

# HomeStyle

Canada's Housewares Magazine

May 2018

## THE BOOMING *beverage* BUSINESS

**FOCUS ON**  
TEA, COFFEE  
AND HYDRATION

**TOP TRENDS IN**  
DRINKWARE &  
STEMWARE

**WE VISIT**  
TWO SMALL RETAILERS  
WITH BIG IDEAS

SHOW HIGHLIGHTS FROM  
Frankfurt & Chicago







LE NOUVEAU BLEU



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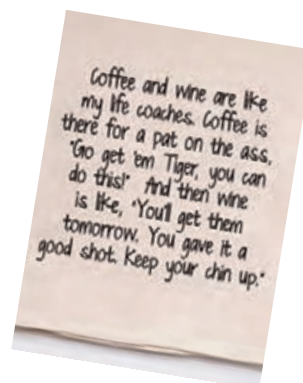
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PUBLISHER & EDITOR  
**Laurie O'Halloran**  
Phone (905) 338-0799  
laurie@homestylemag.ca

EDITORIAL CONTRIBUTORS  
**Denise Gaze**  
**Candace Sutcliffe**  
**Jennifer Cox**  
**Jane Zatylny**  
**Haley O'Halloran**

GRAPHIC DESIGN & AD PRODUCTION  
**Robin Forsyth**

FINANCIAL DIRECTOR  
**Claire Girard**

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## On our cover



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# Trade Show **Calendar**

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## **TORONTO GIFT FAIR**

Toronto International Centre/Congress Centre

Contact the Canadian Gift Association

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**August 12 to 15, 2018**

## **NY NOW**

## **THE MARKET FOR HOME + LIFESTYLE**

Jacob K. Javits Convention Center, New York City

Contact GLM at [www.nynow.com](http://www.nynow.com)

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## **eRETAILER SUMMIT**

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## Opening Lines

### The wild world of supermarkets

As a compulsive list maker, I've always loved shopping for groceries. So when I heard about a new book by food writer Michael Ruhlman, called *Grocery – The buying and selling of food in America*, I knew I had to buy it. I'm so glad I did. Raised by a father who loved grocery shopping, the author chronicles the fascinating background and incredibly rapid growth of the traditional supermarket. The numbers are mind-boggling.

The history of the grocery store (or trading post) goes back to the 14th century. These log cabins sold all the essentials from soap and spices to tools and cookware. Flour, sugar and crackers were scooped from barrels and it wasn't until the turn of the 19th century that grocers even had cellars to sell eggs, cheese and meat.

It was George Gilman, founder of Great Atlantic and Pacific Tea Company in 1860, who developed the modern supermarket concept. In the 1920s, A&P was the biggest retailer of *any kind* in the world and Gilman started by dealing tea, one of the most profitable items a merchant could sell. In its heyday, the A&P took 10 cents out of every dollar spent on groceries – at a time when Americans spent 30% of their income on food.

Tea was an integral component, but it was two other inventions that drove A&P to become a real grocery store and revolutionized the entire industry: the tin can and the cardboard box. Thanks to cheaper production costs, by 1900 more than 1,000 canneries had sprung up across the U.S. and food processing accounted for a fifth of all manufacturing.

The cardboard box was invented by mistake at the Metropolitan Paper Bag factory when a machine was set up incorrectly, creating thick, stiff paper bags that could be printed with images and graphics. This in turn paved the way for companies like Kellogg's to promote multiple product lines from one basic item (from Corn Flakes to Frosted Flakes).

The next great revolution occurred in 1937 with the invention of the shopping cart. Now customers could really load up and, by 1970, the 3,000 square foot stores had grown to 30,000 square feet. Today they measure 90,000 square feet and up.

The biggest threat arrived in 1988 when Walmart started carrying groceries (though Costco came on the scene in 1976 and Sam's club in 1983). They instantly became the world's biggest grocer and 56% of Walmart's sales now come from groceries. Add in Sam's Club food sales and Walmart's total share of groceries now brings in over \$200 billion a year. (By comparison, America's largest supermarket, Kroger, with 2600 stores, has sales of \$110 billion). It's a trillion dollar industry in the U.S., and a mid-sized grocery store can easily bring in \$675,000 a week. But some margins (such as the labor-intensive bakery or deli) are razor thin and a 5% shift in sales can have a huge impact on profitability.

Probably the greatest change has been right at the front of the store, in produce, where hydroponics and global imports have completely altered seasonal availability of fruits and vegetables. Where you once had just five types of apples (in season) and iceberg lettuce, you now have exotic fruit year-round. And pre-bagged salads now outsell iceberg lettuce at a rate of 20 to 1. Enter the rotisserie chicken and by the 1990s, the prepared foods segment had exploded in supermarkets, creating what is today a \$30 billion category. Last year, the fastest growing segment in grocery was meal kits and ready-to-prepare meals. They now comprise 8% of the market and are growing at a rate of 20% a year.

Even if consumers are not cooking more at home, at least they are *preparing* more meals at home, and that's a promising trend. Because whether cooking for the family or sharing in the pleasure of eating, food brings us together *and* keeps us healthy. With all the food choices we now have, preparing it should be as a labour of love, not a chore.



– Laurie O'Halloran  
[laurie@homestylemag.ca](mailto:laurie@homestylemag.ca)



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## People In The News

• Ontario will lose two more independent retailers this spring as the owners of In Season retire and the owner of Good Egg prepares to liquidate her store.

Ten years after opening Good Egg in Toronto's Kensington Market, rising rent prices have forced **Mika Bareket** to close her store. She hopes to liquidate the entire inventory by the end of June.

Long time retail veterans **Nancy and Don McCarten**, shown below left on

*Home Style's* 15th anniversary cruise, officially retired in late March after more than two decades of retailing, first in Oshawa and then in the resort town of Campbellford



• **Leon Benz**, formerly of Zwilling J.A. Henckel Canada, has joined Browne as Vice President of Retail. He replaces Frank Tassone, who left Browne in March.

• In a surprising move last February, **Jacques Dubuc**, the retired former president of Home Presence/Trudeau, was named president of Montreal-based retail chain Stokes.

• **Peugeot** has announced that the company is changing its North American division identity and name to Peugeot Saveurs North America, LLC.

• **Danica** recently moved to 348 West 7th Avenue, Vancouver, B.C. V5Y 1M4. The phone, fax and email address remain the same. The company has also appointed **Shane Lucy** as Vice President of Sales. He has 20 years of sales management experience, most recently in the wholesale industrial supply industry.

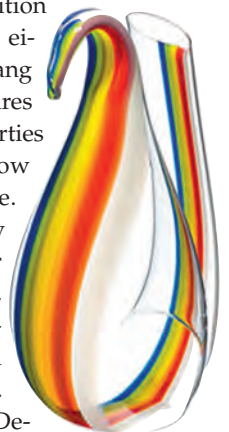
• After 17 years as Vice President of Sales and Marketing at Wilton Canada, **Jeff McLaughlin** has joined Trudeau as Vice-President of Sales.

• **Maureen Hizaka**, the longest serving employee in the history of the Canadian Hardware + Housewares Manufacturers Association after 30 years, will officially retire on May 31st. The association staff, industry members and retail customers will all miss her efficient and cheerful manner. "She was known for her leadership, dedication and professionalism," says CHHMA president Sam Moncada. "We all wish her good health and happiness in retirement."

Former President Vaughn Crofford paid tribute to Maureen at the annual spring meeting. He noted that "she is without a doubt one of a kind, and simply the best employee I have ever had the pleasure of working with. Her devotion to the CHHMA, our members, and every task at hand was never in question. She was more organized and hard-working than anyone can imagine."

### A rainbow from Riedel

This June, Riedel will extend its partnership with the Elton John AIDS Foundation through the creation of a new, limited edition Riedel Ayam Rainbow Decanter, shown below. With the same fowl-inspired form as the original Ayam Decanter, the limited edition Rainbow Decanter can either stand upright or hang off a table edge. It features double-decanting properties and a cresting rainbow along the outer curve. The decanter's rainbow design features a sliver stripe along the spine, meant to celebrate the silver jubilee of the Elton John AIDS Foundation. Each Ayam Rainbow Decanter is signed by Elton John.



Of the limited release of 75 decanters, Riedel will donate five to global charities. The limited edition Ayam Rainbow Decanter will retail for \$2,250.

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Saké can be served chilled, room temperature or heated. This all depends on quality, preference or grade of the saké. Lower grade saké is usually served hot and high quality saké is served slightly chilled, as heating it can mask the flavours.

If it's hot, cold or warm you prefer, this decanter keeps saké at the ideal temperature! Just remove the top and fill the frosted base with hot, warm, cold or ice water to help maintain temperature.

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# Industry Update

## CHHMA honours 2018 Hall of Fame inductees

Three worthy individuals were inducted into the Canadian Hardware & Housewares Manufacturers Association Industry Hall of Fame at a special industry luncheon held on April 3rd. **Gerry Byle**, retired General Manager of Kaz Canada, **Vaughn Crofford**, retired President of the CHHMA (see page 66), and **Yves Gagnon**, retired President & CEO of Groupe BMR were honoured this year.

The Hall of Fame was established in 1984 to recognize the achievements of our industry's leaders and pioneers. Since that time 65 industry icons, inventors and business founders from the retail and manufacturing sectors have received the honour. (Clockwise from top left: Home Style publisher Laurie O'Halloran presents the award to Gerry Byle; Gerry with his wife Louise and friend/former colleague Wally McTaggart; CHHMA chairman Peter Laing of Recochem presents the award to Yves Gagnon; and Bryan Gilbart presents the award to Vaughn Crofford.)



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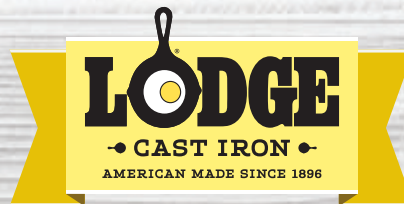
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## Retail is in transition but still healthy

Retail is a healthy, growing sector of the economy according to Charles De Brabant, Executive Director of Bensadoun Retail Initiative at McGill University.

Global retail is growing at an average annual rate of 6% over the last five years. Even in North America, retail sales figures indicate this is a sector of the economy that is healthy and performing well. Over the same period, retail in both Canada and the U.S. has seen average growth rates of over 4%. 2017 was exceptionally good with 4.4% growth in sales in the U.S. and an estimated 7% + growth in Canada (if one includes the automotive sector). The Holiday season year-end period was particularly strong with 5.6% increase in the U.S. and 4.4% in Canada.

Retail is in a transformative period moving to two extremes: convenience and efficiency and experience.

The extreme of convenience and efficiency has to do with functional, day-to-day goods which are increasingly, but not exclusively, being purchased online. It is allowing consumers to find the right product at the right price and at the right place in the most convenient and efficient way. It is a battle ground where technology plays a critical role. It is also an area where supply chain and retail operations optimization play a significant role in satisfying consumers, both in terms of speed and convenience.

At the same time, we are seeing a rise in experience based retail. This is more associated with our deep needs as human beings for social interaction. It is community-driven, more about doing, experiencing and storytelling. Chains such as Starbucks and McDonalds continue to excel in this area, as do other concepts such as IKEA and Indigo.

Experience based retail is also often closer to home or places that we love with locally sourced products in markets, handicraft driven concepts. It is usually more associated with physical shops, but not always. It appeals to worldly millennials always looking for the newest and coolest products.

In 2017, retail ecommerce sales worldwide reached \$2.304 trillion, a 24.8% increase over the previous year, *eMarketer* estimates.

## Nordstrom teams up with Anthropologie

Nordstrom has formed a partnership with Anthropologie to launch a new home collection.

The Anthropologie Home collection was launched at select Nordstrom full-line stores and on Nordstrom.com in mid-March. The home goods collection will encompass more than 200 products in categories including kitchen, dining and entertaining, bed and bath textiles, room décor, stationery and hardware.

"We are thrilled to be launching the best of Anthropologie Home in 15 Nordstrom stores and on Nordstrom.com. Home is a category we continue to evolve and being Anthropologie's partner will allow us to introduce dynamic home product with a regular cadence," says Gemma Lionello, general merchandise manager at Nordstrom. "We look forward to providing our customers with another way to shop one of their favorite home brands."

The Anthropologie Home at Nordstrom collection will represent a mix of classic and iconic pieces, new seasonal designs and exclusive artist collaborations. Work from 20 artists, discovered around the world, is reflected in the wide range of techniques, mediums and styles in the collection.

## Second Cup turns to pot

Second Cup wants to serve up a different kind of buzz by converting some of its coffee shops into cannabis dispensaries and, when legal, pot lounges.

Shares in the Canadian restaurant operator rose as much as 31% after it announced that it has signed an agreement with marijuana clinic operator National Access Cannabis to develop and operate

a network of recreational pot stores. However, neither currently has a licence to sell marijuana, so the deal is contingent on approval from the governments, as well as from franchisees and landlords.

The companies said in a joint release that the NAC-branded stores would initially be located across Western Canada, with plans to expand to additional provinces where legally permissible. NAC, a private firm that operates marijuana patient advisory clinics, will apply for licenses to dispense cannabis and work with Second Cup and applicable franchisees to construct stores.

Ontario, Quebec, New Brunswick and Prince Edward Island will sell marijuana in outlets run by the provincial liquor commissions.

Conversion of any Second Cup cafes to dispensaries will be conditional on obtaining a license from provincial regulators as well as the approval of the applicable franchisee and landlord. Store ownership will be split 50/50 between the two companies, or the two parties if a franchisee is included.



## Bon-Ton is bankrupt

Bon-Ton Stores has won bankruptcy court for a sale of its assets to a group consisting of bondholders and liquidators Great American Group and Tiger Capital Group. The buyers will liquidate inventories and shutter all 250 stores in 23 states by August 3rd.

The latest census data shows that Canadian seniors now outnumber children for the first time. There are 5.9 million Canadian seniors, compared to 5.8 million Canadian children age 14 and under.





## Muffet & Louisa moves to new location

With the small town of Sidney, B.C. in a state of transition, Muffet Billyard-Leake, owner of Muffet & Louisa and a former *gia* winner, decided it was time to downsize. This spring, the store moved to a smaller location on a side street and continues to cater to the very loyal clientele they have developed over the past 32 years. Though she still carries some kitchenware, Muffet now focuses primarily on home linens. There is also a patio and garden centre.



## New retail school has lofty goals

The Bensadoun School of Retail Management at McGill University is aiming to be the destination for tomorrow's retail leaders.

The school, which last year received a \$25-million donation from Aldo Bensadoun, who built the global shoe empire named after him, has a goal to be the world's premier school dedicated to the future of retail and its mission is to educate and empower a global network of interdisciplinary thinkers and practitioners who research, envision and prototype a successful world of retail.

Charles de Brabant, executive director of the Bensadoun Retail Initiative, says the Montreal school will accept its first students in September of 2018. The school will be co-run by Dr. Saibal Ray, Academic Director.

## Small businesses benefit the community

In recent decades, the rise of corporations has deterred many local entrepreneurs from opening new businesses. Yet studies show small businesses help to promote equality and build the middle class, leading to less poverty and a greater distribution of wealth. When consumers spend their money in small businesses, they are helping to keep dollars in their community. They are also creating jobs and increasing income for community members.

Small local businesses are more involved in their communities, which means supporting them improves the neighbourhood and encourages civic participation. One study found locally-owned businesses generate 70% more local economic impact per square foot than retail chain stores. Local businesses also pay more tax than large retail corporations who get significant tax breaks. Those tax dollars bolster local services and infrastructure.

In addition, when goods are produced and sold locally they have a much smaller carbon footprint than goods produced overseas.

## Vendors In The News

### For perfect cocktails every time

Designed and developed right here in Canada, the Bartesian is the first cocktail maker to use capsuled ingredients to make premium drinks at home. Three classic cocktail capsules are available (Cosmopolitan, Margarita and Sex on the Beach) plus three signature drinks. The home bartender simply adds the liquor (it's equipped with four separate reservoirs) and water as needed. The capsules, which contain a mixture of juices, bitter and liqueurs, do the rest!

Available from Hamilton Beach, the Bartesian has a European-inspired design, textured finish and stainless steel accents to coordinate with the modern counter or bar cart. It not only uses less ingredients, it provides an automated self-cleaning cycle for simple upkeep. The four liquor reservoirs are easily removable and dishwasher-safe.



### Instant Pot expands line with new Max unit



Capitalizing on the incredible popularity of the original unit, Instant Pot unveiled the new Instant Pot Max at the Chicago housewares show. The unit is able to cook food at 15 PSI, which allows for canning, a new feature. Once the Instant Pot Max hits 15 PSI, it will hold for more precise cooking. As well, the new unit offers sous vide capabilities and a precise temperature dial. A new touch screen eases venting.

Available in Canada from United Sales & Marketing.

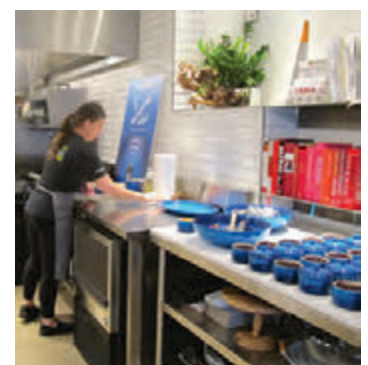


Rust-Oleum has expanded its innovative Spray Chalk line to include a Halloween and holiday-inspired colour palette. The temporary decorative chalk can be used on any outside surface. Just shake and spray.

### The press get to make pies as Le Creuset launches Blueberry colour

The consumer media in Toronto got a sweet treat on March 27th as Le Creuset hosted a pie-making lesson at The Edible Story. The event was designed to introduce editors and bloggers to the company's latest new product for the Canadian market – le nou-

veau bleu. Guests had an opportunity to bake a blueberry pie in Le Creuset bakeware. Each year, the company selects a new colour that will be exclusive for each country. The Blueberry colour launched here in Canada will hit retail shelves on April 27th.





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## Meal kits make big gains at retail

Services such as Blue Apron and Hello Fresh might make up the majority of meal kits purchased today, but kits offered through brick-and-mortar food retailers have experienced impressive gains, a Nielsen report reveals.

Sales of in-store meal kits grew 26.5% over the past year, reaching \$154.6 million. At the same time, total brick-and-mortar sales for store edibles – including shelf-stable, dairy and frozen foods – dipped 0.1% to \$374 billion.

This growth could be attributed to the advantages that in-store kits provide over those offered through online services: They require less commitment and offer more flexibility for retailers and suppliers to experiment with components and “levels” of convenience that keep customers coming back.

Currently, in-store meal kits are made up of three product types, all of which

include at least one fresh component. About 10% of them are full kits, which include all components and require several steps during preparation, while 15% are starter kits, with most but not all components of a meal kit. The majority, however, are quick kits, which have all components but take only one to two steps to prepare.

## Edible flowers are top food trend for 2018

According to Whole Foods annual trend report, edible petals – from sparkling elderflower beverages to lavender lattes – top the list of food fads for this year.

The retailer’s panel of food experts is predicting ‘rose-flavoured everything, vibrant hibiscus teas and elderflower as the key flavours trending today. Edible petals will also be used instead of fresh herbs for savoury meals.

The company is also seeing a rise in

root-to-stem cooking, from broccolli-stem slaw to pickled watermelon rind.

Science will play a role as well with ‘fish-free sushi’, pea-protein milk and dairy-free vegan frosting and ice cream.

Bakeware has been straddling the line between innovation and a back-to-basics approach during the last few years but continues to be a strong category. According to the Cookware Manufacturers Association, U.S. bakeware sales saw a 6.3% increase through 2017, making bakeware a \$586 million industry in the U.S.

The bakeware consumer is looking for a durable product that can do everything from roasting vegetables to basic baking needs without having to be replaced frequently. This has encouraged consumers to purchase more expensive pricepoints.

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### Cookbook store thrives in the age of Amazon

A trained chef with a talent for teaching and a love of cookbooks, Jonathan Cheung was one of those rare retailers who was able to combine both of his passions and turn it into a successful Montreal business.

After attending cooking school in Vancouver in 1999, Jonathan moved to Hong Kong, where he started working in various restaurants. In a recent interview with CultMontreal, he said grew up in the restaurant business in Vancouver. His dad is more of the management side of it and he currently lives in Hong Kong where he owns a restaurant.) In 2004 Jonathan moved to Montreal and stayed. He had grown up in the restaurant business - his dad lives in Hong Kong where he owns a restaurant - and wanted to make a go of it in Quebec.

After working at the Nellie, he decided to write a business plan for a new type of Cooking School/Cookbook Store in July of 2015. By the end of November, Appetite for Books was open for business. Jonathan got the idea from a store that had a similar format in Vancouver called Barbara-Jo's Books to Cooks. He figured that it would be a good idea to have one in Montreal as well.

His second option was to open a restaurant but he was really young at the time and new to the city so the odds of success weren't great. At least with the store Jonathan could still cook by doing classes (in English). More importantly, he had always enjoyed teaching and talking to people about food.

Each class is centred around a specific recipe in one of the store's most popular cookbooks. He tries not to tackle anything really complicated and he doesn't use any special restaurant tricks or ingredients. "I don't have professional equipment here and anything you see here you can buy at a regular grocery store", he says. "I take 10 people in each class and I demo everything. They bring their own wine and I do all the cooking. They don't have to exert any effort except eating. They go home with a great recipe and cookbook. And classes are sold out months in advance.

Fortunately for Jonathan, there's no market for ebooks in the cookbook world so Amazon is not a factor. "Online recipes are fine for a quick reference, but cookbooks are works of art. It's so easy to get lost in them," he explains.

"A lot of cookbooks are released each year, but there are also a lot of books out there that people have had for 30, 40, or 50 years, and they'll replace when it wears out! So the cookbook world is thriving," he adds. Three of Jonathan's current favourites include: *David Tanis Market Cooking: Recipes and Revelations, Ingredient by Ingredient* by David Tanis; *Jeremy Dinner: Changing the Game* by Melissa Clark; and *On Vegetables: Modern Recipes for the Home Kitchen* by Jeremy Fox.

Appetite for Books, 388 Victoria Ave., Montreal

# SAVE THE DATE:

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### IMC expands, adds more gourmet

International Market Centers (IMC) has announced a partnership with the City of Las Vegas to construct a new 350,000-square-foot Expo Center on the World Market Center Las Vegas campus, a five million-square-foot home furnishings and gift showroom campus at approximately 92% occupancy situated on nearly 60 acres in the heart of Las Vegas.

The new Expo Center will provide state-of-the-art exhibition and meeting space in the downtown area for corporate and private events as well as trade shows such as the Las Vegas Market furniture, gift and home décor market, which continues to expand its gourmet and housewares offerings.

Currently, there are 650+ gourmet resources presented at Las Vegas Market: some 250+ housed on C11 and another 400+ presented across the campus, in both permanent showrooms and in The Pavilions at Las Vegas Market. The Summer Las Vegas Market runs from July 29 to August 2, 2018.

“Las Vegas Market is continuing to see huge gains in gourmet, which is truly one of the shining stars of our strategic category and resource expansion,” says Dorothy Belshaw, Chief Marketing Officer for International Market Centers. “New-to-Market addition, as well as expansions and renewals are spurring our gourmet growth, and floors C1 and C11 are rapidly approaching 100% occupancy. This sustained momentum is furthering Las Vegas Market’s position as the gourmet industry’s preeminent West Coast shopping venue, as well as the nation’s fastest-growing gift and home décor market.”

For more information, visit [www.lasvegasmarket.com](http://www.lasvegasmarket.com).

### eRetailer Summit set for Chicago

The upcoming Home Improvement eRetailer Summit will be held from November 7 to 9 at the Hotel Monaco Chicago, Downtown Chicago. Reshaping the retail experience in the digital age will be the theme that runs through presentations and panel discussions during the 3rd Annual Home Improvement eRetailer Summit this fall.

The event kicks off with Steven Dennis, a leading consultant, author, and *Forbes* contributor, who will share his retail survival strategies for competing against eTitans like Amazon. The agenda will offer advice and tactics for taking an omnichannel approach to ecommerce, and for forging partnerships between influencers and brands to create “authentic”

content. Speakers will also show how ecommerce is transforming the supply chain, and how technology is impacting and streamlining order fulfillment and product delivery.

“We have curated an exceptional playbook for anyone interested in exploring, entering, or expanding their selling of home improvement products online,” explains Sonya Ruff Jarvis, Founder of the Summit. This year’s agenda “is designed to speak specifically to the home improvement ecommerce marketplace and how this category can compete on all levels—whether it’s pure play online, omnichannel, brick and mortar, fulfillment or the best technology platforms.”

For details contact Sonya Ruff Jarvis at 203-295-3385.



### Tendence offers retail inspiration

At the ‘Concept Store Inspirations’ area, the coming Tendence fair in Frankfurt retailers will find a range of innovative concepts for their business.

Regardless of location – a hip factory building or a tiny gift shop around the corner – the decisive ingredients for a successful concept store are a coherent blend of products and a matching presentation concept. Events and activities also help make the shop attractive for customers. But that’s not all. Something else is required to ignite that all-important spark of interest: a very personal touch. Exactly what this means will be explained by home and lifestyle expert Claudia Hain at the ‘Concept Store Inspirations’ area during Tendence, to be held from June 30 to July 3. “At Tendence, we give retailers the ideas they need to arrange their shops so they reflect their personalities and are, therefore, unmistakable.”

Visitors will find two different ideas for concept stores: ‘Deep Blue’ and ‘Mountain High’. “We show that a clearly formulated idea is essential to develop a concept for the whole shop”, says Hain. “To this end, we present creative examples that are easy even for smaller retailers to put into practice.”

During guided tours of the area, Hain will explain how retailers can proceed in setting up a concept store so that classic sales space can develop into a customer magnet through new, individual retail concepts.

For more information visit [tendence.messefrankfurt.com](http://tendence.messefrankfurt.com).





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**Hamilton Beach**

# Shift your mindset to shift your business

By Candace Sutcliffe, President,  
CA Paradis/The Chef's Paradise, Ottawa



*"Change is inevitable. Growth is optional."*  
– John C Maxwell

I have developed a habit before I sit and write to you, on behalf of *Home Style Magazine*, every couple of months. I filter through past articles, which are handily archived in my Google Drive, in order to not entirely bore you with repeated content or topics that may seem irrelevant. In terms of subject matter, I try to remain as neutral as possible to all who may be taking the time to read. I am honoured to have a voice in this industry but coming up with new content regularly can be a daunting but a very rewarding undertaking.

Filtering through old articles this time around, the word "change" stuck as a recurring theme. Ironically, writing about change has been a constant for me. While the internet (and more specifically Amazon) has ignited our current retail evolution, it is the speed at which we must adapt that has become catastrophic. Companies at risk are those who either try to adapt too late or who are changing for the wrong reasons.

Using Amazon as an example of innovation, they have positioned themselves as the modern day market standard. Their ability to scale and venture into new markets has made them THE go to global reseller. They have pioneered consumer centric tech to build their brand; their path to success is largely due to using their technologies to deepen their understanding of, and connection to, their clientele. They have always put their customers above their competitors and as smart retailers, we need to adopt the same mindset.

Many have blamed the e-commerce as a key contributor to the dying brick and mortar landscape; however, Amazon's recent acquisition of Whole Foods, as well as their physical bookstores popping up across the U.S. and their investment in Amazon Go, a series of 'checkoutless' convenience stores, should be proof that brick and mortar is still very much alive and an essential part of the consumer landscape. If the world's largest e-commerce platform is making a commitment to innovate in our brick and mortar space, it's time that we stop blaming them for trying to eradicate it and learn from their leadership.

Change leadership (or change mindset) is becoming an increasingly popular topic in business publications, highlighting the fundamental difference between leaders that innovate and those that imitate. A change leadership mindset allows one to disregard preconceived assumptions of what was done in the past to achieve success in order to positively influence change for the future; a fixed mindset operates within a given set of parameters in order to push goals within a restricted (or rationalized) framework. Both management styles have a place in our rapidly evolving environment. In order to be successful however, they need to co-exist and work towards the same long term visions.

Change leadership creates a mindset that focuses on what could or should be done to improve. It engages your entire team to think outside of the box in order to achieve growth. It's designed to create momentum where people want to be a part of the next big idea and an energy that is palpable even during rocky times.

I use Amazon as an example because I too have been caught in the storm. I recall a time not so long ago, obsessively checking prices online to ensure that I was keeping up with my competition, let alone trying to get ahead. It was all very reactionary. I realized one day that my customers would be willing to pay a slight premium (I emphasize slight) as long as I was willing to provide good service at reasonable prices and had the inventory to back me up.

It all seemed to click one day when a former customer who had moved away called me to see if I could arrange for dinner reservations at a local hotspot. He wanted to impress a group of work peers and through the few interactions we had, he entrusted me enough to be his advisor. It was a pivotal moment; I realized that if I could repeat this experience (or service) and multiply, it would definitely set my store apart.

I decided that I had something unique to offer, possibly just as valuable as the low price, convenience model offered by some of my competitors. I had to shift my mind from being a lineman to a quarterback. I had to look at the play from a different angle.

To effectively lead change, you need to open yourself to new ideas and compel others to want to change with you. You need to connect authentically with people in order to understand what services need to be improved or which problems need to be solved. Since change can be quite uncomfortable, strong change leaders need to create a level of comfort for the organization to withstand the ebbs and flows of uncharted territory.. 🐾





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# ON THE MENU

*spiced chicken skewers on avocado purée*



## CREATED BY CHEF RICARDO

### spiced chicken skewers on avocado purée

**PREPARATION** 20 minutes

**COOKING** 10 minutes

**MARINATING** 1 hour

**SERVINGS** 6

#### *Marinade*

- 1/2 tsp ground coriander
- 1/2 tsp ground ginger
- 1/2 tsp crushed red pepper flakes
- 1/2 tsp dry mustard
- 1/4 tsp ground cinnamon
- 3 green onions, chopped
- 2 tbsp (30 ml) lime juice
- 2 tbsp (30 ml) olive oil
- 1 tsp sugar

#### *Skewers*

- 4 skinless and boneless chicken breast halves, cut into strips
- 12 wooden skewers, soaked in water for 30 minutes

#### *Avocado Purée*

- 1 ripe avocado
- 1/2 cup (125 ml) sour cream
- 1 tbsp (15 ml) lime juice

#### *Marinade*

**1** In a pot, gently heat the spices for about 1 minute or until lightly browned. Transfer into a large bowl. Add the remaining ingredients and stir to combine.

#### *Skewers*

- 2** Add the chicken to the marinade and coat well. Thread the chicken onto the skewers and place in a dish. Cover and refrigerate for about 1 hour.
- 3** Preheat the grill, setting the burners to high. Oil the grate.

#### *Avocado Purée*

- 4** In a small food processor, purée the avocado with the sour cream and lime juice until smooth. Season with salt and pepper. Transfer to a bowl and cover with plastic wrap directly on the surface of the purée.
- 5** Grill the skewers for about 5 minutes on each side or until the chicken is no longer pink.
- 6** Spoon the avocado purée in large dollops onto six plates. Top with the skewers.



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# New kid on the block

Late in 2016 Robin Coull-Baietti decided to open a kitchen shop on a whim. It turned out to be one of the best decisions this foodie-turned-retailer ever made.

By Jennifer Cox

As a former caterer of desserts and producer of artisanal caramels, Robin Coull-Baietti has always had a sweet side. She's also got entrepreneurship in her blood, coming from a long line of self-starters and having worked in kitchenware stores in the Ottawa area. Familiar with the local food scene, and the products used, she often thought about being her own boss. In late 2016 she decided to take the leap and opened her own store, called Pot & Pantry, on trendy Elgin Street in the

downtown core of Ottawa.

"I noticed this space was going to become available, and it was in a pocket of Ottawa that didn't already have a kitchen store," she recalls, "so I threw my hat in the ring.

"Running a kitchen store specifically wasn't necessarily a dream of mine but I had imagined one day opening my own store. I just happened to find a location that felt right so I jumped on it. I signed the lease in November of 2016 and opened the store in just five weeks."

In that very short time, Robin bought and stocked the entire store, created the branding, selected the name, designed the layout of the store, and basically "called in every favour I had out there."

Even so, she says it was a wonderful time. "I had worked as a buyer in the past so I was already familiar with the brands, but I wanted to present an assortment that was carefully curated."

The name "Pot & Pantry" was chosen to represent her product range: products to cook with as well as gourmet foods to eat. Robin also used her world travels for inspiration when choosing unique items. (She met her husband Jun Baietti in Australia and they travelled the world for six years before settling back down in her native Ottawa, where he now works for the city).

"We have a lot of specialty food



items," she explains. "I have many repeat clients who are into bread-making, or Thai or Moroccan cooking. I also have a great cocktail section, so I get a lot of bartenders coming in, plus people who love home entertaining."

Robin was fortunate enough to have the financial capital to not only acquire the space but the initial inventory as well.

"We were accustomed to a life where we'd work for a while, save our money, and then take a break to travel or volunteer," she explains. "We had been saving to buy a house but over the years, we were always debating: buy a house or open a business? The business won."

Robin adds that she also had plenty



Robin Coull-Baietti opened her Ottawa store just five weeks after renting the location.





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## Retail Profile: Pot & Pantry

of experience in inventory control, so when she stocked the store, she bought wisely. As the business has grown, so has the inventory, but it's manageable.

Robin attends both Toronto gift fairs for the bulk of her buying but she also does a lot of personal travelling where she finds unique, interesting items.

"I like independent, Canadian-made products, and I deal with several local vendors," she says. "I offer Pot & Pantry as a place where local sellers can test their products at retail. It's hard to approach new retailers and deal with their demands. I coach them through it so they can then go out and approach other stores. I don't ask for exclusivity over any one product because I'm trying to help them grow."

An example is Beer Snacks International, a small company specializing in locally-grown sweet and savoury snacks. They started at Pot & Pantry, and today are found at several stores in and around Ottawa.

Robin's ratio of kitchenware to gourmet food products is about four to one, yet her best-selling item is chocolate. "It's probably because I love chocolate and talk about it all the time," she says with a laugh. "I also sell a lot of kitchen gadgets because I get excited about all the fun new inventions."

The modest size of Robin's store dictates not just how many items she can carry but also how they can be displayed. With just 828 square feet to work with, Robin's "very curated" assortment is what really separates her from the pack.

"I wanted a smaller space so I could manage it by myself and not have the overhead of a lot of staff," she says. "And because I'm downtown, I wanted a clear view of the entire store."

While she does have two part-time staff members, it's mostly Robin who runs the store (with some help from her husband, who pitches in during busy times or when Robin is ill).

"I try to hire people who are outgoing, who love to cook, and who have knowledge to share," she says. "I also look for people who have different skills or expertise than I do."

So far, in just over a year, Robin has been very successful with her store. And, surprisingly enough, she didn't even do much advertising or marketing. "I haven't done any print advertising or anything like that, but I am pretty big on social media. I'm on Instagram daily and use Twitter and Facebook as well. Social media is the way I spread the word, plus word of mouth."

Robin is encouraged by her success, and is looking forward to continuing to grow the presence of Pot & Pantry. "We found a name that clearly tells people what type of business we are so we don't need taglines or pictures," she said. "We sell things you can cook with and we sell food. Our simple name encompasses all that. We hope we'll be around for a long time." 🐾





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\*Source Euromonitor International Ltd., low fat fryers is per light fryers category definition; retail volume sales 2013 - 2016

\*NPD Canada, Low-Oil Fryers 2016-2017. Dollar + Unit Percent Change



## Hydration movement gains momentum

by Michelle Hespe

At the 2018 Housewares Show in Chicago, the hydration trend was spotlighted in a new pre-Show event. It featured an innovative range of approaches created by companies actively helping people to protect the planet by reducing plastic waste.

In an era where people are more aware than ever that we need to protect and preserve our planet for future generations, many homewares/lifestyle companies are striving to eliminate the use of single-use water bottles because of the massive amount of plastic waste that they create. You could call it a “hydration” trend, but trends are things that come and go, so a “movement” is a better way to describe what is happening in terms of people’s approach to drinking water. Hopefully, people will continue to embrace this movement and the plastic water bottle will eventually be made redundant.

We caught up with two retailers to talk about the hydration solutions that they are offering in their respective stores: Terri Winter, founder of top3 by design in Australia, and Lisa Cherry, a buyer for UK retailer, John Lewis.

“Water bottles are one of our largest sales categories,” says Terri, whose store only stocks original designer products deemed the best in their categories. “We look for quality water bottles that are easily cleaned and that cater different requirements. Some are super-light, some are double-walled and some flat for easy storage in a briefcase or to carry with your mobile phone, tablet or laptop. All of them ensure that the end user can easily keep their bottle close by.”

In the UK, Lisa agrees that the hydration movement continues to gain momentum, with their consumers moving away from traditional water bottles and looking for added benefits. “We’re seeing a growing trend for alternatives to plastic, in particular glass and stainless steel,” she says. “Customers love the versatility of stainless steel as you can keep your drinks hot or cold. Premium plastic water bottles are on the rise, and features such as Joseph Joseph’s dot hydration tracker are enticing customers to trade up.”

As Terri points out, most people don’t even realize that they are in a constantly dehydrated state, and by the time their body registers that they’re thirsty, the damage has been done. Water is thus a necessity in life. However, fashion is also now a big part of the hydration movement.

Terri couldn’t agree more. “If people are going to carry a water bottle around, they want it to be a symbol of who they are,” she says. “To be part of someone’s daily routine, a bottle needs to fit into a person’s life. So, although the fashion side might seem frivolous at first glance, it is a legitimate step towards drinking more water for health benefits.”

Terri adds that S’well recently released a limited-edition, Swarovski crystal-encrusted water bottle. “This is a symbol that the water bottle is more than just a water bottle to many people,” she says. “They’re a part of your life and a sign to others that you take care of yourself.”

S’well is continually defending its brand against illegal copycat companies producing fake bottles, yet the brand continues to grow year upon year as more and more people want to experience the benefits of quality design.

The hydration movement will undoubtedly continue to flourish in 2018. “Our existing brands will continue to deliver new innovations and we have a wellness campaign launching in January 2018, where hydration will feature heavily, showing customers products that can help them to live a healthy lifestyle,” says Lisa.

A recent study showed that although they account for less than 25% of drinking-age adults, millennials account for 35% of U.S. beer consumption, 32% of spirits consumption and 42% of wine consumption.

## A new cocktail culture

Andrew Freeman, a leading restaurant and hospitality consultant, has released his view on the top five restaurant, food, marketing and cocktail trends for 2018.

“Change is the New Black,” is the theme for his latest report, which outlines the importance of embracing change in today’s social, economic and political culture in order to evolve. The report noted that the hospitality industry is adopting and adapting to change faster than ever before, delivering it to consumers at a more rapid pace.

Consumers are still heavily influenced by cocktail culture and are eager to explore the latest recipes, flavors and ingredients. Many continue to look to the hospitality industry to lead the way in order to recreate what’s trending at home. Some of the top trends the company predicts this year include:

**Mocktails.** Freeman says that house-made tonics, elixirs, house sodas, shrubs, tinctures and fresh-pressed fruit and vegetable juices that boast a purpose such as health and energy are gaining popularity.

**Farm to Shaker.** There will be an increase in cocktails inspired by Mother Nature and helping to reduce waste, such as using byproducts from the kitchen and cocktail recipes, as well as seasonally inspired recipes.

**Raising the Bar.** Many restaurants are opening adjacent wine bars with smaller food menus and affordable pricing, offering patrons a more casual way to dine.

**Mezcal Madness.** Made from the agave plant native to Mexico, mezcal is the smoky cousin to tequila. The popularity of the spirit has inspired bartenders to use mezcal to create classic cocktails, such as a mezcal mule and mezcal negroni.

**Just (Cold) Brew It.** Cold brewed coffee will continue to remain popular and consumers can expect to see new flavors with an artisanal twist such as hazelnut, horchata and lavender and honey.



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- 15 bar Italian made pump
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## Grosche gives the gift of clean water

When you're able to give back to the global community while still supporting your family, you have found a business that truly provides the best of both worlds. That's the story behind Grosche International, an inspiring Canadian company that is on a mission to bring safe, clean drinking water to third world countries.

Mehreen Sait and her husband Helmi Ansari started the company in their basement 11 years ago. They didn't start out wanting to change the world. Mehreen was a busy mom with three kids, and Helmi was a top corporate executive. But after their daughter became seriously ill on an overseas trip, their eyes were opened to the lack of safe, clean water available in so many poorer countries. "We wanted to start an international business that helped create a better world for our children," says Mehreen.

The couple didn't like how many companies were doing business, from hurting the environment to treating people poorly to making wasteful products. Most only cared about maximizing profit and, though profit is important, the couple felt it shouldn't be the only thing that drives business. So Helmi quit his job and they started their own tea import company, using the profits for charity. But it wasn't quite as easy as they thought it would be. Without knowing much about the tea industry, they had to learn it from the ground up. The goal was to direct all profits toward safe water projects around the world. They called it the **Grosche Safe Water Project**, and for each product sold they provide over 50 days of safe drinking water to people in need.

"When we got our very first batch of teapots delivered to us, we didn't even have a warehouse so we emptied out our garage at home" says Mehreen. The truck driver asked me "Where is your warehouse dock?" I told him that this garage was it!"

There were so many teapots delivered in that first order that they couldn't fit them in the garage so they spilled over into the couple's hall, living room and basement. But they were confident in the quality of these products, and their philosophy. The teas were made with all natural ingredients and fruit/flower extracts. However, faced with high ingredient costs, low awareness and limited distribution, it was hard to get their message out initially.

The determined couple persevered, and eventually the concept caught on with retailers. It all started when Bed Bath and Beyond called. That was their big break. Then they were listed by Hudson's Bay. More than a decade later, Grosche International has helped countless people gain access to safe drinking water. "If you do things for the right reasons, the universe has a way of rewarding you with good Karma," says Mehreen.

Almost one million people lose their lives each year as a result of contaminated water. Grosche uses all profits to help people purify contaminated water for drinking, to improve their health and to save lives. So far, the Safe Water Projects are up and running in six countries, and they have funded over 50 million days' worth of safe drinking water for people in need. They currently have projects in South Sudan, Uganda, Malawi, India, Pakistan, and The Philippines.

In addition to blending and roasting their own line of teas and coffees, Grosche sells



a range of beverage-related product such as tea infusers, coffeemakers and hydration bottles. The coffees are roasted weekly in small batches to be the freshest possible. All coffee and tea products are made and sourced from ethical factories that the couple partner with, audit and inspect themselves.

*Helmi Ansari, shown with a water project team in the Philippines, started Grosche as a way to give back to those in need.*

Innovation in the beverage category is currently centred around health and well-being, as sugar reformulation and the broader idea of "lighter enjoyment" continues to dominate new product development. Globally, producers are tapping into the growing consumer demand for enjoyable soft and alcoholic drinks that have been given a clean and clear label and have been reformulated with more natural alternatives.

Whether its botanical infusions, packing in plant-based proteins, shaking up sparkling water, factoring in fiber or spicing up soft drinks with the likes of on-trend flavors like ginger and coconut, the non-alcoholic category is overflowing with product developments.

Global alcohol consumption is declining and this is leading to more and more non-alcoholic or low ABV products hitting the market. A hot trend, "Lighter Enjoyment" means consumers want to eat and drink more healthily. Sweetness, flavour, and texture are increasing in appeal.

No beverage category embodies naturalness more than fruit juices. One hot trend is cold-pressed, non-heated NFC juices, produced using non-thermal pasteurization methods to preserve the best nature has to offer.

Another strong trend within the beverage segment is soft drinks for adults. Many adults find classic soft drinks too sweet and would prefer tarter, lighter and more varied options – including as an alternative to alcoholic beverages.

Coffee remains among the most popular beverages and Cold Brew is one of the fastest growing segments.

A shift in preference spurred by "mindful" thinking and conscious purchasing decisions towards alcohol has led to a rise in the amount of low ABV beers on the market, while consumers are also showing preferences toward more casual drinking occasions and 'long' drinks.



Capresso

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# Making coffee

*What's new in coffeemakers and espresso machines*

## Coffeemakers still largest appliance segment

Dave Adamchick, Account Manager, Home  
The NPD Group

Canadians love their coffee. The coffee category is the largest revenue segment in kitchen electrics, with over three million coffeemakers (single serve brewing, auto drip, and espresso machines combined) sold last year.

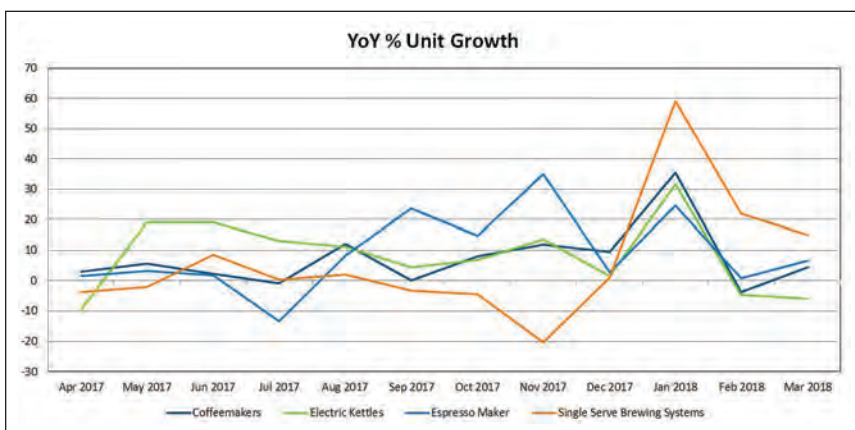
Lately, the fastest growth area has been espresso makers, growing at 15% year over year. I think part of this trend is driven by the fact that consumers who've adopted pod systems are considering upgrading their machines when the time comes to replace them, and gravitating towards espresso machines. Also aiding this is outside the home consumption of premium coffees from upscale coffee shops, and consumers looking to replicate that experience at home. And then there's the style factor. There is no denying that many espresso machines look great as an accent in a well-appointed kitchen.

Another factor in the growth of coffee appears to be the single serve segment. Proprietary pod coffee has seen strong growth for the last few years, and is still the bulk of the electric coffee machine market in dollars, but manufacturers have responded by introducing more machines that have single cup functionality from ground coffee. This segment of the market is growing by double digit percentages, and accelerating in the nearer term. It stands to reason that the same trends affecting categories like single serve blending would apply here – more people eating and drinking on the go, more living independently in urban condo housing leading to more demand for single serving sizes of beverages.

Kettles are another hot beverage kitchen appliance that has shown sustained growth for the last few years. Customers have been gravitating away from plastic kettles and towards glass and chrome/stainless as the material of choice. Last year chrome/stainless kettles outpaced plastic kettles in total unit volume, a reversal from the year prior. Interestingly, average prices in the kettle category dropped, despite the mix shifting towards the more premium vessel materials. Glass and chrome/stainless kettles are becoming less expensive as more manufacturers compete for share in these fastest growing and in demand kettle attributes. This high volume category continues to grow, driven by premium vessel materials.



The stylish new Jura S8 creates the full range of specialities from espresso to latte macchiato. With just a touch on the colour touchscreen display, one of 15 different specialities flows into the cup. The AromaG3 grinder is more precise and twice as fast, yet preserves all the delicious aroma of the coffee beans. The Pulse Extraction Process ensures the optimum extraction time for short speciality coffees and delivers a taste explosion for espresso and ristretto. Trend specialities finished with milk and milk foam are brought to perfection thanks to fine foam technology. The integrated 4.3-inch high-resolution colour touchscreen display makes the machine simple to operate. The innovative operating concept with the eye-catching screen is clear, simple and modern. Graphics and animations show every step of preparation, guiding the user through the process. The new professional foam frother on the S8 is made from the highest quality materials and makes latte macchiato and other beverages with fine-texture foam.





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# Making coffee



The **Breville Oracle Touch**, left, has a colour touchscreen control and automatic grind, extraction and milk frother. It can make eight custom drinks and has an in-store demo mode that acts as a silent salesman. With 9 bar extraction and auto low pressure pre-infusion, the Oracle Touch also features automatic milk frothing, grinding, dosing and tamping. It has a 2.5 litre removable water with filter system. Also new from Breville is the Precision Brewer Thermal, right. It precisely controls water temperature at the showerhead, monitoring feedback and adjusting the Thermo-coil and pump to maintain de-

sired temperature. With a 12-cup capacity has flat bottom and cone style dual filter baskets, six brewing modes, including 'over ice', cold and single serve mode.



**Port Style** has introduced the new Barista & Co. Brew It Stick, right, a revolutionary way to make great-tasting coffee with minimal effort. It works like a tea infuser. All you need to do is fill with ground coffee and slowly pour hot water through the top filter, then immerse the Brew It Stick in the water until coffee is brewed to perfection. It usually takes about four minutes. Compact and easily transportable, it comes with a 'no mess' stand to prevent dripping and an easy release basket to dispose of used coffee. Designed and manufactured in England, it's easy to clean and safe for the dishwasher.



This state-of-the-art espresso machine from **Cuisinart** can make so much more than espresso. With its intuitive touchscreen controls, brewing barista-quality espresso, cappuccino, latte, or coffee – even steaming milk – is effortless. This machine grinds beans, brews, tops off beverages with velvety foam and lets users customize each cup with grind size, milk volume, brew temperature, and flavor strength settings. The settings can be saved for up to four individual users. The new Cuisinart Espresso Defined machine combines minimalist stainless steel design with maximum performance.



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# Making coffee



The new **Salton Jumbo Java** makes up to 14 cups of coffee. The massive capacity of this drip coffee maker is perfect for serving a large group. It has a programmable timer, keep-warm function and automatically shuts off after 2 hours. The pause and serve function allows users to pour a quick cup while the coffee maker is at work.



Salton's percolator has a classic stainless steel finish for excellent heat retention and rich, flavourful coffee. It can produce between four and 12 cups and has an automatic "keep warm" function plus ready indicator light. The drip free pouring spout provides graceful serving. A handy cord eliminates counter clutter.

Melitta's Heritage Series Pour-Over sets, below, include a 20-ounce carafe and Pour-Over cone in a variety of colours. The single drip hole is designed to promote optimal water flow. Also new is the Artisan Set, right, includes a bamboo tray, coffee canister, bamboo coffee filter holder and textured Pour-Over cone.



The **Milano Stovetop Espresso maker** from **Grosche** now has a soft touch handle in white. Available in 3, 6, or 9-cup sizes. The Milano will easily brew a rich cup of Italian moka espresso right on the stove top.

The fine double mesh of the Colombia pour over coffee cone allows for a gentler extraction while letting the perfect amount of coffee drip through the filter. Reusable and ecofriendly, the superior quality 18/8 stainless steel double filter ensures that no grounds end up in coffee cup. It's easy to clean; simply rinse with water by hand or place it in the dishwasher. It features dual filter micro-mesh technology and is available from **Intercontinental Mercantile**.





# Making coffee



The Grind and Brew 12-cup coffeemaker from **Hamilton Beach**, left, has a unique self-rinsing grinding chamber that prevents clogging. Choose from two ways to brew – whole beans or ground coffee. The self-rinsing chamber keeps parts clean for easy care and long lasting performance. A Smart Sensor stops grinding action when the chamber is empty. The machine provides bold or regular coffee and one to four cup brewing options plus a programmable feature. It also has auto pause and serve, 2-hour auto shutoff and swing out brew basket. The Grind and Brew comes with a gold-tone permanent filter.

The Easy Access 12-cup coffeemaker from **Hamilton Beach**, right, has a swing out filter basket for easy access from the front, not the top. That means it can stay in place under the cabinet when filling. It's programmable for wake up coffee and has a time-since-brew freshness indicator. The drip-free carafe makes pouring clean and simple. There are three brew strength options to suit every taste plus an auto, pause & serve function and 2-hour auto shutoff.



**Peugeot** offers a variety of color and style combinations of its efficient hand-crank coffee mill. One of the oldest kitchen gadgets has become one of the hottest trends, tying together today's passion for gourmet coffee taste with an authentic beverage preparation experience. From pour over coffee to cold brew, the best cup starts with the best grinder. Made in France, this professional-grade burr grinder delivers consistent performance and complete control over the grind size, from coarse to espresso fine. The stainless-steel mechanism has teeth designed to cut without mashing – and it comes with a lifetime warranty.

## COMING IN JULY

**Casual dinnerware**



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## Pour-Over produces the best flavour



Since its start in 1908 when Melitta Bentz invented the two-part filtration system and forever changed the history of coffee, the company has continued to perfect the art of coffee preparation in the home.

The original Pour-Over came to life when Melitta Bentz, a German housewife, grew tired of the bitter coffee that was full of grounds and prevalent in the early 20th century. Her search for a better coffee experience eventually led her to punch holes in a brass pot, line it with a piece of her son's notebook paper, and invent the two-part filtration system we use in today's Pour-Over and drip coffee worldwide.

The company she created with her invention is still committed to that heritage and perfecting the art of Pour-Over coffee in the home with premium coffee and coffee accessories. More than a century later, her cone filtration system is still considered a superior method of brewing.

Following the patent of her invention in 1908, a surge of industry firsts followed that consistently improved the shape, performance, material and the production processes by which coffee filtration systems were made. That commitment is illustrated with Melitta's latest Pour-Over innovations. Building on the launch of the Signature Series Pour-Overs in 2017, Melitta is announcing the release of the new Heritage Series Pour-Over Coffeemaker and Artisan Sets, both of which will be available this year. These unique and stylish products are designed to celebrate Melitta's rich and flavorful history that is unmatched in the coffee industry.

Worldwide, Melitta is a trusted brand by coffee lovers, offering consumers a broad selection of coffee and coffee accessories, including whole bean and ground coffee, cone and basket coffee filters, and a full range of pour-over coffeemakers in individual and carafe sizes and styles. As part of their global operations, Melitta Group also manufactures other consumer products including air cleaners, vacuum bags, humidifiers and foils/wraps.

*(Shown below, the dishwasher-safe Melitta Pour-Over porcelain collection is available in four colours: white, gun metal (not shown), red and black.)*

Q & A with Davide Viola  
V.P. Marketing, Melitta North America

### What is unique about Melitta's approach?

Melitta is the only coffee company where our brand is involved in all parts of the process, from bean to coffee to filter to cup. Since inventing the Pour-Over method a century ago, we have perfected and transformed it. Our experience allows us to truly understand the needs of the coffee consumer and create products that will produce the best result. Because it can be personalized, it's the ultimate sensory experience, yet it's fast and easy.

This method is also environmentally-friendly since the filter and coffee are naturally compostable. There is no wasted water and no extra coffee to throw down the drain.

### How are you marketing this technique?

Our marketing efforts are focussed on educating consumers about the benefits of pour-over brewing. Benefits range from quality and experience, to environmental. There really is a reason for everyone to brew pour-over coffee! Pour-over brewing allows you to brew a consistent, coffee-house quality cup of coffee made exactly to your preferences. We encourage consumers to try our product as we know they won't be disappointed.

### What products are you launching this year?

We've been selling Pour-Over coffeemakers in Canada for decades but introduced new items following our global relaunch in 2017, including the Porcelain Signature Series Pour-Overs.

This year we will add four SKUs to the 20-ounce Heritage Series, offered in fun new colours such as pastel blue, green, yellow, and white.







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# Tea Time

**Grosche** has introduced the Chicago line of vacuum insulated stainless steel tea tumblers. These stylish tea infusers feature a 450 ml capacity and a double-walled vacuum insulated design that keeps tea hot, or infused water cold. With a soft touch rubber coated finish, these tea tumblers are perfect for school or the office.



The **Breville** Smart Tea Infuser, above, has a magnetic tea basket that is easily detached to prevent scalding. The steeping timer will beep when the ideal time has elapsed. There are five pre-set temperatures and steep times for different teas plus 30-minute keep warm function. The 1.7-litre, 1200-watt unit functions as both a tea maker and kettle when the basket is removed. The stainless steel tea basket is dishwasher-safe.



This elegant brushed stainless steel kettle from **Salton** has a gooseneck spout design for precise pouring control. The kettle boils water quickly and easily and features an automatic “boil and off” switch that stops the kettle when water has boiled. It shuts off if plugged in dry or lifted off power base.

**Salton's** new retro kettle, shown right, has an attractive painted stainless steel design with a unique nostalgic twist – a temperature gauge. It features an illuminated on/off switch and has a concealed element that permits fast and easy heating and cleaning. This cordless electric kettle boils the perfect amount of water every time and ensures user safety with three standard features.



These 1.5L kettles from **Cuisinart** are the perfect choice to please every member of the family at once. Designed with user convenience and countertop style in mind, these cordless kettles feature a double wall construction with stainless steel interior and cool-touch exterior body, an easy-to-view water level window, a lid that pops open with the touch of a button, plus overheat and boil-dry protection.



# Tea Time



**Capresso** has debuted a pour-over kettle that features a gooseneck spout to provide a controlled pour and even flow rate. The new electric kettle offers temperature ad-

justability in increments of one degree and can be read in either Fahrenheit or Celsius. There are temperature settings between 195° and 205° Fahrenheit so it can be used to make delicious pour-over coffee. The kettle's temperature range of 140° to 212° Fahrenheit ensures it can also be used with a variety of teas. Other features include a large 40-ounce capacity, 360-degree swivel base and an easy-to-grip open handle that stays cool to the touch. The kettle can keep water warm for up to 30 minutes and its LCD display shows time and temperature simultaneously to allow the user to monitor the brewing process.



**Hamilton Beach** is launching two new glass kettles this spring. The 1.7-litre variable-temp kettle, left, has interior blue LED lights, a removable mesh filter and six temperature settings for different kinds of tea. It also has a start button and can keep warm for 30 minutes. Also new is a 1500-watt 1.7-litre glass kettle with tea steeper, far left. It has a removable stainless steel tea infuser that can be raised or lowered to steep loose or bagged tea. It has a stainless steel handle, lid and 360° cordless base for cord-free serving. It also features a concealed heating element, auto shutoff when the water boils, boil-dry protection and a cord wrap in the base.

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# Stay hydrated

*The latest in water bottles and hydration products*



The **Grosche** Marino to-go water and tea infuser collection, above, features a double sided opening bottle. Each bottle has an infuser that can hold fruits, herbs, or tea. A silicone grip makes it easy to hold, and it's perfect to infuse on the go. The bottle has a 550 ml capacity and comes with several colour accents.

The ArcticSqueeze insulated Mist 'N Sip bottle by O2Cool features double-wall construction that eliminates sweating and keeps beverages cold up to 50% longer. Each bottle in the line (below) has a no-leak, pull-top spout. The flexible, easy-to-squeeze bottle also has a built-in carry loop for easy transport. The 20-ounce bottle fits most bicycle cages. From **Don Schacter + Assoc.**



The Ellipse water bottle by Mepal is easy to open and 100% leak-proof. Available from **Port-Style**, it has a handy loop to carry the bottle. Made in Holland, it's BPA-free and ideal for carbonated drinks.

The SOMA water bottle, right, from **Danesco** is made of high quality, shatter-resistant borosilicate glass with an easy grip silicone protective sleeve and leak-proof bamboo cap. Lightweight and durable, it's available in mint green, blush, white and grey. Also new from SOMA is this water filter pitcher. Designed to turn ordinary tap water into fresh, flavourful, filtered water, it reduces unwanted contaminants. The filter casing is made with sugarcane plant-based material for a lower carbon footprint. It features an easy grip white oak handle and a slim design for convenient storage in any fridge.





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## Collections



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Barbeque

# Stay hydrated

This elegant new water pitcher by Emile Henry has been designed to fit easily on most refrigerator shelves. Light and easy to pour, it will sit discreetly on most table settings. Made of lead, cadmium and nickel-free HR ceramic, it's safe for the oven, microwave and dishwasher. Available from [Browne](#).



The Citrus Zinger by Zing Anything allows for fresh fruit infusion. The bottle is made of borosilicate glass with a silicone sleeve in lavender or mint green. The 28-ounce bottle is dishwasher-safe and features BPA-free parts. To infuse, simply add fruit, press and twist. Available from [Don Schacter + Assoc.](#)



The new Bobble Presse line by O2Cool, above, is a press-style brewer and travel tumbler in one. Made of stainless steel and silicone, the micro-filter prevents bitterness. The Bobble Plus, below, can infuse or filter water. With a modular cap system, the user simply removes the carbon filter to add fruit to the BPA-free Tritan plastic bottle. It holds 20 ounces. Distributed by [Don Schacter + Assoc.](#)



Stojo cups are a convenient alternative to bulky travel mugs. They're also a better choice than disposable cups for the environment. The cups are available in 12-ounce or 16-ounce sizes in six colors. Each one is ultra portable, leak-proof, collapsible and reusable. The cup components break down easily for cleaning and storage.



**Product Specialties** has introduced the everyday Up&Away silicone bottle bag. The collapsible hydration bottle bag comes in four colors: red, grey, white and blue. It makes carrying a bottle comfortable and stylish and can also be used with coffee mugs. Made of BPA-free, certified food-grade silicone, it's reusable, eco-friendly and compact. When collapsed, it can be used as a coaster or trivet.





# Stay hydrated



SUPOR quick open thermal mugs from **Groupe SEB** feature an innovative one click opening and closing lid that lets you drink easily from the mug with one hand. The mugs are available in 300ml and 400ml sizes and two colours, white with pink or mocha. Each mug features double wall vacuum insulation to keep beverages hot or cold for hours. They're made of high-grade 304 stainless steel and offer leak-proof one hand opening and closing lid. They have a convenient silicone carry strap and slim design that fits perfectly into car cupholders and small bags.



Cannabis-infused beverages are the way of the future according to most trend trackers. Constellation Brands, the American distributor of Corona beer, recently invest \$200 million U.S. in Canopy Growth, a leading Canadian marijuana producer. With legalization set for July of this year, suppliers are scrambling to create and market a drinkable form of cannabis.

In Canada, the cannabis black market is worth at least \$6.2 billion, nearly as much as the wine market (\$7 billion). The beer market in Canada is \$9.2 billion, according to Statistics Canada.

Retailers like Second Cup are already exploring ways to tap into this growth industry. It will open up new opportunities for both drinkable and edible forms of cannabis, and the housewares products needed to prepare and serve them.

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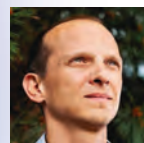
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# Drink Up



Durobor's Odeo collection of glassware from **DanESCO** offers elegant shapes with casual appeal. The D.O.F. and HiBall glasses are ideal for cocktails or juice. Each is accented with Durobor's iconic bubble inside the thick, sturdy base. They're available in sets of six.

The LSA Mixologist line from **David Shaw** features modern, stepped silhouettes and thick stems, right. Each piece of glass is mouthblown by artisans. The LSA Wine Culture range, below, is designed for the discerning consumer. Each refined, modern piece is hand-made and presented in new premium packaging. There are 10 SKUs in the line, part of the company's CULTURE concept beverageware collection.



**Riedel** has brought back four revamped vintage glassware shapes to its new Bar Collection: Fire, Optical O, Louis and Spey. The Fire glass has long vertical ridges, refracting light into cocktails. Resembling Riedel's "O" line, the Optical O glasses utilize a centuries-old Venetian glass-blowing technique to create ribbed curves. Louis tumblers have architectural relief cuts to create a masculine design. Spey is the most traditional, taking a cue from classic mid-century designs. The glassware is available in tumbler and longdrink styles.

This Final Touch Fish Bowl glass from **Product Specialties** is perfect for oversized margaritas or daiquiris. Shown below, it holds up to 44 ounces and has an extra thick stem. Right, the Final



Touch Sake decanter serving set – part of a new Sake line – features double-wall glasses that help maintain the temperature of warm or cold Sake. The spout on the decanter offers easy pouring. The set includes four glasses.







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# Ambiente leaves buyers in upbeat mood

**B**irds, bees, butterflies and botanical prints merged beautifully with natural materials and rustic textures at the 2018 Frankfurt Spring Fair. Though lavender was on display, the Pantone colour of the year was not as dominant as the abundance of blue and grey in the dinnerware and tabletop categories.

As the premier destination for a first look at the trends that will shape our industry, the Spring Fair in Frankfurt left retail buyers in an upbeat mood. Ambiente 2018 featured 4,441 exhibitors and attracted 134,600 trade visitors from 168 countries for five action-packed days.

Covering a total space of 308,000 square metres, 4,441 exhibitors from 89 countries displayed the latest in housewares and home decor. Over 80% of all exhibitors came from outside Germany, making Ambiente the most international consumer goods trade fair of all time.

The proportion of senior international decision-makers across all trade sectors also went up by 6% compared with last year, making up 60% of visitors. It was the highest share ever recorded. This led to good export transactions and an excellent mood in the halls.

In total, 134,600 buyers from 168

countries visited the Frankfurt Fair last February. As expected, there were fewer German visitors, partly due to changes in the German retail landscape, and partly because the event coincided with Carnival.

“Ambiente hosts the entire world” says Detlef Braun of Messe Frankfurt. “Every February, the international consumer goods industry receives direction here for the entire year. This is borne out by the number of orders and the quality of international buyers,” says Detlef.

Thomas Grothkopp, Managing Director of the German Trade Association, says “Ambiente has shown us once again that nothing can replace personal contact with new and existing suppliers and their innovative products. This trade fair in Frankfurt has totally met the expectations of the retail trade.”

The top ten visitor nations after Germany were Italy, China, France, the United States, the UK, the Netherlands, Spain, Turkey, Korea and Switzerland. Satisfaction ratings among visitors remained stable at an extremely high level of 96%. Above-average growth in visitors’ numbers was recorded from China, Korea, Russia, the North African coun-



Above: France Villemaire of Stokes, left, visits with Thomas Arn of Peugeot.

Below: The 2018 Top Trends display area.





# Show Highlights: Ambiente-Frankfurt

tries, South Africa, all of South America, Turkey, Lebanon and Cyprus.

This year, Ambiente ran very much under the Dutch banner. The traditional partner country presentation was staged by the Dutch industrial designer Robert Bronwasser. Several events were held on the partner country day, including an appearance by the guest of honour, TV presenter Sylvie Meis. Next year's Ambiente will be held from February 8 to 12 and will focus on the Indian subcontinent.

"After Japan, India is Ambiente's second Asian partner country," Detlef Braun told guests during the festivities for the current partner country this spring. "With a population of over 1.3 billion, India has an incomparable diversity, a rich culture and also a tradition of arts and craft. It's also among our top countries in terms of exhibitors. I'm confident that its presentation will be a real highlight at Ambiente 2019."

The opening of Hall 12 this fall marks an opportunity to replan the entire premises for Ambiente in 2019 and will

also be an investment into the future of supply and demand. It clearly demonstrates confidence that international markets will continue to use Messe Frankfurt as their number one choice for business contacts.

"The new Hall 12 will be ahead of its time in technical matters and will set new standards in energy consumption and in the production of solar power. Ambiente will use the opening of the new building as an opportunity for fundamental restructuring in 2019, so it will become fit for the future across all product groups," says Nicolette Naumann, Divisional Manager Ambiente.

The construction of Hall 12 will give Messe Frankfurt time and flexibility to replace Hall 5 completely and to renovate the entire Hall 6. The Housewares & Storage area will move from its current locations (Hall Levels 5.0, 5.1, 6.0 and 6.1) to Hall 12. As Hall 6 needs to be cleared for restructuring in 2019, the Table Top Trade area will move temporarily from Hall Levels 6.2 and 6.3 to 5.2 and 5.1.

From 2019 onwards, the entire Sourcing Dining area will be concentrated on 4 levels in Hall 10. A new feature in Hall 10.2 will be called Premium. This is where selected exhibitors from Global Sourcing Dining will present all relevant Dining product ranges. Otherwise Dining will remain unchanged.

The new Kitchen Houseware Express will provide visitors with a direct non-stop link between Hall 12 and Hall 3 and vice versa, connecting the two areas in both directions.

The dynamic development of the market has caused changes in market structures and among market players. The Ambiente team has therefore used the opening of Hall 12 as an opportunity to rethink the structures of its Living/Giving area. The new structure will provide fresh stimuli among national and international buyers, creating opportunities and synergies and strengthen growing product segments.

For more information on Ambiente 2019, contact Neeta Correa of Messe Frankfurt Canada at (905) 824-5017.



Quail's Egg went wild with their spring coffee mug collection with a trio of cats.



Day Drop offers paper 'table rolls and placements' in a variety of unique patterns including "Raffia", shown above.



Vietnamese porcelain from Minh Long is designed for restaurants and hotels.

Belightful unveiled a butterfly oasis to provide an additional source of food. The unique feeder is made of bio-based material.



Butterflies were a recurring theme in tableware, including the Trio d'Art range from Sapota Group, above.



Invented in Britain, the Couch Coaster is the perfect drinking companion. The clever cup holder wraps securely around sofas.

# Show Highlights: Ambiente-Frankfurt

## Top trends: Lavender, florals and natural textures



Ashleigh & Burwood of London launched the Wild Things collection. The home fragrance products are offered in three wild motifs: Koi fish, Zebra and Toucan.



Pantone's colour of the year could be seen in cookware and cookie cutters, above.



Raw textures and natural finishes were prevalent in contemporary dinnerware.



Basic white was offset by royal and indigo blues in a variety of bold patterns.

Ergonomic designs and 'ethical style' was a key component in Frankfurt.

## 2018 INTERNATIONAL HOUSEWARES ASSOCIATION RECEPTION



Mark Adkinson of the IHA joins Ingerid Mohr of Sagaform, centre, and Nancy Michael on February 9 in Frankfurt.



Board member John Collins of Neatfreak, left, with Derek Miller of the IHA.



Laurie O'Halloran of Home Style, left, with Brian Schachter of Counseltron and Piritta Torro of the IHA.





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# Chicago show focuses on the smart home

The 2018 edition of the International Home + Housewares Show in Chicago received very positive reviews from the industry both in terms of key buyers in attendance and quality of new products launched by exhibitors. The sold-out show featured 2,244 exhibitors from 53 countries. This year the IHA introduced a new policy of charging all companies wanting to sell goods or services to exhibitors, which enhanced the quality of the visitors to the booths.

There was a growing focus on smart and connected products with the IHA Smart Home Pavilion expanded to 28 exhibitors displaying emerging technologies, plus a Smart Talks stage and the Smart Bar, where attendees could

relax and network with colleagues.

The inaugural Trending Today Preview joined the New Exhibitor Preview on Saturday morning to give buyers and media an opportunity to see 150 exhibitors before the Show floor opened at 10 a.m. The events attracted nearly 700 buyer and media attendees, increasing attendance over last year. Trending Today spotlighted “A Marketplace for Hydration” and hosted 60 exhibitors of hydration and hydration-related products. The New Exhibitor Preview featured 90+ first-time exhibitors.

“Response from the buyers is very positive about both pre-Show events, and we anticipate attendance to continue growing as more buyers want to

begin their day earlier,” says IHA president Phil Brandl.

The Show also included a series of thought-provoking educational sessions, including keynote programs on color and design trends by Lee Eiseman of the Pantone Color Institute.

In addition, the Innovation Theater offered 21 presentations on the smart home and connected products; age and gender marketing; and international retail and consumer lifestyle trends. And the Cooking Theatre featured a cast of celebrity chefs who kept visitors entertained throughout the show.

The 2019 Show will be held March 2 to 5 at McCormick Place. Information is available at [www.housewares.org](http://www.housewares.org).

### Charity hits \$50 million

The housewares industry came together to “Unite, Celebrate and Support” in Chicago with nearly 1,000 attendees at the annual Housewares Charity Foundation gala raising \$1.8 million to benefit HCF’s legacy charity, the Breast Cancer Research Foundation. The 21st annual event held on Monday, March 12, pushed the HCF’s total fundraising effort above the \$50 million mark.

This year’s gala honoured Shelley Salomon, vice president of home, pets and toys at Amazon, with the Lifetime Humanitarian Award; Bill Dillard III, senior vice president, Dillard’s, with the Humanitarian of the Year Award; and Georg J. Riedel, owner, Riedel, with the Lifetime Achievement Award.

The event was co-chaired by Phil Brandl, president and CEO of the International Housewares Association, and Herb Landsman, executive vice president of merchandising at TJX Companies.

### Retailers need to embrace change, not fear it

It’s no secret the marketplace is experiencing unprecedented and rapid changes in how consumers gather information, shop and buy products. But these changes represent tremendous opportunities for the housewares industry, said Tom Mirabile, consumer trend forecaster for the International Housewares Association and senior vice president for Lifetime Brands, during his annual keynote address at the Chicago show. According to Mirabile, the key to success lies in embracing – not fearing – change.

“We’re in the middle of a retail renaissance and yet we are often so preoccupied with simply coping that we can’t see the dramatic positive changes that are unfolding around us,” he shared.

To break things down, Mirabile walked the audience through five main demographics: Gen Z (ages 3 to 22), Millennials (22 to 42), Gen X (43 to 53), Baby Boomers (54 to 73) and Prime Timers (74+). He shared a wealth of top trends from home ownership and marriage, to income, careers and interests, but the take-home message was that there are now new ways of engaging different demographics, and most of them involve social media.

Life patterns and what is important to people has also drastically changed. While the lives of Baby Boomers and Prime Timers often followed a set pattern (i.e. live with parents; get an education; start a career; get married; have children; children leave home), now there are many deviations. For instance, Millennials might live with friends, then get married later, but then they might get divorced and live with friends or another partner again. They might buy a home, but they might sell it, live with someone else and then buy another home later. Or they might start a career, but then take a break and travel.

With so many more choices, so much more freedom and individualization, there are many more opportunities for housewares manufacturers and retailers to assess ever-changing life situations and offer solutions for new stages in consumers’ lives.

Another area that offers new opportunities is the mindful, healthy living movement, which comes hand-in-hand with the massive cooking phenomenon and food focus. These opportunities open layers of potential product-selling

*Continued on next page...*



from home gardening to smart products and things to create less waste.

“Millennials want constant reinvention and innovation,” Mirabile explained. “Now we talk to *tribes*: the foodie, the coffee snob, the wine and beer lover, etc. Tribes are groups of people to sell to, and today more than ever people are buying experiences.”

To further his point, Mirabile referenced Maslow’s Hierarchy of Needs – a classic interpretation of the five stages a person goes through in life. At the base of the hierarchy are physiological needs such as air, food, drink, sex and shelter. The next level is safety (security, law, order) followed by love and belongingness (friendship, intimacy trust). Then comes esteem (dignity, achievement, status) followed by self-actualization (self-fulfillment and ultimately happiness).

However, Mirabile pointed out that the way that customers achieve a sense of happiness today is completely different to what it was a decade ago. It’s not just buying a house or car that offers prestige. Good self-esteem can be gained by how many connections one has on Facebook. And self-actualization can be reached by a 10-year-old meditating or making an amazing cake and getting 1,000 likes on Instagram.

Despite the dramatic and fast-paced changes happening in society, Mirabile reminded the audience of several core ideals that have remained the same important constant: People buy things to solve a problem or to enrich their lives in some way. These days, people want to take the mundane out of tasks and they want things quickly and conveniently. Younger generations want their lives to become easier, and when older people become less mobile, it’s handy to have products that do things for you.

Another constant is that people want connection. Today that often means being connected to a device, but devices bring connections with other people and allow us to easily access information from many others.

## GIA gala celebrates the world’s best



At a gala dinner held on Saturday, March 10, the IHA announced the five *gia* Global Honourees for 2018. They are:

- Tugo - Colombia
- Manufactum - Germany
- Pollmann sinds 1890 - Netherlands
- Harrods - United Kingdom
- The Chopping Block - USA

The global *gia* jury selected the five Honourees from the 28 national winners previously chosen in their respective countries by their magazine sponsors. In addition, the Martin M. Pegler Award for Excellence in Visual Merchandising was awarded to Harrods and the Digital Commerce Award was awarded to New Zealand’s Paper Plane.

Thirteen housewares vendors were also honoured as *gia* Global Honourees at the gala, including a double win for Canadian supplier Jascor Housewares. Global Honourees are:

Bath + Personal Care: Joseph Joseph;  
Cleaning: Jascor Housewares;  
Cook + Bakeware: Cuisinart (Fullman);  
Home Décor + Gifts: Eva Solo;  
Home Organization: Travelon;  
Household Electrics + Home Environment: Joseph Joseph;  
Kitchen Electrics: Jura;  
Hand Tools + Cutlery: Dreamfarm;  
Kitchenware: That Inventions;  
Personal Care: simplehuman;  
Pet Products: Jascor Housewares;  
Smart Home: PLOTT;  
Tabletop: Promeco, Calido.

Above: winning vendors at the *gia* awards gala included Jascor Housewares.

Below: Canada’s 2018 *gia* winner Terry Raven of Pots & Paraphernalia in B.C. is shown accepting her *gia* award from Laurie O’Halloran of *Home Style*, Canada’s national *gia* sponsor since 2000.





## A night to remember

It was standing room only again this year at the Intercontinental Hotel in Chicago as close to 400 housewares retailers, buyers and vendors gathered for Canada Night 2018. Held on Sunday, March 11th, the party drew even more attendees than last year despite a slight dip in Canadian attendance at the show.

Held every March during the International Home + Housewares Show, Canada Night provides a unique opportunity to network after hours in a purely social atmosphere. It's supported by vendor sponsorships and organized by an industry committee and the Canadian Hardware + Housewares Association.



Kim Penhall and Dan Moy of London Drugs. (Watch for a profile of Dan in the fall issue of *Home Style*.)



Andrew Blackwell of Canadian Tire is shown with Kitty Cournoyer, right, and Diane Zottola, left, both of Hudson Bay.



Fiona Wong, left, and Amanda Jazvac, both of Hudson Bay.



Left to right: Deana Creglia, Alain Trembley and Evan Feldman of Accent Fairchild Group with Kavitha Thomas and Huma Dewan-Shah, far right, of Canadian Tire.



Mathew Barton of Costco, left, is shown next to Adam Lavergne of Giant Tiger, Helmi Ansari of Grosche International and Susan Caracciolo, also of Giant Tiger.



# CANADA NIGHT 2018



Kristy Pinder, centre, is shown with Wisam El-Hajj-Khalil and Hayley Drew, all of Canadian Tire.



Linda Heidman of Swissmar, left, with Jill Willcox of Jill's Table in London, Ontario.



Two long-time Canada Night attendees, Jerry Cayne of Cayne's Housewares, left, and Dan Laing of Groupe SEB.



Chris Jawanda, centre, with two former *gia* winners, Ben Boschman of Lakehouse, left, and Robbin Lich of Kitchen Therapy.



Tori Schofield of Linen Chest with Milton Tjin, left, and Chris Everett of United Sales and Marketing.



Fred Benitah and Max Benitah of Bowring Stores.



The buying team from Sobeys's included Deepesh Mistry, far left, and Eric Fernandes, second from right.



Terry Raven of Pots & Paraphernalia, left, made her first trip to Chicago as Canada's 2018 *gia* winner. She's shown with Laurie O'Halloran of Home Style and two of her co-workers, Lee Nelson and Cheryl Scholz.

## A heartfelt thank you to Maureen Hizaka

Canada Night 2018 will be remembered as the last one organized by the incomparable Maureen Hizaka of the CHHMA. Maureen is retiring this May after 30 years with the association – and 30 years as the driving force behind Canada Night in Chicago.

As chair of this very special event, I have had the pleasure of working with Maureen for most of those years. Watching her in action has been a lesson in organizational efficiency at its best. She is the glue that holds the Canada Night committee together,

making everything look easy and never taking credit for all she does.

An aggressive and skilled negotiator, she has always secured the best prices and plenty of little extras at one of Chicago's top hotels. She works nonstop to make sure all retailers

are registered properly and guards the door against anybody who dares enter without a ticket. Maureen has been relentless in keeping Canada Night a uniquely private party hosted by housewares industry sponsors who pay for this event for their retail guests.

I know Canada Night will continue without Maureen and that she has left it in good hands at the CHHMA. But it will never be the same. Her commitment and fierce tenacity – softened by that lovely Scottish lilt – is what made everything run so smoothly all these years. Canada Night has been a success because of Maureen's dedication, professionalism and hard work. It's as simple as that.

I am grateful to have had the opportunity to watch and learn from this remarkable woman. She is one of a kind.

– Laurie O'Halloran



Stephanie Standen of Danby, left, with Christine Pontbriand of Well.ca, Tom Harman and Mike Schulz of Danby.



Sales agent Jim Kemp, left, with Jason Hutton of Salton, centre, and Mike Zuk of Home Hardware.



David Ksiazkiewicz of Browne and David Denenberg of Bed Bath & Beyond.



From Philips Saeco, Jessie Gabriele, left, Ranvir Sidhu, centre and Alex Burger.



Dave Abrams and Mona Abrams of Ares flank Derek Marcotte of Wusthof.



Tom Pickersgill of Tri-Mor Sales, left, with Louise Sauve-Nicolls, centre, and Christine Lisiecki of Hamilton Beach.



Carol Steele of Cayne's, left, with Mary Villamagna of Microplane.



Mike Carroll of Bed Bath & Beyond, centre, with Damian Court and Steve Krauss of Breville Canada.





Craig Hamilton of Trudea, left, with Mark Halpern of Kitchen Stuff Plus.



Debbie Pickersgill of Tri-Mor, left, with Kaitlyn Cournoyer, Francis Rego and Christine Jelly of Hudson Bay.



Sushil Arora of Danica, left with Mark Benson of Umbra.



This marked the 57th housewares show for industry veteran Solly Feldman of Accent, left. He's shown with Giro Rizzuti of Costco.



Canada Night treasurer Roger Smith of USM with chair Laurie O'Halloran.



Keeping it all in the family, Mitch, Mary and Bob Stevenson of Formula Brands.



Jurgis Mikens of Canadian Tire, left, with Kim Cole of Gleener.



Diana Arn of Peugeot, left, with Laurie Oehy of Academy of Culinary Arts.

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The ad material deadline for the July show preview issue has been moved to

**Wednesday, July 4.**

# Vaughn Crofford retires from the CHHMA

Since taking over as president of the CHHMA 23 years ago, Vaughn Crofford has led the association through many changes and challenges. He had been Director of Marketing at Federated Co-operatives Saskatoon for 10 years when he was approached by two CHHMA members in 1994. Following a successful 16 year career managing various Co-op retail companies throughout Alberta and B.C., including the largest shopping centre in the Co-op chain, he decided it was time to explore a new opportunity. During his time at FCL, the hardware department went from losing money to consistently making profits. The hardware and housewares industry was confident Vaughn could do the same for the association. And he did.

To applaud Vaughn's success and celebrate his retirement, 80 friends and colleagues gathered at Angus Glen Golf Club in Markham on March 6th. His daughter Sandra and son-in-law Jamie were in attendance, as were many Past Chairmen and retirees. Those who came out enjoyed delicious appetizers, cocktails and a slide show featuring memories from the past two decades.

CHHMA Chairman Peter Laing presented Vaughn with a gift on behalf of the Board and members, who thanked Vaughn for the tremendous contribution and leadership he has provided the association. We all wish him many years of health and happiness. 🍷

Clockwise, from top: Dozens of friends and colleagues gathered at Markham's Angus Glen Golf Club to honour Vaughn Crofford and celebrate his retirement on March 6th; Jeff Young of Blount, centre, with Jason Hutton of Salton, left, and Dan Laing of Groupe SEB, right; Bryan Gilbert of Rainfresh, left, with Doug Whaley of Rust-Oleum with two Angus Glen staffers; Vaughn with Michael McLarney, centre, and David Chestnut of Hardlines; Vaughn accepts a gift from CHHMA chairman Peter Laing.



Vaughn wore his Maple Leaf tie to every Canada Night in Chicago. He's shown with, l-r, Mary Higgins of London Drugs, the late Chris Hrushowy and Laurie O'Halloran.





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