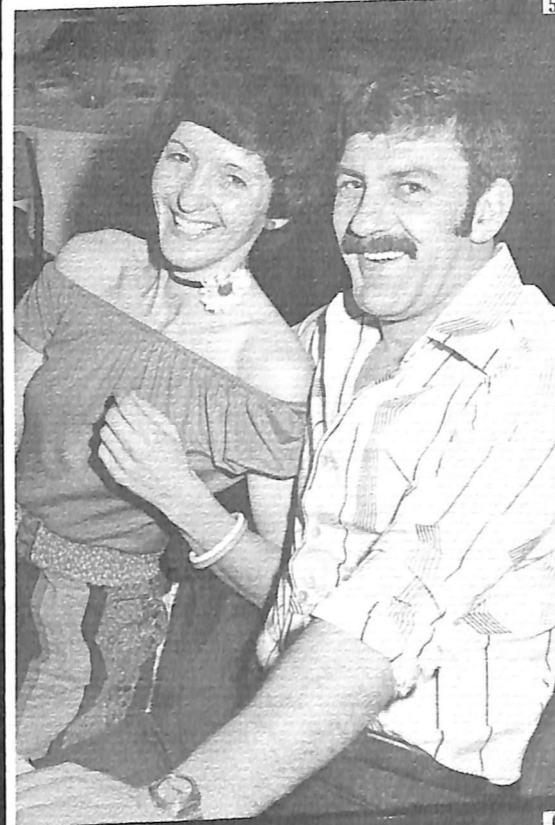
will be held at "PLANICA" Springvale South (same venue as last year)

Date: Sunday, December 10, 1978

Application forms will be distributed late October to all members.

Arrangements are well in hand to make this function a great success.

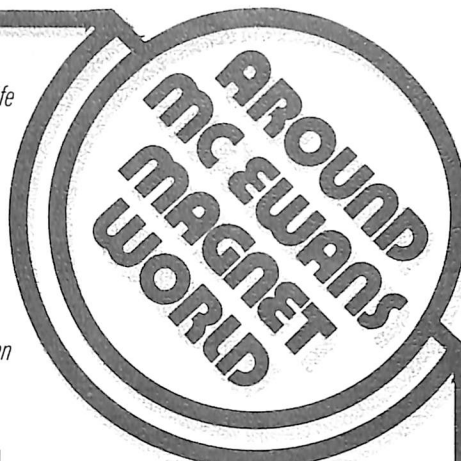
AROUND MC EWANS MAGNET WORLD



McEwans-Magnet Staff Social Club Annual Ball

The Annual Ball was held, once again, at Camberwell Civic Centre on Saturday, 19th August. The Disco-type atmosphere was created by special lighting effects. A varied musical programme was provided by the John Hawker Band with vocals by Anne Hawker. Prizes were awarded throughout the evening.

- 1 Entertainment — John Hawker style.
- 2 Mr Bob Creen (Manager, Brandon Park) and his wife Libby.
- 3 Mr. Stephen Britten (Chadstone) and wife, Joy.
- 4 Mr Alex Kostiuik (level 1) and his fiancée, Judy.
- 5 Carmel Patten (Brandon Park) and friend.
- 6 Mr Wally Turner (Clayton) and his wife, Joyce.
- 7 Mr Peter Cobbett (level 5) and his wife, Marina.
- 8 Mrs. Jean Morrison (4th from left) and Frankston friends.
- 9 Staff members from Knox City — Barbara Boothman and Manager, Bob Dyer



AROUND THE BRANCHES

Bourke Street News

During the last few months, three of our long serving members retired — Frank Bennallock on July 14 and Jack Johnson on July 20 (both with 31 years service) and Bill Badrock on August 11 who had been with the company 41 years.

Frank, who was Despatch Manager is spending his retirement gardening and helping his wife at the Royal Children's Hospital. Jack, whose last sales position was in tiles, spent 24 years in the electrical department. Among the memories he took with him was one of Mr. T. R. Luxton, as a schoolboy, helping out during the school holidays. Bill Badrock was 35 years in kitchenware and became assistant manager of the department. His last position was Supervisor of the phone order office.

Bourke Street also said goodbye to Merchandising Manager, Alf Ray, who has been with the company 19 years, Ivy Grey (level 3) who retired after 12 years, Terry McKee who is expecting a baby and paymaster Hayden Evans.

Clayton Calling by Ron Blake

We would like to welcome back our Globe Trotter, Ralph Corrigan has just arrived back from three months tour of England and Scotland. He went over by ship and returned by plane.

Jack Kelly has also returned from a seven week tour. He went to Dublin and London.

At home, Bob Burgess has just completed a tour of the Red Centre, Darwin and other places.

Social News

Friday, December 8 is our Christmas Ball. Already 336 people have pre-booked. It looks like being a sell out. Bookings close on November 3.

Southland Says by Kath Hobbin

Congratulations to Moira O'Carroll and Allan Gurr married in St. Andrews Church, Mordialloc. They spent their honeymoon in Queensland.

Gary Sanders (bathroom fittings) is really making a name for himself. He now has a six piece band which is playing the rounds of hotels. We've heard the sound is terrific — anyone interested should go along and listen, also dance to 'BONE LAZY'.

Happy Birthday (21st) to Len Rooke. Happy Birthdays to Faye Epstein, Keith Johns. Get well soon Judy Morris.

Condolences to Mrs. Charles Williams and family. Charles was a friend and workmate to all at Southland.

Read in Bank Magazine

For Sale Four-Poster Bed, 80 years old. Would suit Antique Lover!

E and D News

Self Development

If you are interested in attending a course of study which you think might assist in your development within our company, please contact G. Palmer on ext. 356. Many courses are conducted by such bodies as the Council for Adult Education, Victorian Employers' Federation, Retail Traders' Association and many high schools and technical schools. E and D may be able to advise you.

First Aid

There are obvious advantages in having a "first aider" (trained to St. John Ambulance standard) in each of our branches. Accidents do happen and knowledge can save lives. If you are interested in a first aid course conducted by St. John Ambulance and you would like E and D to endeavour to arrange this, phone ext. 356.

Dandenong Doings by Jean Sweeney

Mr. Glen Collins has quietly and efficiently settled in as our ordering stockist and is most welcome. His fund of knowledge about hardware and McEwans in general has been a great help to everyone. Mr. Bruce Naylor is back at Dandenong. He's going to be very busy running "Mac's Market". Welcome home, Bruce.

Dandenong Personality

Introducing Miss Barbara Webb. Barbara has been at McEwans, Dandy for 18 years. Ten or more of those years has been as supervisor of china and glass. Barbara is a most knowledgeable person in this area and we're proud of her. Barbara is a bush lady at heart and often pops up to Clunes to visit her parents. Last year, she took a well earned trip to America and she's anxious to go again soon.



1. Frank Bennallock and Personnel Manager, Mr. Ted Rolley
2. Jack Johnson retired on July 20.
3. Merchandising Manager Alf Ray spent 19 years at McEwans



4. Mr. Tom Luxton presents Bill Badrock with gifts on his retirement.
5. Miss Barbara Webb.

AROUND MC EWANS MAGNET WORLD



Mildura Milestone

Ronald Withers — Ron to his Mildura friends — retired on August 11 after nearly 51 years in hardware. Ron joined Risbeys at the age of 14 in September 1927. He started work in the office. From there he graduated to the paint department, other hardware departments and finally to the timber yard where he was when McEwans purchased Risbeys in 1939. The timber section of the business was moved to a new location in 1957 and Ron Withers remained there till his retirement. For the past two years he's been the manager of timber and building supplies. A dinner was held for him on August 29 at the Grand Hotel and was attended by members of the 25 year club of Mildura.

DID YOU KNOW?? that:—

McEwans once owned the three masted schooner "Hero" of 884 tons. It was built for the King and Queen of Sweden as their private yacht and was purchased and used by McEwans on the Sydney to Fiji run.

James McEwans was saved from drowning when swept from a horse whilst attempting to ford a river in Daylesford on December 12, 1860.

THE NEXT EDITION OF SHOP TALK WILL BE OUT IN DECEMBER. NEWS FROM THE BRANCHES, NEWS TIPS OR ANY ITEMS OF INTEREST SHOULD BE FORWARDED TO THE EDITOR, MARIAN PAGE, 387 BOURKE STREET BY THE FIRST WEEK IN NOVEMBER.

TUNING IN

The Great Outdoors and The Helping Hand could be titles of T.V. documentaries. In fact, they are two of a growing number of videotapes made by our audio visual department (which is part of E and D).

Video came to McEwans in December 1976. A camera, videotape recorder, lights and several playback units with monitors were purchased. The first video we made was on air conditioners, coolers, fans and insulation. Product Training films were made for Trade Nights. Then came product knowledge tapes, preferred suppliers' tapes and Action Paks. These were sent out to the branches to be replayed to the customers and staff. At first, one playback unit and monitor was shared between two branches. Now every McEwans branch has its own equipment and similar equipment has been purchased for Magnet.

The audio visual department has a staff of two — Alan Murphy, who has been appointed production engineer and Marian Page who is the resident scriptwriter. Peter Stranger, who was production engineer for a year, has moved to Ballarat and is now at Magnet Wendouree.

The mini studio productions are made on the 6th floor, Bourke Street. Other productions are made on location. The procedure for making programmes is fairly complex. Alan and Marian take turns in operating the camera, edit machine, directing and arranging sets. Colin McEwan is usually compere or voice over, though other notables in the company have played these roles. In fact, numerous members of staff have appeared on video. Along with product knowledge and point of sale tapes, a number of staff training tapes have been planned and two have already been completed. These will be shown to staff at training sessions.

The video library now consists of about 70 original tapes and there are about 500 copies being circulated through the branches.



Production team, Peter Stranger and Marian Page on location, making the point of sale videotape, "You've Got It Made With McCulloch."



Mrs. Val Burrows (Deer Park) demonstrating a carpet sweeper to Mrs. Maureen Terry (Footscray) during one of the recent two day sales courses for senior sales staff. Fifty eight persons attended the courses and most had the opportunity to demonstrate "ON CAMERA".

CADETS IN 1978

On Wednesday, June 14, we formally celebrated the conclusion of the 1975 Cadet group's training. A buffet dinner was held at the Hotel Australia for those cadets who completed their three year course and which Mr. T. R. Luxton and other members of management attended.

The cadets who successfully completed their course were Mark Bond (Thomastown), Alan Leeworthy (2 I.C. Chadstone), Debbie Martens (Personnel), Vicki Merry (Supervisor level 3), Kurt Otto (2 I.C. Brandon Park), Clyde Roe (Camberwell), David Witchelo (2 I.C. Camberwell), Tony Wilson (Data Control, Clayton).

The traditional dinner at the conclusion of the Cadets' training gives those cadets and management an opportunity to meet in an informal manner.



Left to right: Mark Bond (Thomastown), David Witchelo (Doncaster), Vicki Merry (level 3, Bourke St.) and Tony Wilson (Clayton) — four of the cadets who successfully completed their three year course.

Twenty-two new cadets commenced their first year's training this year and are now performing varying job functions through the company. We welcome them to the Cadetship and wish them well in their careers. This year's Cadet recruits are:— Lauren Bartlett (121), Bronwyn Brown (Advertising Control), Mark Burmistrov (108), John Chesser (105), Debbie Compton (102), Michael Crow, (level 2), Christine Dee (level 3), Carol Garner (117), John Gordon (204), Louise Harris (116), Bert Heeringa (Planning and lay out), Robert Loft (level 1), Andrew McEwin (206), Steven Ness (level 3), Peter Paranthoieni (203), Andrew Prigmore (204), Steve Robotis (level 2), Russell Simons (Accounts), Gary Sanders (level 1), Vicki Smith (level 6), Stephen Quinn (207).

Again, similar to other groups of cadets, this group is participating in night school courses, such as the Certificate of Supervision or Certificate of Business Studies or has joined a self development organisation. It is considered that these extra studies greatly assist them in their development and gain a better understanding of people and managers.

Recently, three members of the 1977 Cadet intake were appointed supervisors — Peter Hovenden (117), Richard Milland (204), Ian Tyson (116) and more recently assistant Mr. J. O'Sullivan. All remaining cadets of the 1976 intake are now supervisors and well settled in to their routines. They are Dominic Cosoletto (207), David McInnes (level 2), Geoff Smith 117, Stephen Smith (109).

The cadetship is open to any ambitious young members of the staff, male or female, between the ages of 17 and 21, with at least leaving standard, who have drive and enthusiasm to pursue a career within the company. It is designed to train and develop those successful to gain positions of management, primarily Branch Manager.

If you consider you have the potential, discuss it with your manager, personnel or arrange an interview with Mr. G. Butler, Manager of Cadet Training, extension 356, Bourke Street.

AROUND MC EWANS MAGNET WORLD

BOUQUETS AND BRICKBATS

THE SALES MANAGER

Dear Sir,

I wish to show my deep appreciation to one of your shop assistants of the "kitchenware" Department, Mr. Don Paterson. Last Friday, I came to your Bourke Street store with a problem concerning my pressure cooker. D. Paterson went to no end of trouble to solve my problem, by giving me all the time and attention required, showing at the same time courtesy and a lot of patience. I am sure that you often get complaints about your shop assistants and I feel that it is only fair to give them credit when it is due . . . S. Emmanuel, complimenting Don Paterson, level 3.

THE MANAGER

Dear Sir,

Following the delivery of incorrect goods to the above address and some unsuccessful communication with some other employee, your representative went out of his way, and in his own time delivered the correct goods to my complete satisfaction. It is a pleasure to be able to write a letter of commendation — we usually neglect this responsibility — and I commend to you the cheerful and ready attention given to me by a member of your staff . . . signed P. Shuttleworth.

THE MANAGER

Dear Sir,

Several months ago, my mother purchased some wall paper which peeled off her bathroom walls. After a lengthy delay, during which time she was trying to get the paper rehung by the paperhanger, she contacted your wallpaper section and advised that the material used appeared to be faulty. Both Miss Mary Aiken and Mr Cooper were extremely helpful and went to a lot of trouble to arrange for somebody to inspect the wallpaper at her flat, and eventually arranged for a replacement. It is very pleasing to deal with such courteous people and we wish to congratulate you on your staff . . . signed Mrs. Marianne Kovassy complimenting Mary Aiken and David Cooper.

THE MANAGING DIRECTOR

Dear Sir,

I am just writing to comment on the good service I received when I lay-byed a dinner set today. The young guy who served me has the initials J.G. He seemed to know what he was talking about and he was very pleasant. This is the first time this has happened to me in a shop for a long time and I certainly will be a customer again . . . signed Miss R. Herminjan complimenting John Gordon, level 3.



KNOW YOUR GENERAL OFFICE

Heard but not usually seen — the staff from level 5, Bourke Street.

OFFICE CASHIER

Left to right:
MARY VASSALLO
HETTY PEHLAND
DEBBIE BOOTH
was away on her
honeymoon

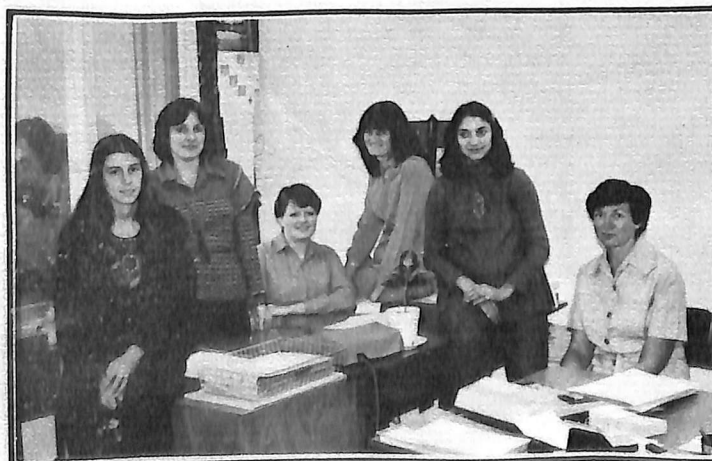
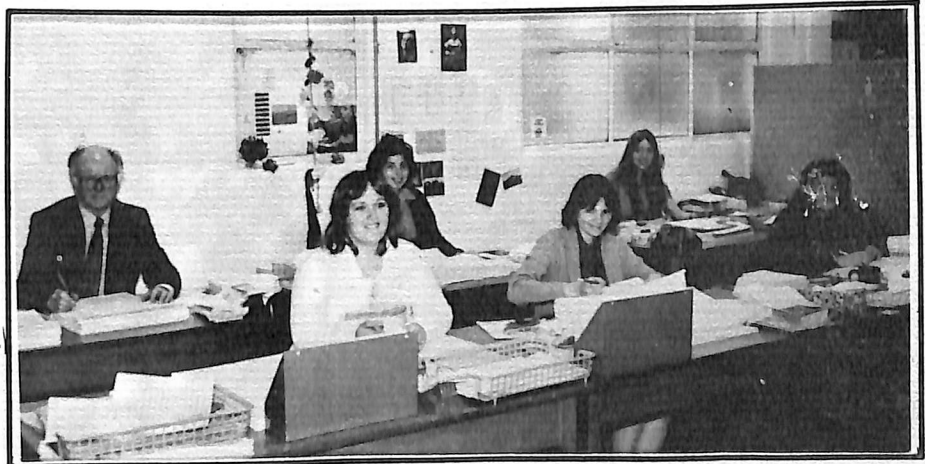


CREDIT DEPARTMENT

Left to right: DEBBIE ALBERT, JULIE BILLIET, GAIL TULLY, LEANNE LOUEY, ZBIG SZAMBELANCZYK (Supervisor. Zbig is also in charge of Office Cashier) and VICKI WILLISON.
Seated: PAUL THOMASSEN.
Absent: SANDRA JEFFREY.

CODING DEPARTMENT

Back row — left to right:
TOM CRUISE, DEBBIE BREHENY, DEBBIE BELL.
Front row — left to right:
GAIL SNOWDEN, LINDA JONES, DEBBIE FARRAR.
Absent on holidays —
Supervisor, ANNE GRIFFEN.



COMPTOMOTERISTS DEPARTMENT

Left to right: LORRAINE JACOBS, CONNIE TSURLIS, JENNY HOPKINS, MAUREEN ANDREANA, JENNIE TAKAKIS (no longer with McEwans).
Seated front: ELVIE JANETZKI (Supervisor)

Answer to "THE HELPING HAND SLOGAN":

- S — Service
- E — expertise
- R — represents
- V — value
- I — in
- C — customers
- E — eyes.