

JS Journal

JULY ISSUE 1990

**DUCHESS
BRINGS
SUNSHINE**



JS JOURNAL IS PUBLISHED FOR EMPLOYEES OF J SAINSBURY, HOMEBASE AND SAVACENTRE.



COVER STORY

HER ROYAL HIGHNESS, THE DUCHESS OF KENT, PATRON OF THE VARIETY CLUB'S SUNSHINE COACH SCHEME, AT THE CLUB'S 40TH ANNIVERSARY STREET PARTY. JS STAFF RAISED MONEY FOR FIVE NEW COACHES. SEE PP16/17.

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FRONT LINE

AS YOU CAN SEE from these pages there was life away from the television screen during June.



PAULA SINGS 'ERE WE GO

People continued to work and play quite normally whilst at the same time being gripped by World Cup Fever.

The *Journal* found itself having conversations about how 'the lad done well' with the most unlikely people, which led to our conviction that no-one, but no-one, escaped soccer sickness. If anyone has any tips on how to readjust to normal life, please write to the *Journal* address.

Here in the office we're sick as parrots that our own Paula is transferring to SEGAS. She's been signed up for an undisclosed fee and it has to be said – the girl done well.

When Paula visited Lewes Road to interview baker, Mark Lawson, for this month's Just the Job feature, the bakery was very busy and she was told that Mark would not be available for another hour. Rather than sit around waiting she offered her services and spent the time slicing fruit for fancy French flans!

If anyone would like to be given a trial for the *Journal's* number three shirt look out for details of the vacancy on notice boards.

The response to last month's Sainsbury's model van offer has been phenomenal. In fact we're all suffering from envelope opener's elbow here. Unfortunately, we have to say no more orders will be accepted after July 27. If you have not been sent a receipt for your cheque call us on the *Journal* number to make sure your cheque has arrived. The vans will be available next month.

DAVID SAINSBURY AWARDED FOR LEADERSHIP IN BUSINESS

AMERICA'S COLUMBIA BUSINESS School has presented deputy chairman, David Sainsbury, with a Leadership in Business Award.

At its annual dinner at the Waldorf-Astoria hotel in New York, Joe Vittoria, chairman and chief executive of Avis Inc, gave the award to David Sainsbury, who is a graduate of the school.

He commended the company for its combination of the traditional virtues of a family business and cutting-edge management techniques, and said that Sainsbury's is well known for the quality of its products and is recognised throughout the world for its skill in applying technology to all aspects of food retailing.

At the same ceremony, a Leadership in Government Award was made to the Hon Richard Darman, a member of President Bush's cabinet.



DAVID SAINSBURY ACCEPTS HIS AWARD



BAKERY SPECIALIST, PAUL BEARD, EXPLAINS ENVIRONMENT INITIATIVES IN THE BAKERY.

OZONE EXPERTS TOUR STORE

ON JUNE 19 ENVIRONMENT specialists visited Streatham store to see the company's CFC initiatives, energy efficiency and environment friendly store designs. The Danish, Thai and American experts who toured the store, are working in their countries to protect the environment, and were in London for the United Nations Environment Programme (UNEP) Conference of the Signatories of the Montreal Protocol for the Protection of the Ozone Layer.

Peter Ibbotson, construction director, and Peter Cooper, refrigeration and mechanical engineering manager, were on hand with all the technical facts.

*Peter Ibbotson travelled to Cannes earlier in June to address a French government conference on Energy Efficiency.

RETAILERS LEARN TO BUY

A NEW TRAINING SCHEME began on May 21 which will give retail managers the skills of assistant buyers within six months.

The first five trainees were put forward by their area directors after consultations with area personnel.

Carolyn Gray, the senior personnel manager responsible for trading departments, explains the thinking behind the scheme. 'We have a lot of traders who come from a retailing background who use their experience very profitably.

'It comes down to the fact that they know the problems in the branches; they know the pressures; and they know the right people to talk to.

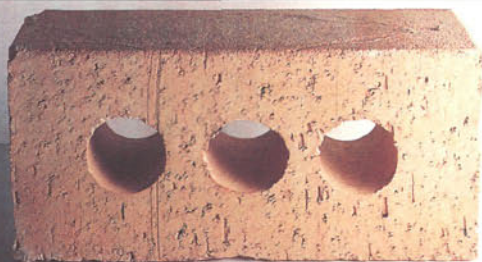
'The scheme provides a structured way of harnessing this knowledge and experience.'

A training workbook has been specially designed for the scheme. It includes sections on systems training, product development, negotiating skills and visits to suppliers.

CAROLYN GRAY WITH THE SCHEME'S PIONEERS, FROM LEFT TO RIGHT: STEVE THORNDYKE FROM PINNER, JON PRABUCKI FROM EASTERN AREA OFFICE, ANDREW GODDARD FROM WEST WICKHAM, NICK RAWLES FROM CASTLE BOULEVARD, AND TIM CRAWLEY FROM SOUTH WESTERN AREA OFFICE.



Head



Cheshire.



Red Leicester.



Single Gloucester.

What gives each Sainsbury's store its distinctive flavour?

It's easy to recognise the Sainsbury's supermarket house style.

There isn't one.

We prefer to let the local environment around each of our stores influence the style.

This may mean blending with the local architecture by using local building materials, or creating a contrast, with modern materials, as was the case in York.

Here we built on a derelict industrial site outside the old city walls, and took literally York City Planning Authority's request for the 'architectural concept of the store to be adventurous and avoid clichés', and came up with a state-of-the-art, high tech superstore that won a Civic Trust Commendation.

In Bath and Wolverhampton we went a step further by incorporating existing derelict buildings within the design of new stores.

Our agreement with Bath City Council for developing the derelict Green Park Station site ensured that all the elements of the station building, and train shed, including materials, were reinstated in their original form.

The Wolverhampton superstore was actually built inside, and around, St. George's Church. To prevent the structure from deteriorating further, we replaced the roof, spire and windows in the same style as the originals.

To co-ordinate and control our projects down to the smallest detail, we employ in-house project managers backed by a specialist team who work alongside our chosen architects.

Their expertise in every aspect of superstore design and construction, combined with the knowledge and ideas of local architects, has helped us make sure that there's no such thing as a typical Sainsbury's superstore.

If you'd like an information pack, please write to Sainsbury's Supermarket Development, Stamford House, Stamford Street, London SE1 9LL.

In it you'll find details of many of our latest superstores.

And, as befits Britain's leading food retailer, you'll find they come in a wide variety of flavours.

SAINSBURY'S
SUPERMARKET DEVELOPMENT

BUILDING ON JS REPUTATION

June saw the launch of an advertising campaign by the development division. The advertisements, aimed at Local Authorities and planners, highlight the quality and standards of new JS stores.

WINE LOOKS GOOD ON PAPER

JS has won a Wine Guild award in the category for 'Brochures, Advertisement or Promotion Campaign'. The award was given for leaflets on Sainsbury's Sparkling Wine, and Sainsbury's Choice of Wines and for the colour advertisement for Prosecco. Lord Montague of Beaulieu, chairman of the Wine Guild, presented the award to Cecil Roberts, buying director, at the Guildhall in London on June 21.



APPOINTMENTS

Departmental Directors

ROSS McLAREN

Departmental director, produce buying, is to be seconded to Shaw's early in 1991 when he will be appointed to the Shaw's board. In preparation for this move Ross McLaren has ceased to be a member of the Savacentre board.

ALLAN CHEESMAN

Departmental director, Produce buying (designate), has joined the Savacentre board.

JEREMY GRINDLE

Who reaches retirement age next year, has left the Savacentre board and his responsibilities have been assumed by Hamish Elvidge, who is already a Savacentre director. As previously announced, Jeremy Grindle has been appointed project director working on the development of Sales Based Ordering.



NEWS

YOUNGEST FINALIST IS WINE TASTER OF THE YEAR

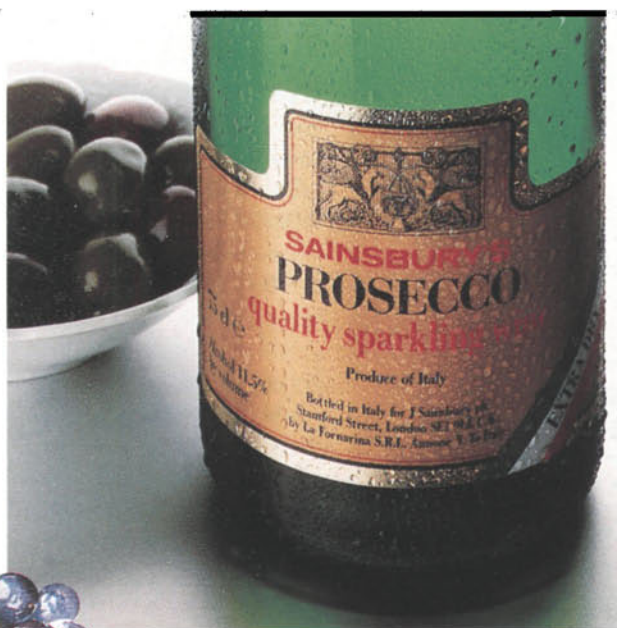
The winner of this year's JS/Daily Telegraph Wine Taster of the Year competition, 23 year old Patrick Porritt, beat almost 1,000 wine enthusiasts to win the title.

In the final Patrick sipped his way to an 82 per cent score, in a blind tasting of 15 wines, winning himself first prize of a trip for two to Burgundy and £1,000 of JS wines.

He was the youngest of the 28 competitors to reach the final from 175 semi finalists who took part in the regional tastings held at Bamber Bridge, Bury St Edmunds, Cobham, Court House Green, East Filton, Ladbrooke Grove and Sunderland stores.



L TO R: Wine writer Oz Clarke, Patrick Porritt and departmental director then responsible for off-licence, Allan Cheesman.



HAMISH ELVIDGE

is in the process of taking over responsibility as departmental director, branch services.



Senior Managers

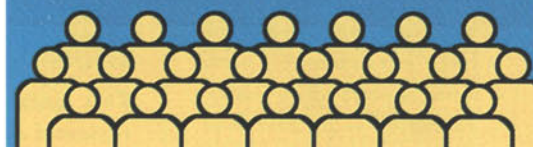
WILLIAM EVANS

Regional development manager in property group North, has been promoted to senior manager.

ANGELA MEGSON

Joins JS in August as senior buying manager. Angela was previously with Marks and Spencer plc.

HOMEBASE IN CONFERENCE



The 1990 Homebase management conference took place at Le Meridien Hotel in London on May 21. Homebase chairman, Gurth Hoyer Millar, reviewed Homebase's performance in 1989/90.

Following presentations by directors and senior managers, and a round up of the group results from JS's assistant managing director, Tom Vyner, Homebase's store managers and department heads held syndicate discussions on the question 'How can we differentiate in Homebase?'

Suggestions arising from the syndicate sessions and general points were then put to a panel of Homebase's directors, headed by Gurth Hoyer Millar.

Write Lines

IF YOU WANT TO GET AHEAD . . .

JANET MILES, DELICATESSEN ASSISTANT, ST ALBANS.

I have worked for JS for 18 months on the delicatessen counter at St Albans. I enjoy my job, but oh!! those 'hair nets' are not very flattering, they ruin your hairstyle. I don't know anyone who likes wearing them.

Please could we have a new design like other stores, Gateway, Safeway, etc. Attractive, easy to put on and take off. So come on Sainsbury's and save our hairstyles, off with the old and on with the new.

TREFOR HALES, DEPARTMENTAL DIRECTOR, BRANCH OPERATIONS, REPLIES:

Your remarks about delicatessen headwear are particularly pertinent as staff uniforms are currently being reviewed. In designing headwear, however, it is our intention to meet fully all legal requirements relating to hygiene in open food areas, which means preventing all reasonable risk of contamination. Unfortunately, the hats used by certain other companies do not reach the hygiene standards we set. We will, nevertheless, carefully review the alternatives when we conduct the trials of the new uniforms.

WE DON'T WANT FROZEN FINGERS

SYLVIE BEVIS, SALISBURY.

I have been asked to write to you by my workmates. Please, please could we, the girls on provisions, have some gloves. By the end of the week our hands are covered with bits of blue plaster, and are chapped and sore with the cold.

Sainsbury's, in my opinion, is a very caring company to work for and I can't understand how this has not been looked into before.

I'm sure, now our plight is known, it will soon be put right. We are as good, if not better, than Marks & Spencer's and they wear gloves!

TREFOR HALES, DEPARTMENTAL DIRECTOR, BRANCH OPERATIONS, REPLIES:

This question has been reviewed on a number of occasions. The problem is to find a suitable style which both meets our strict hygiene standards and fulfills the requirements of the job.

Discussions are, however, underway with a number of manufacturers. We will conduct trials at the earliest opportunity and would hope to introduce something later this year.

'SNEAKY' SEND OFF

JOHN HAYFIELD, RETIRED GROCERY MANAGER, PERTON.

May I thank everyone for my surprise 'This is Your Life'. It must have taken a lot of hard work and skulduggery. Thank you all for the much appreciated gifts, cards and well-wishes from friends who could not attend.

My wife and I enjoyed a most memorable evening meeting friends past and present, near and far. A special thank you to Linda Jones and Steve Fuery.

LEAVING THE DISTRICT

COLIN SUMMERTON, FORMER DISTRICT MANAGER, SOUTH WESTERN AREA.

May I express my sincere thanks to everyone for the

support given to me over my years with JS and, in particular, all the people I was unable to thank personally for the many kind thoughts, parties and presents I received on the occasion of my retirement. I have many happy memories of all the wonderful people I have worked with.

I would also like to take this opportunity to wish you all success, health and happiness for the future.

BILL TAKES HIS FINAL AUDIT

BILL ANGELL, FORMER SENIOR BRANCH AUDITOR.

May I thank the directors and senior management of head office and South Western area for the memorable farewell parties they so kindly arranged for me on the occasion of my retirement. My wife, Janet, and myself would also like to thank the many colleagues who attended the parties. We are both extremely pleased with the generous gifts presented to us.

Fareham branch certainly made my last audit one which I will never forget. They nabbed me on my departure from the branch having already made two unsuccessful attempts to surprise me!

BILL IS 'WHEELED OUT' BY MEAT MANAGER, DANNY JORDAN (LEFT) AND PRODUCE MANAGER, NICK HECKFORD.





THE RELOCATION

On the map of openings for 1989/90, which was published in the May Journal, Chesterfield store appeared in North Wales. Chesterfield is, of course, in Derbyshire, as shown here. Apologies to the store and many thanks for the following rousing response from Sue Rogers.

SUE ROGERS, CHESTERFIELD.

(To be sung to the tune of Men of Harlech)

Men of Sainsbury's join
together Chesterfield is in
a plether
Due to someone's typing
error
We've ended up in Wales.

Now Derbyshire has hills
and valleys
We have pit heads quite
locally
But 200 miles seem quite a
rally
When you walk to work.

If you're not keen on
rugger
It really is a . . . pity
You feel quite weak, just
eating leeks
When all your life you've
lived on Yorkshire
Pudding
We don't mind the singing
choirs
And all that stuff about

'home fires'
But somehow we never tire
Of 'Ilkley Moor Bah Tat'.
. . . where's that?

From this land of ardent
fervour
Where men are mean, and
sheep are nervous
We just want you to deliver
us
Back home to the Dales.

ANY OLD TRUCKS?

**ALAN STEVENS, DRIVER,
BASINGSTOKE.**

Does anyone out there
have photographs of the
old JS vehicle fleet? I am
looking in particular for
pictures of the steam
wagon used around 1920
and driven by a Mr
Waghorn. It was used for
picking up sugar from
Silvertown (Tate and
Lyle's).

Also I would like any
photographs of solid tyre
RAF type Leylands,
Morris Commercial,
early Bedford's and three
Wreckers, i.e. Foden at
Buntingford and Bedfords
and Leylands at Basing-
stoke. All photographs,
which should be sent via
the *Journal*, will be
handled with care, copied
and returned.

TRUANT TROLLEY

**JOHN WORLEDGE, DEPUTY
MANAGER, BEDFORD.**

My wife and I were on
holiday in the Yorkshire
Dales when we went for a
walk in Grisedale, 1,000ft
up. Looking through the
window of a deserted farm



house here is what we saw.
I wonder if anyone has
found one in any other
unusual places.

PINT-SIZED POET

**DOROTHY SHELDRAKE,
TEACHER, ADDISON PRIMARY
SCHOOL, LONDON W14.**

Your customers really do
take in all that goes on in
your store - even if they
are only eight years old
and take but a passive role
in the purchasing of
goods!

William had his poem
chosen for the Londoners
Book of 'Poems by Inner
London School Children'.

SAINSBURY'S ON FRIDAY

by William Nunn aged 8

The shelves towering above
me,
The sound of trolleys
running across the
floorway.
People busy stacking up
food,
Tills running and
humming,
Clicking and beeping.
The buzz of conversation,
Babies crying out, wailing
and struggling.
Sainsbury's on Friday
evening.

FOLLOWING THE PAPER CHASE

**ANNE BIBBY, SENIOR
ANALYST/PROGRAMMER,
BLACKFRIARS.**

As a member of staff who
was involved in the devel-
opment of Retail Scandata,
I would like to agree
wholeheartedly with the
comments on the amount
of paper produced by the
reports.

However, I would like to
point out that the spurious
pages that are produced at
the beginning and end of
Retail Scandata reports
are produced by the
facilities that route the
reports to the branch,
namely EXPRESS DELI-
VERY and CMA-SPOOL.
When Retail Scandata was
first tested I was annoyed
at the unnecessary pages
produced and conse-
quently made a complaint
about it. Since then the
banner pages produced by
CMA-SPOOL have been
suppressed. Unfortunately,
there is nothing yet that
can be done about the
banner pages produced by
EXPRESS DELIVERY.
So, next time you get the
gobbledegook, please
don't blame us, we've done
what we can, honest!
Incidentally, TALS also
suffers from these two
afflictions but the pro-
duction support area has
been looking into the
problem and are trying to
find a solution . . . so
please bear with us.

P.S. . . .



S T O R E
O P E N I N G

ST CLARES

The company's largest supermarket at St Clares in Hampton proves that big can mean beautiful. It can also mean very, very busy, judging by the crowds which turned up on opening morning.



**DENNIS O'SULLIVAN'S
MANAGEMENT TEAM
MATCHES UP TO THE
SIZEABLE TASK OF
RUNNING THE BIGGEST JS
IN THE COUNTRY**

**THE LARGEST
SUPERMARKET MAINTAINS
THE JS STYLE**

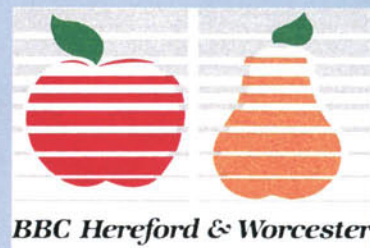


**LEFT TO RIGHT:
NICK FEARN, RICHARD
SLATER, GLEN LAMPERT,
PAUL WALKER AND
PAULINE O'LEARY WITH
JAWS JUNIOR**





WORKING ON AIR!



Asked if he was required to greet all the truck drivers with 'that warm glowing smile', reception manager Dale Shaugnessy said: 'It's a burden I have to bear I'm afraid, yes!'

LIFE ON THE AIRWAVES of BBC Radio Hereford and Worcester held no fears for staff at Hereford on June 5. They confidently answered all the questions put to them by Jeremy Dry, the lively presenter of the station's morning show.

He asked general questions about the way a JS store runs, then he concentrated on the produce range by interviewing departmental director of produce buying, Ross McLaren, whom he described to listeners as JS's equivalent of 'the man from Del Monte'.



Shirley Darch, part time cashier: 'We talk to the customers and generally try to make them feel comfortable. We try to look after them.'



Jeremy tried his hand at customer service: 'Good morning madam, if you'd like to walk this way, we have courgettes on special offer this morning and peaches all the way from Italy.' He then asked deputy manager, Mike Spencer what he thought of his service technique. Mike's verdict: 'I think that sounds more like someone out of Coronation Street, actually!'

At the end of the show, staff and the radio team gathered round the transmitting mast and displayed the box of groceries which listeners had the chance to win when they 'phoned in with the names of three varieties of melon.





1. The new accommodation extension at the north east end of the annexe.



2. The second floor of the annexe takes shape.

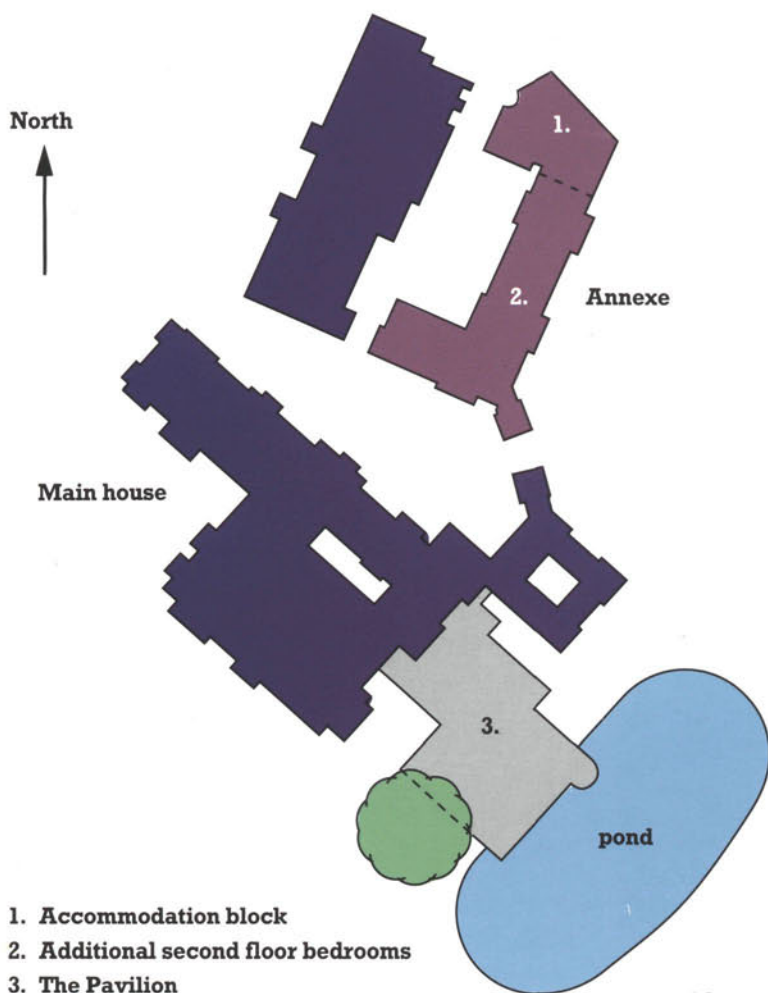


HE
A
OF

WHEN JOHN DE FANHAM owned a few choice acres of Hertfordshire countryside back in 1296 it is likely that the only constructions on the land were a few wooden farm buildings, and the only training being given was to oxen on how to pull a plough. However, 700 years on, there now stands an elegant Jacobean style hall. On most days of the year it is filled with JS staff being trained in both

the management and technical skills needed for retailing.

Fanham's Hall, at Ware in Hertfordshire, was acquired by JS in February 1986 for use as the company's business training centre. Since then thousands of staff have attended courses there, most of them residential.



RALDING NEW AGE

Learning



3. Project manager, Nigel Broome inspects one of the new bedrooms.



5. The main house from the north west.

To improve the residential and training facilities available, work began last year to extend both the annexe of Fanhams Hall and the main house (see diagram below left). Although the hall itself has undergone several reconstructions since the 17th century, it is now a grade two listed building which means that the designs of architect Nicholas Ray required the approval of the secretary of state

for the environment before work on the development could begin.

The annexe development involves the addition of a further residential accommodation block to the end of the existing building (see picture 1) and the gutting and refurbishing of 33 bedrooms plus building a further 13 bedrooms on the second floor (see picture 2). Once work is completed in the autumn the annexe will have a total of 73 bedrooms (see picture 3).

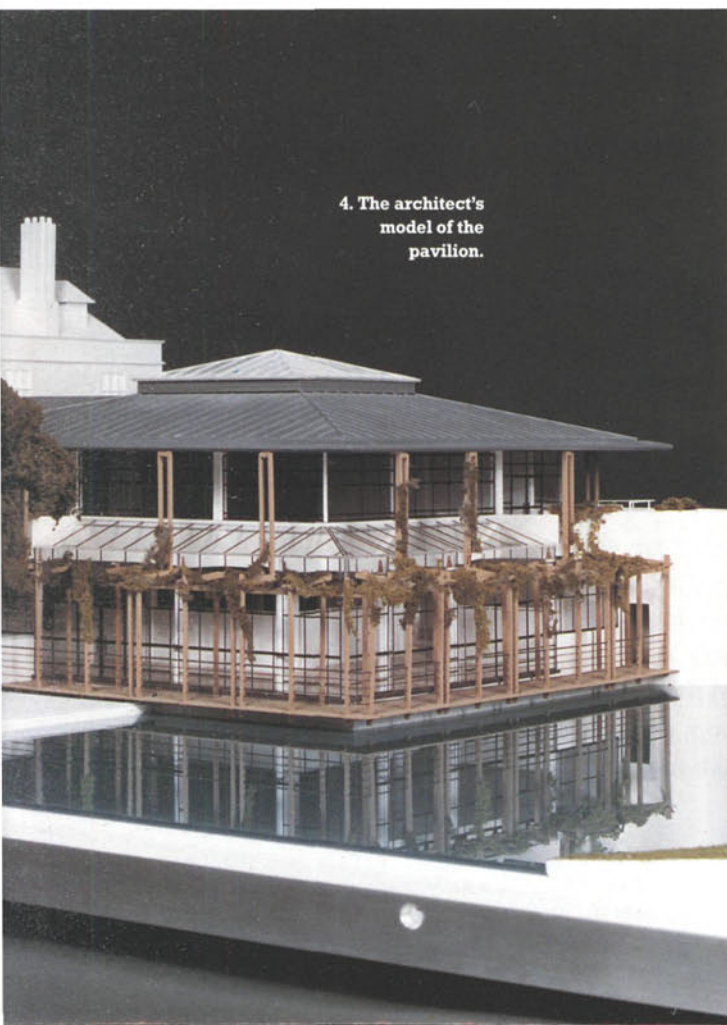
The other extension, known as the Pavilion (see picture 4) will be added to the south east face of the main house. On the upper level it will be used as two conference rooms, but by sliding back a hinged partition wall, it will convert to a large conference room capable of seating 135.

At ground level, a new dining room will seat 114 delegates. This extension will be ready in February 1992. Extensive refurbishment to the main house will be completed in the spring of 1993.

The finished development will give Fanhams Hall a total of 89 bedrooms, three large function rooms, a further six training rooms and nine syndicate rooms.

When staff training is finished on a Friday Fanhams Hall, with its 27 acres of park and gardens, is used at the weekends to cater for everything from wedding receptions to reunion dinners and dances.

Perhaps with all the eating, drinking and being merry, even John de Fanham might feel at home if he could pay a visit to the house today.



4. The architect's model of the pavilion.



THE LEWES ROAD BAKERY TEAM, WITH MARK LAWSON, FRONT ROW, SECOND FROM RIGHT, AND BAKERY MANAGER CHRIS LANGTON, BACK ROW, CENTRE.



A baker's lot is certainly a happy one, as the *Journal* witnessed on a recent visit to Lewes Road, Brighton store. Even at the crack of dawn, the bakery staff were wide-eyed, bushy-tailed, and whistling as they worked. But what has them cheerfully rising from their slumber to get into work before 5am?

Mark Lawson is 21 and began his baking career on the JS YTS scheme at Lewes Road when he left school. 'I chose JS because it has a good reputation and I knew it would be more secure than a small bakery – not much chance of JS going bankrupt!' Mark works a week of 'earlies' and then one of 'lates'. Does the early start bother him? 'It does take a bit of getting used to, but it doesn't bother me now. Having to go to bed early used to affect my social life, but the advantage is that, with finishing as early as 1pm on certain days, I then have the afternoon to myself, although most of the time I'm too tired to do anything with it!'

MARK ENSURES THERE ARE NO BURNT OFFERINGS.

RIISING TALENT IN THE BAKERY

JUST THE JOB

No two days are the same for Mark, as one minute he may be filling the ovens with bread and rolls, the next operating the dough-moulding machine (the 'plant'), and he may even be called onto the shop floor if they are short-staffed. The bakers take turns on each job, which makes it more interesting.

'I never get bored as there is always something to be done. There is more to this job than people think. It's not just mixing flour and water and baking it! It's a highly-skilled job that involves a lot of concentration, patience, flexibility and a sense of humour.

'The other bakery staff were really good to me when I started as I didn't know anything about bread or baking. We all get on well which is essential as we work so closely together. The only aspects of the job I don't enjoy are going into the freezers, which are a bit of a shock after the heat of the bakery, and when I burn myself on the ovens. It doesn't happen very often but I soon know about it when it does!'

Mark and the bakers are told what quantities are required by their bakery manager, Chris Langton, who says he isn't just a good guesser! Chris works off sales figures from the previous week and makes adjustments for seasonal changes like Easter and Christmas.

At this store there are five bakers, three confectioners, plus counter staff, and students at weekends and evenings. The

pace of the bakery is permanently hectic, with constant demands being made on the bakery staff. But everybody knows exactly what is required and gets on with it. Even this reporter lent a hand putting the fresh fruit onto the new range of French cakes as the pace hotted up towards opening time. Very time-consuming (at snail's pace it is!) but the results prove to be attractive and popular with customers.

When Mark got a minute to catch his breath, he talked about his future. 'I would like to move up within the company, say to bakery manager or even higher. I attend day release at college at the moment to do my City and Guilds. But I would like to stick with what I'm doing for a few more years, as I feel I'm not ready to move yet. The job was a bit frustrating at first because I kept making mistakes and burning things, and it made me think "what am I doing here?" But now I really enjoy it.'



MORE BUNS FOR THE OVEN! MARK AND AREA BAKERY SPECIALIST VIC CROOK FLOUR A BATCH READY FOR BAKING.

Final Award WINNERS

THE FINAL QUARTERLY WINNERS OF THE PACKER/CUSTOMER SERVICE INITIATIVE AWARDS FOR JS SUPERMARKETS HAVE NOW BEEN CONFIRMED BY DISTRICT MANAGERS AFTER CONSULTATION WITH THEIR BRANCH MANAGERS. THE AWARDS SCHEME RAN FOR A YEAR AND A TOTAL OF 100 JS PEOPLE HAVE WON AWARDS FOR THEIR CUSTOMER SERVICE INITIATIVES.

KEN BARDEN'S DISTRICT

Kathy Flynn, part-time kiosk assistant, Kilburn. 'Infectious good humour, alertness to other people's problems and willingness to give help and guidance to both staff and customers.'

COLIN SUMMERTON'S DISTRICT

Kevin Hale, bakery manager, Stratton. 'I would like to nominate the whole branch for the way in which they dealt with a customer emergency. But I have to pick out Kevin Hale as he played the major part. A customer, Mr Hatch, suffered a heart attack in the car park and Kevin Hale, a first aider, went to his aid and brought him back to consciousness with the kiss of life and heart massage. The ambulance, when it arrived, did not have the necessary equipment and Kevin went to the hospital with Mr Hatch, continuing to give first aid. On the way to the hospital they were met by a second ambulance equipped with a defibrillator. The ambulance crews were full of praise for Kevin Hale. Meanwhile, the staff at the branch dealt sensitively with Mrs Hatch. Sadly, despite all efforts, Mr Hatch died three days later in hospital.'

ALAN ROWLAND'S DISTRICT

Pauline Reed, store instructor, Eltham. 'Nothing is ever too much trouble for her... never fails to help the elderly and mothers with children.'

JOHN SPENCE'S DISTRICT

Elaine Fluen, customer services manager, East Grinstead. 'Since Elaine has been at East Grinstead the customer complaints regarding service at the front end have reduced to nil.'

DAVID WEBB'S DISTRICT

Valerie Wilks, checkout/replenishment assistant, Clifton Down. 'There is always a smile and a helping hand when needed.'

GRAHAM NAYLOR'S DISTRICT

Lily Hewitt, packer, Kingston. 'Regularly assists disabled and blind customers.'

COLIN ETHERIDGE'S DISTRICT

Rose Davies, floral assistant, Wandsworth. 'Extremely conscientious and dedicated, taking great pride in her work.'

ROD BROOKSBY'S DISTRICT

June Taylor, packer, Arnold. 'Since arriving in November, June has really brought the front end alive.'

STUART CARTER'S DISTRICT

Joan Wimpory, part-time checkout

assistant, Letchworth. 'Always works with a cheerful manner and takes care when dealing with customers.'

BILL WILLIAMS' DISTRICT

Susan Hopkins, kiosk assistant, Merry Hill. 'Demonstrates all the qualities we advocate in our BBB and customer care training. Customers have developed a rapport with her. Additionally, her positive approach has helped her in the fight against cancer. No-one has heard her complain and this has truly endeared her to all her colleagues.' A recent customer letter spoke of Susan's 'warmth, humour and pleasantness.'

BRYN PAGE'S DISTRICT

James Rogans, general assistant, Tunbridge Wells. 'Customers have made a point of commenting to the manager on his attitude and good manner.'

BRYAN FELL'S DISTRICT

Susan Porter, senior checkout assistant, Middlesbrough. 'Susan is very courteous, jolly, conscientious, willing, and very popular with both customers and staff.'

RICHARD DAVIES' DISTRICT

Veronica Murphy, health and beauty assistant, Crystal Palace. 'Mrs Murphy has a lively personality and is extremely helpful to all our customers and communicates well with everyone at all times.'

PETE MARSDEN'S DISTRICT

Julie Townshend, cashier/packer, Queen's Road, Norwich. 'Julie's cheerful manner and ready smile make her an asset to the branch.'

NEIL COWLEY'S DISTRICT

Pat Oldrey, part-time cashier, Hornechurch. 'Despite her own suffering and constant pain from arthritis, she always serves customers in a special way. They regularly queue at her checkout just to be served by her.'

KEITH MILLEN'S DISTRICT

Annie Hood, kiosk assistant, Tottenham. 'Annie is always very cheerful and knows many of her customers, often having the right brand ready for them.'

RAY CLARK'S DISTRICT

Glynis Barbosa, bakery counter assistant, South Ruislip. 'Mrs Barbosa has customers who come for her smile, her welcome and her advice on the best choice of the day.'

KEITH FITZPATRICK'S DISTRICT

Esther Bruce, part-time cashier,

Woodhall Farm. 'Always polite, friendly and helpful.'

ALAN BONNER'S DISTRICT

Mark Philips, checkout/replenishment assistant, Harlow. 'It is refreshing to find so young a person (Mark is just 17) who is able to make all customers feel special.'

ERNEST ORMES' DISTRICT

Alan Kavanagh, fish section manager, Leamington.

A customer letter said: 'Having been let down by our local wet fish shop regarding a lobster, we rang you. Alan found a lobster in the deep freeze and when we collected it, hours later, it was beautifully dressed with a note saying he hoped it would be OK for us. It was more than OK. It saved the day. My dad is seriously ill and wanted to taste lobster for a 72nd birthday treat. He won't be here for another so it meant a lot to us.'

ALAN TREVETHAN'S DISTRICT

Sue Lambrecht, part-time packer, Kidderminster. 'Sue has had many praising letters from customers.'

TERRY BROWN'S DISTRICT

Tony Simmons, senior delicatessen assistant, Bitterne. 'Consistently bright, cheerful and responsive to customers' needs.'

DAVID REYNOLDS' DISTRICT

John Fletcher, customer service assistant, Burpham. 'At 68 Jack is an enthusiastic and ever-cheerful member of the checkout team.'

DON HAYWARD'S DISTRICT

Veronica Hutchinson, packer, Chester. 'There have been numerous complimentary letters from customers and her manager describes her as "too good to be true".'

DAVID WARE'S DISTRICT

Patricia Garratt, supermarket assistant, Preston. 'Mrs Garratt's approach to all aspects of her work is excellent. She is both helpful and informative to all customers.'



STRESS

In the first of the *Journal's* series of articles on stress last month, we looked at its symptoms. This month we examine what life events combine to cause stress.

One of the main causes of stress is CHANGE. Some may welcome change others may not. Most change is beyond our control.

What are the main changes in our lives which can cause stress?

BEREAVEMENT AND LOSS

The death of a close relative or friend is generally agreed to be the most stressful event that you can experience. If you cannot grieve properly or reach the stage of acceptance, the loss of a loved one can become a permanent source of stress in your life.

FAMILY CHANGES

Changes at home such as the birth of a baby, teenage children growing up, or looking after elderly or sick relatives, can lead to worry and perhaps anxiety.

PERSONAL RELATIONSHIPS

Everyone will agree that arguments with your partner, the break-up of a relationship, and divorce are very stressful events.

RETIREMENT

Enforced leisure and reduced income may combine to cause trouble.

MONEY PROBLEMS

Unexpectedly high bills, increases in rent and mortgages, and taking out loans can all create stress.

It has been shown that the combination of several stressors in your life, over a prolonged period of time, can have an effect on your health and reduce your resistance to illness.

The table above shows how several life events can combine to make very high demands upon you.

Although a score of over 250 would normally increase the likelihood of your becoming ill,

EVENT	SCALE VALUE
Death of spouse	100
Divorce	73
Marital separation	65
Death of close family member	63
Personal injury or illness	53
Marriage	50
Retirement	45
Change in health of family member	44
Pregnancy	40
Sex difficulties	39
Gain of new family member	39
Change in financial state	38
Change in number of arguments with spouse	32
Major mortgage or loan	32
Children leaving home	29
Trouble with in-laws	29
Outstanding personal achievement	28
Partner begins or stops work	26
Change in residence	20
Change in recreation	19
Minor mortgage or loan	17
Change in sleeping habits	16
Change in eating habits	15
Holiday away	13
Christmas	12
Minor violations of the law	11

(Source: HMSO 'Understanding Stress')

don't worry too much if your score seems to be very high. Other factors such as personality and how well you react to change have to be taken into consideration.

If you are the sort of person who positively welcomes change then you will probably fall into the percentage of those who are able to cope and manage their lives.

Using the table you can measure what your life in the next 12 months will be like in terms of stress. If you know that you will be moving house, planning a family, or taking on a large mortgage, then it would make sense to try and space out any other changes until you have got through these.



BUPA has hospitals throughout the country.



BUPA

The Company has an arrangement with BUPA to provide a health care scheme for employees which offers a 33 per cent discount on standard BUPACare rates. For example, a family member with two children can save £20 per month on the subscription.

The main benefits of BUPACare, which is available to all staff not covered by the Group Scheme, are:

- Freedom to choose from hundreds of BUPA participating hospitals throughout the country.
- Treatment that fits in with your work, home life and holiday plans.
- A cash payment of £20 if you stay overnight in an NHS hospital.
- The same extent of cover if you are on holiday abroad.

For further details of the BUPACare Scheme, please contact your personnel manager or ring BUPA Freephone 0800 289 577.



THERE WERE NO FORMALITIES WHEN THE DUCHESS MET 'HER' CHILDREN

SUNSHINE IN THE EASTERN AREA

'Don't let it rain on these children. Bring a little sunshine and variety into their lives.' Dame Vera Lynn was appealing to Sunshine Coach fundraisers to keep up the good work at the 40th Anniversary Variety Club Luncheon on July 2.

The luncheon was attended by 50 representatives of Eastern area, which had raised over £50,000 to sponsor five Sunshine coaches for underprivileged children.

Guest of honour at the luncheon, held at the Guildhall, London, was Her Royal Highness The Duchess of Kent, patron of the Sunshine Coach Scheme.

Outside the Guildhall hundreds of children from local schools for the handicapped gathered for an enormous street party with food provided by Sainsbury's, and cooked by the army.

The children, many of them dressed as clowns, arrived in their own Sunshine coaches specially decorated for the day. Her Royal Highness was besieged by the children and she obviously enjoyed herself as she walked around hugging and kissing them. Later she handed out prizes for the best costumes and coach decorations.

As the children tucked into their grub the Duchess of Kent joined a small reception inside for two representatives of each of the 40 coaches being sponsored that day to the tune of £500,000. Ten JS representatives joined the Royal reception.



DAME VERA LYNN AND BARRY CRYER BOTH ADDRESSED LUNCHEON GUESTS



THE STREET PARTY GETS UNDERWAY



BEHIND

THE

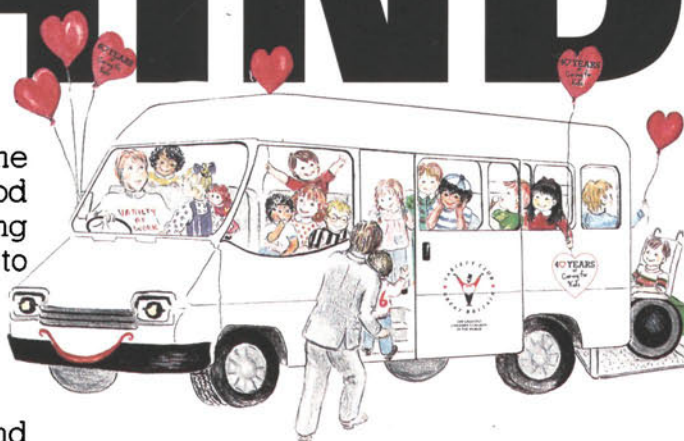
CLUBS

The luncheon itself took place in the sumptuous Guildhall, and again the food was provided by Sainsbury's, ensuring that all the money raised went straight to the children.

JS people enjoyed playing 'spot the celebrities' as they mingled with Judith Chalmers, Bonnie Langford, Barry Cryer, Bert Weedon and Derek Batey, to name-drop a few.

In its 23 years the Variety Club Sunshine Coach Scheme has presented over 2,500 coaches to handicapped and underprivileged children's hospitals, homes and schools all over the country.

It costs £10,000 to sponsor a coach and the Eastern area's five coaches will go to schools close to the branches. Approximately £1,000 was raised by each branch. If any other districts would like to join the scheme they should contact Bill Allen, SSA, on 071-921 7227.



THE EASTERN AREA REPRESENTATIVES AT THE ROYAL RECEPTION: LEFT TO RIGHT:- VI TENNANT, JOHN KELLY, GARY LOVE, BILL ALLEN, VAL COLES, MALCOLM JONES, JEAN JEFFREY, PAUL LONGSON, JACKIE MILLER, KEITH MILLER, MAGGIE COOPER, GRAHAM FITCH, STUART BLACKBURN AND RICHARD TENNANT WITH THE VARIETY CLUB ROSIE RAGS DOLLS.



GEORGINA AND PAT COLLECTING CASH FROM A CUSTOMER

KEMPSHOTT CLOWNS

After a hard day's shopping on May 9 numerous members of the public left the branch at **Kempshott** and walked straight into the arms of **Georgina Eckley** and **Pat Salmons**. These ladies threatened to clown about with customers until they donated a sum to the local hospice which takes care of sick children in the Basingstoke area. At the end of the day the ladies raised £300 which was accepted on behalf of the hospice by the mayor of Kempshott.

There is more than £300 on offer in the **1990 SSA/JS Journal Photographic Competition**, with £100 going to the winning photograph. You can enter either black and white or colour photographs into both the categories which are **The Natural World** and **Capture The Moment**.

Prizes

There will be a £100 prize for the best photograph in any category, whether black and white or colour. In addition, both sections will carry two prizes of £50 - one for the best black and white photograph and one for the best colour photograph. There will also be runner up prizes.

ENTRY FORM

Please carefully attach an entry form to the back of every photograph entered for the competition. Entries should be sent through internal post to *JS Journal*, 10th Floor, Drury House, or by external post to: *JS Journal*, J Sainsbury plc, Stamford House, Stamford Street, London SE1 9LL.

NAME.....

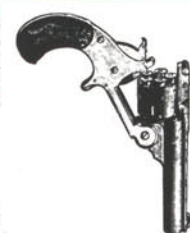
FULL JOB TITLE.....

LOCATION.....

TELEPHONE NO.....

THEME OF ENTRY.....

Rules *Closing date is Friday, September 28. *Entries are not limited but each print must have a completed entry form attached. (Extra forms are available from the *JS Journal* office : tel. 071-921 6660.) *The 1990 competition is open to all JS, Homebase, Savacentre and HMP employees, full or part-time, who are employed at the time of judging. The competition is also open to JS veterans. *Photographs previously entered for SSA/JS Journal Photographic Competitions will not be accepted. *All photographs will be returned after the competition is judged.



SHOOT-OUT
1990 SSA/JS JOURNAL PHOTOGRAPHIC
COMPETITION



KEMPSHOTT FROM THE CLOUDS

This bird's eye view of **Kempshott** store was snapped by **Andrew Tasker** from retail market assessment at **Blackfriars** thanks to a surprise birthday present from his wife.

The present was a two and a half hour trip from Basingstoke to Chichester in a hot air balloon, during which Andrew managed to take this picture of the store on its day of rest.

STEADY NERVES IN A SKIRMISH

Hail the conquering heroes. Well almost! **Uxbridge's** Paintball team, the Outlanders, came second in a recent Skirmish championship held in Amersham. Says **Steve Morrill**, meat manager: 'They really are an adventurous and dedicated team. We beat six other teams and lost just one game to the eventual winners.'

If any other branches are interested in competing please contact meat Uxbridge branch.'



THE OUTLANDERS FROM UXBRIDGE

THROUGH THE CRUMBLING IRON CURTAIN

Derek Lobb, manager, **Warwick** (front, second from right) with some of the 40 Russians who visited his store recently. This was just one of a number of recent Russian cultural visits to stores, the latest of which was at **Streatham Common** where members of the Soviet Ministry of Economic Relations dropped in for a look round.





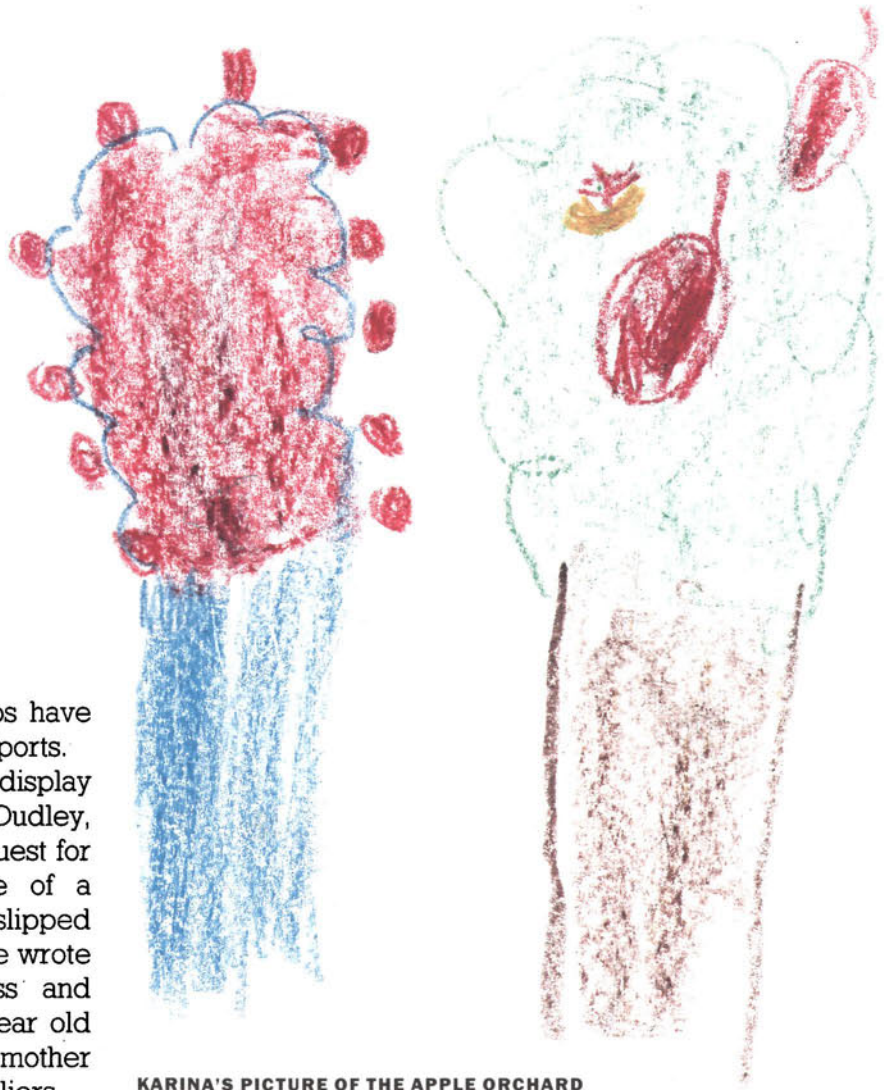
MERCY GAYO

FRUITY FRIENDS

Two international friendships have been formed thanks to JS imports.

Sue Mullany, evening display assistant at **Merry Hill**, Dudley, found an address and a request for a pen-pal on the reverse of a pineapple pieces label slipped amongst the boxed cans. She wrote to the Philippines address and received a letter from 23 year old Mercedita Gayo, whose mother works at the pineapple suppliers.

Christchurch store is looking forward to receiving a photograph of five year old Karina Hooper and her schoolfriends in New Zealand. **Pam Danks** discovered a note from Karina in a box of apples. Karina and her class had visited the orchard to see the apples being picked and packed and went on to the port to see them being loaded onto container ships. They put a letter and drawing of the orchard into the box of apples and asked whoever found it to write to them. Store manager, **Leonard Skellon** sent a letter about the store to the children and asked their teacher to send a photograph.



KARINA'S PICTURE OF THE APPLE ORCHARD

CHILDREN SAY 'DO YOU CARE?'

Are you looking after our planet? Matthew Hopkins (left) and Martin Bridgman (both ten) checked out the JS range of environment friendly products at **Halifax**. Manager, **David Durbin** welcomed the party of children from Sacred Heart School in Sowerby Bridge, whose visit formed part of a project on green issues.

He presented the children with a Blue Peter Green Book for use in the library and a range of products was lent to the school to make a display.

MATTHEW HOPKINS AND MARTIN BRIDGMAN WITH DAVID DURBIN





SHADDUPA YA FACE!

Brenda Holland, a meat replenishment assistant at **Coldhams Lane**, raised more than £120 for the Children's Hospice at Milton by not saying a word for four hours. Brenda, a known chatterbox, said: 'It was difficult and people did everything they could to make me talk but I just kept my mouth shut. It was worth every penny.'

STORE MANAGER, ERIC KENDREN, WITH RESTAURANT STAFF GONE GALLIC. L TO R: CAROL SAYNOR, DOREEN JONES, JO HORTON AND KAY JOHNSON.



TIME TO MOVE ON

Checkout assistant, **Pam Roberts**, presents manager, **Charles Hart**, with a clock, on behalf of staff at **Stratton**, on his departure from the store to become a district manager in the **South Eastern** area.



NOW YOU'RE TALKING

'Wi'n gwethio yn Homebase (I work in Homebase)' were the words uttered by **Cardiff Homebase** warehouse manager, **David Burnett**, for part of a TV programme filmed at the store.

The programme, called *Now You're Talking*, is aimed at absolute beginners wanting to learn the Welsh language. David is pictured surrounded by the TV crew outside the store.

BEHIND

THE LINES

CANTERBURY'S INTERNATIONAL CUISINE

France may not have taken part in the World Cup but it still received attention from **Canterbury**. The store held a French Week in the staff restaurant which was decorated fit for Bastille Day. There was French cuisine on the menu every day and restaurant staff served up their own version of the French tart on two of the days. See photo!

The French week followed the success of an Italian week (we believe they did take part in the World Cup) and the store is already looking forward to an American week.



WORKED A TREAT

Natalie Berryman's wish for her seventh birthday was to work in her local JS store. She wrote to **Warrington**, asking if it would be possible as a birthday treat. The answer was 'yes', so on the day Natalie finished school and went along to the store to start her 'shift'. She was kitted out with a specially-made uniform and was given a tour of the store, worked on a checkout and helped to fill shelves. As Natalie had worked so hard, BPM **Lynn Middleton** presented her with a birthday cake to round off her special day.



CURTAIN CALL FOR BOGNOR

When **Bognor** closed its doors to customers for the last time on April 7, staff gathered outside the store for a 'team' photograph before going their separate ways, most to other stores in the area.



PEOPLE

APPOINTMENTS

DAVID BUDDIN, from manager, Putney to manager, Christchurch. **ALAN BURRAGE**, from manager, Worthing to manager, London Road. **FREDERICK CLARKE**, from manager, Reading to manager, Guildford. **STEPHEN DADSON**, from manager, Peckham to manager, Thanet. **LEWIS ELLIOTT**, from manager, Guildford to manager, Putney. **MIKE ELLIS**, from special projects manager, Savacentre head office to manager, Bromley. **DEREK HINTON**, from manager, Crawley to manager, Worthing. **RAYMOND McCOLL**, from manager, London Road to manager, Crawley. **ARTHUR RUSSELL**, from manager, Bromley to manager, Tunbridge Wells for the opening. **GEORGE SMART**, from deputy manager, Crayford to manager, Peckham. **NICHOLAS TAZEVELL**, from spare manager, Tewkesbury Road to manager, Reading.

LONG SERVICE

Employees who have completed 40 years' service are: **DON COCKERTON**, meat manager, Wallington.

Employees who have completed 25 years' service are:

DAVE ANDERSON, manager, central services, data processing division, Blackfriars. **HENRY FOYE**, driver, Basingstoke depot. **AUDREY MCGRAW**, payroll assistant, Blackfriars. **GEORGE PEARCE**, depot supervisor, Charlton depot. **VERONICA PIPER**, customer service section manager, Bishops Cleeve. **IAN ROBERTSON**, returns warehouseman, Basingstoke depot. **WILLIAM SARGEANT**, depot supervisor, perishables, Charlton depot. **MARTIN SMART**, perishables warehouseman, Basingstoke depot.

RETIREMENTS

(length of service in brackets):

PETER BRUTON, purchasing manager, Homebase (35 years). **BRIAN BELL**, meat manager, Bognor (30 years). **AUDREY LARGE**, checkout assistant, Bognor (16 years). **LILLIAN PHIPP**, coffee shop manager, Kingsway (16 years). **JUNE SHEPPARD**, checkout assistant, Bognor (16 years).

Wood Green delicatessen assistant, **STAN WILLIAMS**, is retiring after nearly 41 years with JS. Stan joined the company in November 1949 on the bacon, dairy and



STAN WILLIAMS

poultry department at Enfield. After a year, he moved to Palmers Green, where he spent seven years before it was back to Enfield for eight years. He acted as relief during holiday times at Cockfosters, Potters Bar (when it was called Somers Town) and St Pancras amongst others. He spent seven years at Winchmore Hill before moving to Wood Green when it opened in July 1973, where he remained until his retirement. **MONICA SHELBOURN**, BPM at Wood Green said: 'Stan will be missed by his many friends at the store. We all wish him a happy retirement.'

PETE NELSON is retiring from his job as reception manager at Arnold after 41 years with the company. He worked as a bacon hand at Islington and Holloway before becoming assistant manager at Hackney. After a long period as relief manager at Kingsland, he became stand-by relief manager on Mr Davis's area. In 1971 he moved to Nottingham's Parliament Street shop, then on to Arnold where he was grocery manager then reception manager until retirement. Pete takes an active part in the Nottingham Newspaper for the Blind, and retirement will enable him to devote more time to this. His other leisure pursuits include reading, walking in the country and studying historic buildings.



PETE NELSON (LEFT) WITH FRIEND RON SPURGE, MEAT MANAGER AT STAMFORD HILL.

A back page advertisement for trainee salesmen at JS in *Blighty* magazine in 1950 prompted **HARRY CLARKE** to apply, having just completed his national service. His first task was to scrub the shop front window at Rye Lane, Peckham, where the manager was Sid Pateman. He worked in many stores in London before being promoted to assistant manager in 1959, then manager at Southbourne in 1968. He managed Poole, the old Chichester store and his last post was at Bognor, from where he retired. Says Harry: 'I have experienced many notable events in my 40 years with JS: the ending of rationing; opening of our first self-service store; the selling of soap powders (unheard of in my early days); decimalisation; and to have some of the most advanced stocking systems in our trade. Truly it was a very eventful 40 years. I would like to thank all staff at Bognor, especially Ray Cloutt and Kay Rowntree, who gave my wife Daphne and I a splendid send-off.' Harry and Daphne are pictured at the retirement party with their gifts from staff, a garden bench and crystal glasses.



HARRY AND DAPHNE CLARK WITH GIFTS OF CRYSTAL GLASSES AND GARDEN BENCH.

WEDDINGS

Changing their wedding day certainly isn't in **ADRIAN COUSINS** and **HILARY MACPHERSON'S** contracts, but that is what they did when they



ADRIAN AND HILARY COUSINS

discovered that stocktaking at JS stores was on the same day. Grocery manager Adrian and admin manager Hilary, both at Peterborough, met over three years ago at Bowthorpe and were due to be married on Saturday May 12. But, because of the stocktaking, a lot of their friends, who are JS employees, wouldn't be able to attend the wedding. So the wedding was moved to Sunday May 13 to enable everybody to share the day with Adrian and Hilary. It went ahead on the Sunday at St Peters Church, Yaxley. Hilary wore her mum's 34 year old wedding dress made of ivory brocade. The two-week honeymoon was spent in Crete.

Not only did **EDDIE GARDENER** and **LYN SMALL**, find careers with JS, they also found each other. Both began as YTSers at Amblescote but are now at Merryhill, Eddie as section manager, provisions and Lyn as senior confectioner. They became engaged on New Year's Eve 1986 and were married on March 31 this year. Their chief bridesmaid **SUZANNE NAYLOR**, works with Lyn as a confectioner and Eddie's mum, Jill, is senior fish assistant at the store. Many staff attended the wedding and presented the happy couple with a microwave oven. Their two week honeymoon was spent in Tenerife.

EDDIE AND LYN GARDENER



The Three Counties Golf Society comprises 23 members from the stores in *Terry Brown's* district. They are looking for new faces to join their number. If you're interested, contact *Mike Lendon* at *Lords Hill* or *Geoff Ware* at *Boscombe*.

Meanwhile we give you the highlights of the society's last meeting, held at *Dibden Golf Club*, courtesy of *Geoff Ware's* poetic muse:

*The weather it was drizzling, not a happy start to play
When 23 eager members came for the golfing day.*

Our hearty congratulations to Andy Ellis from Poole

*'The runaway winner with 45 points – certainly no
golfing fool.*

*Thank goodness he's won a new trolley, his old one
squeaked 'til it was hoarse*

*As his dated 70's model scrunched its way around
the course*

*Second and third with 40 points each were Geoff Ware
from the Boscombe store*

*And Bitterne's Melvin Simmonds, both with a jolly
good score.*

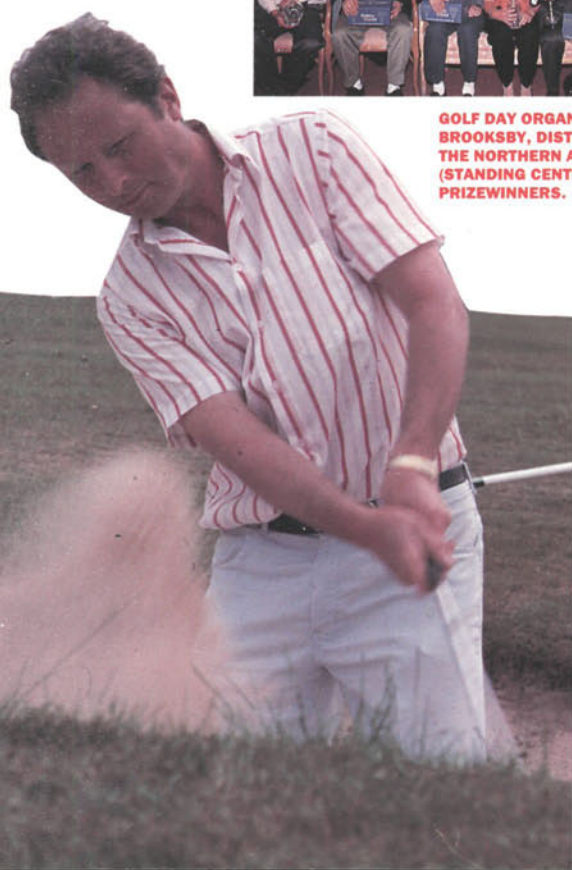
Well, at least you can play golf Geoff!

Four more of the company's golfers put their golfing gifts to good use, not to win themselves prizes this time, but to raise cash for a school for handicapped children.

Clive Carter from Banbury, Simon Lloyd from Redditch, Martin Pettit from Chesham and Andrew Taylor from Heyford Hill, swung, drove and puttied their way round 72 holes in 15 hours to raise £800 in sponsorship.



GOLF DAY ORGANISER ROD BROOKSBY, DISTRICT MANAGER IN THE NORTHERN AREA, LINES UP (STANDING CENTRE) WITH THE DAY'S PRIZEWINNERS.



BOB MALLET FROM LINCOLN PLAYING HIS WAY OUT OF THE SAND.



LADIES' CHAMPION, MELANIE WEBB FROM HOMEBASE, GETS SOME HELP WITH THE FLAG ON THE 18TH FROM BASINGSTOKE DEPOT'S JACKIE MURPHY.

PLAYING AROUND

The Belfry Golf Club has tested the talent of the world's finest golfers over its Brabazon and Derby courses in such competitions as the Ryder Cup. On bank holiday Monday, May 28, this most famous of clubs gave JS's players the chance to follow in the footsteps of Ballesteros and Faldo as staff competed for honours in the company golf day.

WINNER	EVENT
South Eastern area A team	Best team
Oscar Lazar, Homebase head office	Overall up to 16 handicap
Mark Bohan, Buntingford depot	Overall 17 – 22 handicap
Melanie Webb, Homebase head office	Best lady
John O'Sullivan, London Colney Savacentre	Best Brabazon morning round
Kevin Furlong, Hoddesdon depot	Best Brabazon afternoon round
Kenny Dear, Hoddesdon depot	Best Derby morning round
Gordon Faulkner, South Western area	Best Derby afternoon round

Sample and Compare

SAINSBURY'S
Rich Dairy
Butter,
Salted or Unsalted,

Per **1/-** lb.

The Quality will convince you.

Sainsbury's,
4, High St., OXFORD



THE LOST

SHILLING

When Offa, King of Mercia, ordered 240 pennies to be struck from a pound of silver in about 735 AD, he probably didn't give a lot of thought to the long-term consequences of his actions. Offa (better known for his dyke) didn't actually carry the deed a stage further and have shillings made to represent twelve of his silver pennies, but certainly, the concept of the shilling as a unit of account was current in Saxon times. It was not until over seven and a half centuries later that Henry VII coined the



ARCHIVES

first shillings (originally known as testoons, from the Italian 'testone', meaning a coin with a head on it).

Shillings were heavily used. It was the largest coin likely to come regularly into the hands of ordinary people and they took on a more than monetary meaning. The 'Kings Shilling', by which recruiting sergeants sometimes unscrupulously betokened enlistment in the services, became infamous. Amongst more prosperous people the shilling could also be a sign of disinheritance, with fathers leaving errant sons a mere shilling to indicate that they had deliberately left them out of their will.

By the time John James and Mary Ann Sainsbury set up shop in London's Drury Lane in 1869 the silver shilling had lost much of its former value. London food prices were scandalously high with tea at 3s 4d per lb (of which a shilling was duty) and best imported Dutch butter was 2s per lb. Clearly there was plenty of scope for the competitive young couple.

By 1895 food prices had fallen dramatically and JS advertised 'Sainsbury's Shilling butter is the Best in the World' on early shopfronts. Even then, however, the days of the silver shilling, with 92.5 per cent silver content, were numbered. In 1920, in response to the rocketing post-war price of silver, a 50 per cent silver alloy was introduced; 27 years later, after the second world war, the silver content was abolished altogether when the precious metal was needed to repay Britain's war debts to America.

Anyone fortunate enough today to have an uncirculated silver shilling will be pleased to know that its current value is a massive £100!

The last issue of the shilling was in 1966 when it would buy 1/4lb of JS butter, 1/4lb Double Gloucester cheese, or a small Steak and Kidney pie. Now far better known as the ubiquitous 5p piece, the last few shillings will disappear from circulation as they are replaced by the new 5p which, if it lacks the shilling's pedigree, is at least easier on your pocket.



Headlines

What gives each Sainsbury's store its distinctive flavour?

It's easy to recognise the Sainsbury's supermarket house style.

There isn't one.

We prefer to let the local environment around each of our stores influence the style.

This may mean blending with the local architecture by using local building materials, or creating a contrast, with modern materials, as was the case in York.

Here we built on a derelict industrial site outside the old city walls, and took literally York City Planning Authority's request for the 'architectural concept of the store to be adventurous and avoid clichés', and came up with a state-of-the-art, high tech superstore that won a Civic Trust Commendation.

In Bath and Wolverhampton we went a step further by incorporating existing derelict buildings within the design of new stores.

Our agreement with Bath City Council for developing the derelict Green Park Station site ensured that all the elements of the station building, and train shed, including materials, were reinstated in their original form.

The Wolverhampton superstore was actually built inside, and around, St. George's Church. To prevent the structure from deteriorating further, we replaced the roof, spire and windows in the same style as the originals.

To co-ordinate and control our projects down to the smallest detail, we employ in-house project managers backed by a specialist team who work alongside our chosen architects.

Their expertise in every aspect of superstore design and construction, combined with the knowledge and ideas of local architects, has helped us make sure that there's no such thing as a typical Sainsbury's superstore.

If you'd like an information pack, please write to Sainsbury's Supermarket Development, Stamford House, Stamford Street, London SE1 9LL.

In it you'll find details of many of our latest superstores.

And, as befits Britain's leading food retailer, you'll find they come in a wide variety of flavours.

SAINSBURY'S
SUPERMARKET DEVELOPMENT

WINE LOOKS GOOD ON PAPER

JS has won a Wine Guild award in the category for 'Brochures, Advertisement or Promotion Campaign'.

The award was given for leaflets on Sainsbury's Sparkling Wine, and Sainsbury's Choice of Wines and for the colour advertisement for Prosecco. Lord Montague of Beaulieu, chairman of the Wine Guild, presented the award to Cecil Roberts, buying director, at the Guildhall in London on June 21.

BUILDING ON JS REPUTATION

June saw the launch of an advertising campaign by the development division.

The advertisements, aimed at Local Authorities and planners, highlight the quality and standards of new JS stores.

APPOINTMENTS

Departmental Directors

ROSS McLAREN

Departmental director, produce buying, is to be seconded to Shaw's early in 1991 when he will be appointed to the Shaw's board. In preparation for this move Ross McLaren has ceased to be a member of the Savacentre board.

ALLAN CHEESMAN

Departmental director, produce buying (designate), has joined the Savacentre board.

JEREMY GRINDLE

Who reaches retirement age next year, has left the Savacentre board and his responsibilities have been assumed by Hamish Elvidge, who is already a Savacentre director. As previously announced, Jeremy Grindle has been appointed project director working on the development of Sales Based Ordering.

HAMISH ELVIDGE

Is in the process of taking over responsibility as departmental director, branch services.

Senior Managers

WILLIAM EVANS

Regional development manager in property group North, has been promoted to senior manager.

ANGELA MEGSON

Joins JS in August as senior buying manager. Angela was previously with Marks and Spencer plc.



YOUNGEST FINALIST IS WINE TASTER OF THE YEAR

The winner of this year's JS/Daily Telegraph Wine Taster of the Year competition, 23 year old Patrick Porritt, beat almost 1,000 wine enthusiasts to win the title.

In the final Patrick sipped his way to an 82 per cent score, in a blind tasting of 15 wines, winning himself first prize of a trip for two to Burgundy and £1,000 of JS wines.

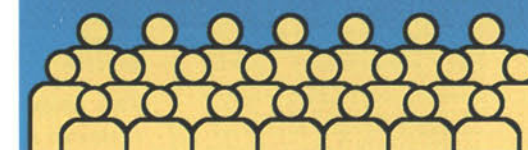
He was the youngest of the 28 competitors to reach the final from 175 semi finalists who took part in the regional tastings held at Bamber Bridge, Bury St Edmunds, Cobham, Court House Green, East Filton, Ladbroke Grove and Sunderland stores.



L TO R: Wine writer Oz Clarke, Patrick Porritt and departmental director then responsible for off-licence, Allan Cheesman.



HOMEbase IN CONFERENCE



The 1990 Homebase management conference took place at Le Meridien Hotel in London on May 21. Homebase chairman, Gurth Hoyer Millar, reviewed Homebase's performance in 1989/90.

Following presentations by directors and senior managers, and a round up of the group results from JS's assistant managing director, Tom Vyner, Homebase's store managers and department heads held syndicate discussions on the question 'How can we differentiate in Homebase?'

Suggestions arising from the syndicate sessions and general points were then put to a panel of Homebase's directors, headed by Gurth Hoyer Millar.



1. The new accommodation extension at the north east end of the annexe.



2. The second floor of the annexe takes shape.



HERALDING A NEW AGE OF *Learning*



3. Project manager, Nigel Broome inspects one of the new bedrooms.



5. The main house from the north west.

WHEN JOHN DE FANHAM owned a few choice acres of Hertfordshire countryside back in 1296 it is likely that the only constructions on the land were a few wooden farm buildings, and the only training being given was to oxen on how to pull a plough. However, 700 years on, there now stands an elegant Jacobean style hall. On most days of the year it is filled with JS staff being trained in both

the management and technical skills needed for retailing.

Fanhams Hall, at Ware in Hertfordshire, was acquired by JS in February 1986 for use as the company's business training centre. Since then thousands of staff have attended courses there, most of them residential.

To improve the residential and training facilities available, work began last year to extend both the annexe of Fanhams Hall and the main house (see diagram below left). Although the hall itself has undergone several reconstructions since the 17th century, it is now a grade two listed building which means that the designs of architect Nicholas Ray required the approval of the secretary of state

for the environment before work on the development could begin.

The annexe development involves the addition of a further residential accommodation block to the end of the existing building (see picture 1) and the gutting and refurbishing of 33 bedrooms plus building a further 13 bedrooms on the second floor (see picture 2). Once work is completed in the autumn the annexe will have a total of 73 bedrooms (see picture 3).

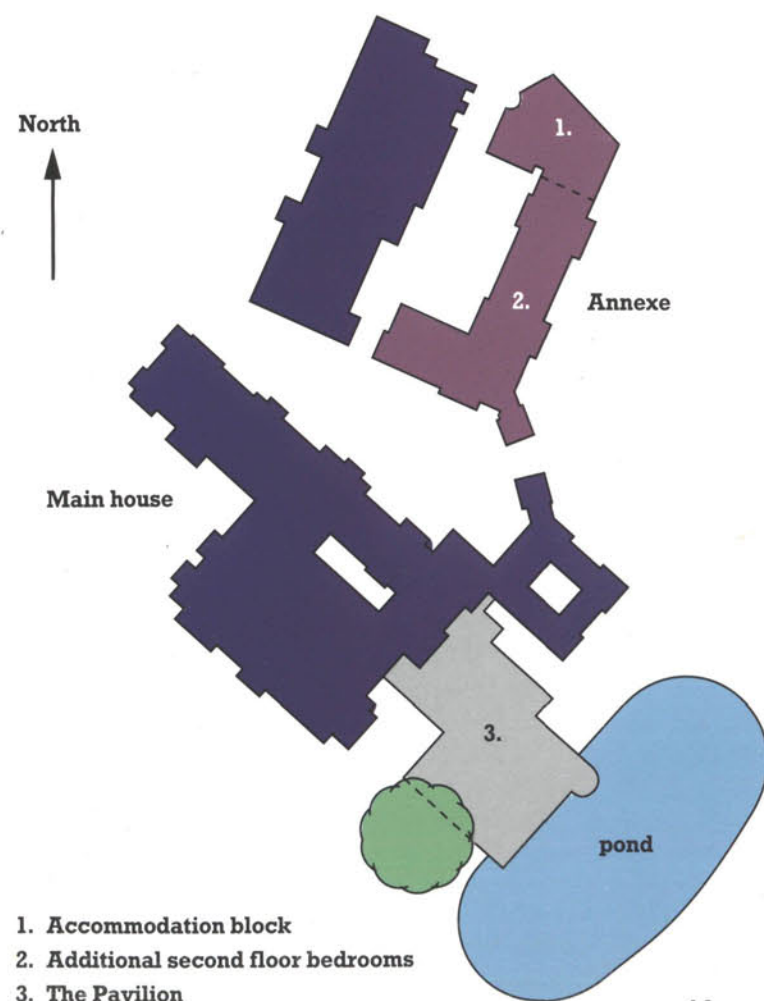
The other extension, known as the Pavilion (see picture 4) will be added to the south east face of the main house. On the upper level it will be used as two conference rooms, but by sliding back a hinged partition wall, it will convert to a large conference room capable of seating 135.

At ground level, a new dining room will seat 114 delegates. This extension will be ready in February 1992. Extensive refurbishment to the main house will be completed in the spring of 1993.

The finished development will give Fanhams Hall a total of 89 bedrooms, three large function rooms, a further six training rooms and nine syndicate rooms.

When staff training is finished on a Friday Fanhams Hall, with its 27 acres of park and gardens, is used at the weekends to cater for everything from wedding receptions to reunion dinners and dances.

Perhaps with all the eating, drinking and being merry, even John de Fanham might feel at home if he could pay a visit to the house today.



4. The architect's model of the pavilion.

RISING TALENT IN THE BAKERY

JUST THE
 JOB



THE LEWES ROAD BAKERY TEAM, WITH MARK LAWSON, FRONT ROW, SECOND FROM RIGHT, AND BAKERY MANAGER CHRIS LANGTON, BACK ROW, CENTRE.

No two days are the same for Mark, as one minute he may be filling the ovens with bread and rolls, the next operating the dough-moulding machine (the 'plant'), and he may even be called onto the shop floor if they are short-staffed. The bakers take turns on each job, which makes it more interesting.

'I never get bored as there is always something to be done. There is more to this job than people think. It's not just mixing flour and water and baking it! It's a highly-skilled job that involves a lot of concentration, patience, flexibility and a sense of humour.

'The other bakery staff were really good to me when I started as I didn't know anything about bread or baking. We all get on well which is essential as we work so closely together. The only aspects of the job I don't enjoy are going into the freezers, which are a bit of a shock after the heat of the bakery, and when I burn myself on the ovens. It doesn't happen very often but I soon know about it when it does!'

Mark and the bakers are told what quantities are required by their bakery manager, Chris Langton, who says he isn't just a good guesser! Chris works off sales figures from the previous week and makes adjustments for seasonal changes like Easter and Christmas.

At this store there are five bakers, three confectioners, plus counter staff, and students at weekends and evenings. The

pace of the bakery is permanently hectic, with constant demands being made on the bakery staff. But everybody knows exactly what is required and gets on with it. Even this reporter lent a hand putting the fresh fruit onto the new range of French cakes as the pace hotted up towards opening time. Very time-consuming (at snail's pace it is!) but the results prove to be attractive and popular with customers. When Mark got a minute to catch his breath, he talked about his future. 'I would like to move up within the company, say to bakery manager or even higher. I attend day release at college at the moment to do my City and Guilds. But I would like to stick with what I'm doing for a few more years, as I feel I'm not ready to move yet. The job was a bit frustrating at first because I kept making mistakes and burning things, and it made me think "what am I doing here?" But now I really enjoy it.'



MORE BUNS FOR THE OVEN! MARK AND AREA BAKERY SPECIALIST VIC CROOK FLOUR A BATCH READY FOR BAKING.



A baker's lot is certainly a happy one, as the *Journal* witnessed on a recent visit to Lewes Road, Brighton store. Even at the crack of dawn, the bakery staff were wide-eyed, bushy-tailed, and whistling as they worked. But what has them cheerfully rising from their slumber to get into work before 5am?

Mark Lawson is 21 and began his baking career on the JS YTS scheme at Lewes Road when he left school. 'I chose JS because it has a good reputation and I knew it would be more secure than a small bakery - not much chance of JS going bankrupt!' Mark works a week of 'earlies' and then one of 'lates'. Does the early start bother him? 'It does take a bit of getting used to, but it doesn't bother me now. Having to go to bed early used to affect my social life, but the advantage is that, with finishing as early as 1pm on certain days, I then have the afternoon to myself, although most of the time I'm too tired to do anything with it!'

MARK ENSURES THERE ARE NO BURNT OFFERINGS.

SHADDUPA YA FACE!

Brenda Holland, a meat replenishment assistant at **Coldhams Lane**, raised more than £120 for the Children's Hospice at Milton by not saying a word for four hours. Brenda, a known chatterbox, said: 'It was difficult and people did everything they could to make me talk but I just kept my mouth shut. It was worth every penny.'



CANTERBURY'S INTERNATIONAL CUISINE

France may not have taken part in the World Cup but it still received attention from **Canterbury**. The store held a French Week in the staff restaurant which was decorated fit for Bastille Day. There was French cuisine on the menu every day and restaurant staff served up their own version of the French tart on two of the days. See photo!

The French week followed the success of an Italian week (we believe they did take part in the World Cup) and the store is already looking forward to an American week.



WORKED A TREAT

Natalie Berryman's wish for her seventh birthday was to work in her local JS store. She wrote to **Warrington**, asking if it would be possible as a birthday treat. The answer was 'yes', so on the day Natalie finished school and went along to the store to start her 'shift'. She was kitted out with a specially-made uniform and was given a tour of the store, worked on a checkout and helped to fill shelves. As Natalie had worked so hard, BPM **Lynn Middleton** presented her with a birthday cake to round off her special day.



STORE MANAGER, ERIC KENDREN, WITH RESTAURANT STAFF GONE GALLIC. L TO R: CAROL SAYNOR, DOREEN JONES, JO HORTON AND KAY JOHNSON.

TIME TO MOVE ON

Checkout assistant, **Pam Roberts**, presents manager, **Charles Hart**, with a clock, on behalf of staff at **Stratton**, on his departure from the store to become a district manager in the **South Eastern** area.



NOW YOU'RE TALKING

'Wi'n gwethio yn Homebase (I work in Homebase)' were the words uttered by **Cardiff Homebase** warehouse manager, **David Burnett**, for part of a TV programme filmed at the store.

The programme, called Now You're Talking, is aimed at absolute beginners wanting to learn the Welsh language. David is pictured surrounded by the TV crew outside the store.

CURTAIN CALL FOR BOGNOR

When **Bognor** closed its doors to customers for the last time on April 7, staff gathered outside the store for a 'team' photograph before going their separate ways, most to other stores in the area.

