

HomeStyle

Canada's Housewares Magazine

January 2020

GREAT GADGETS

and **COOL**
tools

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BAKEWARE

WHAT'S NEW IN
KNIVES *and*
CUTTING BOARDS

inside **QUEBEC'S
KOZY BOUTIQUE**

**ATLANTA,
LAS VEGAS**
and
TORONTO
SHOW PREVIEWS



What makes a great meal?

What makes a great meal? It can hinge on the cook, the recipes selected, the quality of ingredients chosen or those with whom we share the meal. One fact remains, no matter the occasion or the friends and family you cook for, it starts with great cookware.

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Both interior and exterior colours are true characteristics of Le Creuset French Ovens. The light coloured interior enamel allows cooks to easily monitor the cooking process. The exterior colour, be it the original Flame orange that inspired a century of coloured cookware, classic Cerise red or Blueberry blue, is a testament to the brand's colour development bringing it to the fore of the industry.

Cooks can confidently choose Le Creuset when investing in this heirloom-worthy product backed by a limited lifetime warranty, and prepare soup, stews, bread, broth, whole chickens, rice dishes, vegetables or pasta for generations to come. Cherished meals deserve Le Creuset.

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Jogi's Imports will be showing a new line of Bamboo tea towels (shown above in turquoise) as well as the popular Universal Stone line at the spring show in Toronto.

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Opening Lines

It's a brave new retail world

When I heard the news that Jerry Cayne was retiring from retail, it hit me hard. Although the owner of Cayne's Super Housewares is 70 years old, his energy and drive always made him seem so much younger. He is one of the smartest retailers I have ever met, and has been a very good friend to me over the past 30 years. I don't know why but I thought he would be around forever.

Jerry was one of the first in our business to start selling online and, with his emphasis on brand name small appliances at great prices, it was a logical move. Yet he still drew crowds to his store on Doncaster Road in Toronto. Jerry was a very skilled negotiator who was incredibly loyal to his suppliers. He was able to buy in volume – a rarity for a single-store independent retailer – and this allowed him to offer his customers exceptional deals. When his partner Carol Steele came on board to streamline the digital business, Cayne's Super Housewares became one of the top housewares retailers in Canada.

But times have changed more than even Jerry expected. His bricks and mortar business model wasn't a good fit in the age of "experience retailing". He wanted to go out on top, and based on the crowds in his store last fall, he did.

Our industry is in the midst of a revolution. Change and disruption is not a new phenomenon but the combination of technology and the speed of innovation, changing consumer behaviors and geopolitical uncertainty has led to change of unprecedented measure over the past year. This perfect storm of disruption is sweeping the retail industry around the world. Businesses and store owners have to respond fast and many are forced to completely reimagine their retail environment in order to succeed.

Research from KPMG International shows that 58% of companies worldwide are rethinking their current business model. It's being driven in large part by the rise of e-commerce and the platform economy dominated by Amazon and Alibaba. But we can't forget that 90% of all retail sales are still generated by bricks and mortar retail stores. The difference is in customer expectations, which are higher than ever. Meeting those expectations isn't easy, but retail has never been easy.

As Candace Sutcliffe points out in her column this month, housewares retailers are in an enviable position to provide the kind of shopping experience and level of engagement that consumers crave. Your focus is on food preparation and presentation, and that makes it easy to be creative at the store level. Cooking classes, wine tastings, demonstrations, knife sharpening clinics, culinary tours – these are all elements that housewares retailers have always used effectively. Chefs and foodies alike want to touch and feel the products you're selling. Creating an atmosphere of learning and experimentation is right at your fingertips.

There are a lot of successful housewares retailers in this country. Last fall, I heard from several store owners who were having a fantastic year, and it makes sense. To survive the upheaval of the past decade and still be in business, you have to be truly exceptional. Fortunately, we have many exceptional Canadian housewares retailers who are well-positioned to thrive in this new decade – especially now that they don't have to compete with Jerry Cayne.



– Laurie O'Halloran
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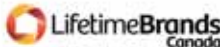


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People In The News

• **Francis Rego** has been named Director of Sales for Conair Consumer Products, parent company of Cuisinart. He was formerly a buyer with Hudson's Bay.

• **Deb LaBelle** is the new General Manager for Personal Health at Philips Canada. She replaces Dan Nowicki who is retiring.

• **Swissmar** has added **Cole & Mason** and **Ken Hom** brands to their product portfolio. The move makes Swissmar the exclusive Canadian distributor for DKB Household: Zyliss, Cole & Mason and Ken Hom. "The addition of the Cole & Mason brand serves to bolster our category coverage," says Swissmar president Daniel Oehy. "We now offer the most complete assortment in Canada."

He adds that (former distributor) Danesco has done an excellent job with the brands and they will endeavour to follow their lead.

• One of the world's leading retail analysts and consultants, **John Crawford Williams**, passed away on September 21, 2019 at the age of 83 while on a trip to visit family and friends in Vancouver. He founded leading Toronto-based retail consultancy J.C. Williams Group amid an illustrious career that included being instrumental in having helped transform the Canadian retail industry over the past several decades.

• Home Hardware Stores has promoted **Jessica Kuepfer** to the position of director, communications.

• Wayfair has appointed **Tom Schnitzer** general manager of the company's Housewares and More operation, replacing Ryan Gilchrist, who has been named global head of talent. In leading the housewares category, Schnitzer supervises kitchen, tabletop, small electronics, storage, recreation and pets.

The Kitchen Nook celebrates 65 years



Richard and Marlene Koskiniemi capped off the Kitchen Nook's 65th anniversary year with a special Christmas Coffee Event on November 23rd.

Located in Thunder Bay, Ontario, the Kitchen Nook event was also a fundraiser for the local Alzheimer's Society. Through a special partnership with Swissmar, all customers who made a donation of \$5 or more received a Swiss-made vegetable peeler. The event raised over \$1000 for the charity.

Correction

On page 54 of the October issue we incorrectly ran a photo of the Salton Dog Steamer with copy describing the Hot Dog Toaster. Below is the correct photo of the Salton Hot Dog Toaster. We apologize for any confusion.



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*Compared on fat content of chicken and pork versus a deep fat fryer and wok frying
**Compared to fresh fries prepared in a conventional Philips fryer.



*Source: Euromonitor International Ltd, low fat fryers is per light fryers, category definition: retail volume sales 2013 and 2014

Consumers look for Pacific Rim flavouring

Whole Foods announced that in 2020, consumers will be looking to infuse their home cooked meals with Pacific Rim flavoring, and will also find ways to work more fats, shelf-stable probiotics and upgraded healthy snacks into their diets.

Whole Foods has explained that flavor inspiration from the Pacific Rim area of the world is becoming increasingly in-demand with consumers. According to the company, ingredients like longganisa (a Filipino pork sausage), dried shrimp, cuttlefish and shrimp paste are on restaurant and home menus that span from breakfast to dinner, while vibrant tropical fruits such as guava, dragon fruit and passion fruit are making their way into colorful smoothie bowls and cocktails.

According to Whole Foods, keto, paleo, grain-free and even “pegan” (paleo + vegan) diets are becoming more lifestyle choices. This has thrust foods that contain fats and proteins into the spotlight.

Plant-based options are becoming more popular amongst consumers as well, the company said. Faux meat treats using mushrooms like King Trumpet will be used as a substitute to meat.

Indigo suffers drop in sales and revenue

Indigo CEO Heather Reisman didn't receive much jolly news before Christmas when the company announced its second-quarter numbers showed a \$12.9-million revenue drop from the comparable period last year. There was an 8% decline in comparable sales and online revenue decreased by \$4.1 million, or 12.2%. Reisman is hopeful the holiday season results will be positive.

Way back when the Indigo story began, Reisman was fighting against the narrative that Indigo would be a bad-for-books behemoth. Almost a quarter century has passed and Reisman, 71, is still in the trenches with yet another plan for how to win the war against the

ceaseless crushing attack from Amazon.

The new strategy involves repatriating the Indigo design studio from New York to Toronto, cutting costs aggressively (the company is nearly halfway to its \$20-million minimum cost reduction target by the end of the fiscal year), reshaping the merchandise mix away from heavily promoted low price/low margin goods to higher margin items, protecting the company's cash position and launching Plum Plus, a rewards program that promises 10% off most purchases and free shipping in exchange for a \$39 annual fee.

Loblaw launches online marketplace

Loblaw has launched a “curated marketplace” online, featuring brands and products not previously available through its retail banners, in a move to eat into Amazon's Canadian market share.

“We've curated an assortment of products for our customers, based on the belief they are looking for the increased convenience of buying complementary products from complementary brands while they shop with us,” says spokesperson Catherine Thomas.

Building on the existing PC Express platform, which offers BOPIS and home delivery options, the new marketplace is open to customers of the Loblaws, Real Canadian Super Store and Atlantic Super Store banners, but is not yet offered in Quebec.

The platform currently offers housewares, kitchenware, pet products, cribs, strollers and toys with new brands such as Lennox and Umbra added to the mix.

M&M transforms under new president

M&M Food Market has accomplished a lot over the last five years under CEO Andy O'Brien.

The former Canadian president of Kelsey's and Montana's at Cara was brought on to transform the frozen food retailer in 2014, following its acquisition by Searchlight Capital Partners. The en-

tering years saw the company rebuild its corporate team, relocate its head office to Toronto, implement new store designs and remove the artificial flavours, colours and sweeteners from its entire product line, leading to five straight years of comparable sales growth.

Within the last two-and-half years, M&M has renovated more than 50% of its stores (with an additional 50 or 60 locations on slate for this year), continued to expand its product portfolio with new formats and meals designed for specific dietary needs, and introduced a new Rewards loyalty program, built on 17 years worth of transaction data. So far the company is capable of serving up personalized offers to 3.5 million active customers.

The retailer has also made strides to address what has long been one of its biggest challenges: penetrating high-density urban centres and less-dense rural areas across Canada. Through its Express Store concept, which offers around 50 products (compared to the 450 typically found on the shelves of its standalone stores) in the frozen food sections of retailers like Rexall. It has seen its click-and-collect business grow 50% per year for the last four years, and rolled out delivery to 225 locations.

Since phase one came to an end last July, O'Brien says the company remains focused on transforming the business over the next five. It recently launched a campaign, building on previous work with Cossette, that aims to tell the stories of its revamped product line.

M&M now has 350 stores. By the end of this calendar year, that number will rise to 450 and ultimately 1,000 stores throughout Canada.

The world of cooking classes is being expanded with the Food Network Kitchen app, which gives budding chefs access to 500 beginner cooking classes via Amazon, iOS and Android devices. Users can prompt Alexa for ingredients and recipes without touching the device screens.



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Sobey's test carts with artificial intelligence

Shoppers pushing one of 10 new smart carts at a Toronto-area Sobeys store can scan their items on the spot, track their total bill and accept payment, which means they can skip the cashier or self-checkout altogether.

The company hopes the artificial intelligence-equipped carts will streamline the shopping experience as consumers become increasingly accustomed to convenience.

Last fall the grocer purchased 10 smart carts for a pilot project in Oakville, Ontario. For now, shoppers using the carts must allow it to scan each item they place inside. Eventually, the cart, which "gets smarter over time," will learn what each product is and the company will remove the scanning requirement, said Weatherbee.

The cart also weighs produce, keeps a running tally of the total bill, and ac-

cepts payment. One feature it lacks is a seat to hold a child.

Sobeys hopes to develop the technology to include suggestions about missing ingredients for recipes based on what is already in the cart and the ability for customers to upload their shopping lists.

Quebec's Bouclair files for bankruptcy

Bouclair plans to file for bankruptcy as part of a plan to be acquired by a new investor group that includes its chief executive.

The Montreal-based home-decor retailer and Bouclair International filed notices of intention to make a proposal under the Bankruptcy and Insolvency Act last fall.

The transaction will see Alston Investments acquire a substantial portion of Bouclair's assets and maintain more

than 60 of its shops, its Pointe-Claire, Quebec, head office, and much of its employee base.

Alston is made up of Canadian investors, including Bouclair's CEO Peter Goldberg.

The company plans to close some of its stores, and will seek an order authorizing a liquidation process for the assets in certain stores that will not be part of the transaction.

Marie Kondo has built a brand around helping people organize and pare down their possessions to only those that "spark joy". She's now launching an e-commerce shop to sell personal care products and home goods that pass her "joy check." The shop on her KonMari site has launched with 125 items.

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Retail News & Notes

Credit card fees drop for retailers

Some of the fees merchants pay on credit card transactions will go down from 1.5% to 1.4% on average starting this April as a result of an agreement reached by the federal government with Visa and Mastercard last year. The Canadian Federation of Independent Business (CFIB) is happy with this latest victory for small business but warns independent merchants to protect themselves from misinformation and unfair contracts.

"CFIB has been battling for fairness for over a decade and we are pleased to see that the federal government and the big credit card companies are listening," says CFIB president Dan Kelly. "We have come a long way from the years where fees were rising by 20% to 40% as a result of new tiers of premium credit cards."

In addition, the government plans to eliminate processing fees on HST and GST for credit card transactions, a move estimated to save merchants nearly \$500 million per year in fees.

CFIB stands ready to work with government to develop ways to quickly implement this idea.

While these announcements are very positive, CFIB warns small business owners to be vigilant to ensure the savings are passed along to them.

"In dealing with payment card processors, almost a third of small merchants report harassing phone calls, 18% have experienced misrepresentation and 16% said they've experienced deceptive sales practices," Kelly says. "There are several good processors who work hard to serve small businesses, but many small businesses have fallen victim to terrible sales practices, including abusive use of exit penalties in contracts offered by some processors."

Costco now in second place

Costco has overtaken Walmart Canada as the country's second-largest retailer, according to global data and insights firm Kantar. Omar Singh recently told *Retail Insider* that in Canada Costco plays second fiddle only to Loblaws Inc., which remains the country's largest retailer across all channels.

Coming in at fourth and fifth place nationwide are Sobeys and Metro. And it's the "grocery" part of the equation that has, in fact, given Costco its recent boost.

Along with the strategic placement of its Canadian locations Costco is succeeding because they know what shoppers want.

Costco has long maintained that its business model relies on memberships but the big box warehouse store has been expanding on that in recent years with its own house brand goods. The company currently has 100 warehouses across Canada and more than 12 million members nationwide.

The average Canadian family can expect to pay 4% more for food this year, led primarily by meat. The cost of food for the average family will rise by \$487 to \$12,667 for 2020. Meat is expected to rise by 4% to 6% while vegetables and seafood are expected to go up 2% to 4%.

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Advertising Material Due:
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Industry News & Notes

Dinnerware with the appeal of Haute Couture



Intercontinental Mercantile is launching the stunning new L COUTURE collection by Degrenne Paris. Each piece in the porcelain collection has a sensual, subtle decoration that adds elegance to any table. The line will be on display at the Toronto Gift + Home Market.

Yelp picks top trends

Yelp has announced the top food and beverage trends to watch this year.

Elevated Breakfast: Souffle pancakes, a Japanese culinary trend, as well as cinnamon swirl pancakes, have been trending in the ranks.

Mindful Drinking: Non-alcoholic options are becoming top-of-mind. Look for more juice-based mocktails, zero-proof craft beers and low-ABV choices.

Floral Infusions: Chrysanthemum and Butterfly Pea Tea are two of the extracts popping up in cocktails and dishes.

Ube Is The New Matcha: Ube, a purple yam that hails from the Philippines, has been popping up in everything from ice cream to pie.

Healthy Swaps: The healthy eating and living trend is not slowing down. Yelp noted that healthy swaps for comfort foods will continue to be on-trend.

Korean Food: As far as ethnic cooking and eating goes, Yelp predicted that Korean bites will see more interest.

Pineapple Bun: Consumers are searching for these sweet Cantonese pastries, which are often served as a dim sum snack, breakfast bun or dessert pastry.

Boozy Kombucha: Yelp predicts that boozy Kombucha will begin to make waves in traditional drinking venues around the country.

Next Level Desserts: Over-the-top shakes, uniquely decorated donuts and more next level – and Instagrammable – desserts will be hot in 2020.



A blue year ahead

A boundless blue evocative of the vast and infinite evening sky, Pantone 19-4052 Classic Blue – the latest colour of the year – encourages consumers to look beyond the obvious to expand our thinking; challenging us to think more deeply, increase our perspective and open the flow of communication.

Pantone notes that Classic Blue is an enduring blue hue that highlights the desire for a dependable and stable foundation on which to build as we cross the threshold into a new era.

“The latest Pantone colour highlights the relationship between trends in colour and what is taking place in our global culture at a moment in time,” says Laurie Pressman, V.P. of the Pantone Color Institute. “As society continues to recognize colour as a critical form of communication, and a way to express and affect ideas and emotions, designers and brands should feel inspired to use colour to engage and connect. The Pantone Color of the Year selection provides strategic direction for the world of trend and design, reflecting the Pantone Color Institute’s year-round work doing the same for designers and brands.”

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The focus in Frankfurt is on design innovation

Things are looking very positive for Ambiente 2020. To be held in Frankfurt February 7 to 11, the world's leading trade fair for consumer goods will be welcoming several high profile first-time exhibitors as well as companies that have had a break and are now back in prominent positions. The bandwidth ranges from major international brands such as Christofle, Normann Copenhagen, Swarovski and Puro to some exciting start-ups that will add extra vigour to the product line-up in Dining, Living and Giving. The motto of the season – “2020 looks good” – will also be the motto of Ambiente itself.

In Dining there will be a large number of new exhibitors adding glamour and variety to the fair. Innovations around coffee as a super trend will be showcased by the Melitta Company at

its Ambiente début in Hall 4.0. In the same hall Fiskars will be presenting the well-known Finnish design brand Iittala and its British lifestyle brand Royal Doulton, inviting visitors to experience these classics in a totally new way.

A new approach to lifestyles and consumerism will characterize the 21 Talents in Hall 8.0. Exhibitors from young design studios and start-ups as well as universities and colleges will be presenting their highly conceptual ideas and marketable products. Each year it honours the best graduates at twelve of the most prestigious institutions specialising in product and industrial design.

Another element sure to create a stir in the Dining segment will be the HoReCa Hall 6.0. From 2020 it will bundle the growing product range for hotels, restaurants and catering suppliers on a

single platform. This newly created segment is attracting a large number of major international brands. Several leading companies are now on board and there will be over 2,100 exhibitors in the Dining segment.

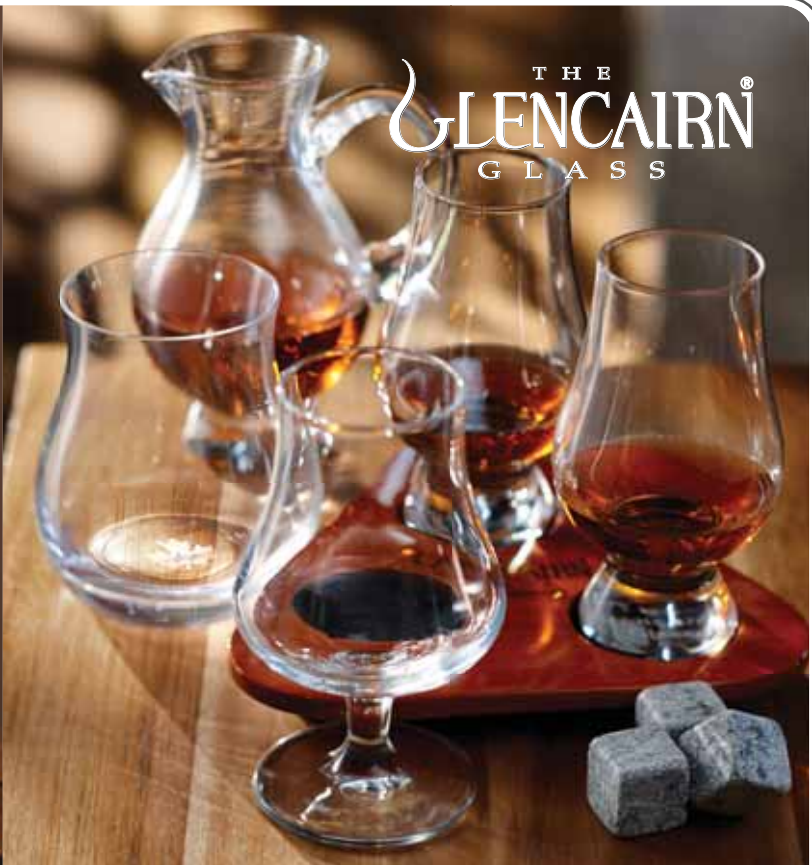
Ambiente is the central hub of the entire consumer goods industry. Exhibitors from over 90 countries will be acting as trendsetters in and beyond the year 2020. The expansion with the new HoReCa hall will be the perfect port of call for national and international decision-makers in the hospitality segment. In this way we want to respond to the specific needs of the industry. “In the future our visitors will be able to focus even more closely on topics at the interface between hospitality, tableware and interior design,” says Nicolette Naumann, Vice President of Ambiente.

Over the last few years eight partner countries have successfully showcased themselves at Ambiente. But starting in 2020, the fair will offer a special presentation called Focus on Design featuring outstanding products and insights into recent design highlights from a specially selected country. In 2020 Ambiente will start with a young designer nation that has been developing quite rapidly: Brazil. Five different Brazilian design studios, each with its own special identity, will be showcasing their creative output at Galleria 1.

Ambiente 2020 will once again be hosting numerous prestigious award ceremonies. The German Design Award will be presented on the first day of the trade fair, and there will also be an impressive exhibition of the award-winning products to accompany it. The industrial designer Sebastian Bergne will again be curating the Solutions special exhibition in the foyer of Hall 4.0, his selection focusing entirely on clever kitchen and household gadgets. The Kitchen Innovation Award, the Plagiarius anti-award for product privacy and the Tableware International Awards of Excellence will also be conferred at Ambiente.

For more details or to register for the fair, visit info@messefrankfurt.com





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NY Now hopes to ignite the imagination

The winter session of NY Now will take place on February 1 to 5, 2020 at the Jacob K Javits Center in New York City. Organizers are taking the next step in its Retail Renaissance movement by transforming the winter market into an immersive, experiential environment focused on fueling discovery, igniting the imagination.

“In 2020 we are embracing the retail renaissance, this sweeping change that is transforming the retail environment,” says Kevin O’Keefe of Emerald Expositions. “Through Transcend we brought retailers beautiful on-floor examples of inspirational presentations created by the nation’s top designers. We introduced Transcend Talks where retailers could learn how to create the best in store discovery experiences for their buyers, how to leverage on-line and so-

cial media, and build customer loyalty. NY NOW is excited to continue this journey with our retailers.”

Expanded educational programming and workshops will feature industry visionaries by harnessing their expertise to expand the content so it evokes inspiration and creates opportunity for retailers and exhibitors to connect, discover and grow their businesses.

The NY Now Handmade pavilion will be open February 1 to 4, while the Home and Lifestyle section will be open February 2 to 5.

IMC to build new facility in Las Vegas

International Market Centers (IMC) has announced that construction of The Expo at World Market Center Las Vegas – a new 315,000-square-foot exhibition facility in downtown Las Vegas – has

gone vertical. The \$90 million project is scheduled to open in July 2020 for IMC’s Summer 2020 Las Vegas Market, a semi-annual tradeshow for the gift and home furnishings industries.

General contractor, Penta Building Group, broke ground in July 2019. Since that time, seven of the ten steel sequences have been completed and the largest steel truss piece – spanning more than 180 feet – has been erected.

When completed in July 2020, this state-of-the-art facility will feature 194,785 gross square feet of exhibit space, divisible into two halls – North with 97,684 gross square feet and South with 97,101 gross square feet – which can accommodate up to 1,000 booths.

The Expo at World Market Center Las Vegas will feature an expansive lobby area, registration area, onsite shuttle bus depot, attached parking garage and two “grab and go” food service areas.

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Cayne's closes

After more than 30 years as 'the' destination shop for well-priced small appliances and housewares on Doncaster Avenue in Toronto, Cayne's Super Housewares is closing its doors. Owner Jerry Cayne says a changing market that is moving away from bricks & mortar stores is behind his decision. Naturally, the industry was shocked and saddened to hear we are losing one of this country's top independent retailers. He, along with his partner Carol Steele and her talented daughter Jami, built Cayne's into a Canadian housewares phenomenon. He was a recipient of the Global Innovator Award for Canada in 2001 and is a member of the CHHMA Housewares Hall of Fame. Friends, colleagues and suppliers share their memories and pay tribute to Jerry below.



**Jim Grant,
Retired (formerly with Trudeau)**

One of the reasons for Jerry's success was his strategic location as a destination store. For 33 years, people from the Greater Toronto Area and beyond were drawn to Cayne's Super Housewares by its great assortments and low prices. Jerry's unique advertising, on radio and TV and in print, aggressively reasserted those points week after week.

It's interesting to note that today, this single store/destination store concept has become outdated as consumers prefer the instant gratification of online shopping. For too many people, it is no longer "worth the drive" to Thornhill.

Jerry acquired his excellent skills as a retailer through many years working in corporate buying offices in Montreal. I first met him in 1973. I was a young, newly-minted sales manager and Jerry

was an even younger apprentice at Pascal Hardware, eagerly learning under the wings of two Vice Presidents.

Then he became a buyer at Miracle Mart, and soon was promoted to Merchandise Manager over several hardline departments, including housewares. These were fantastic experiences for Jerry and, combined with his budding entrepreneurial instincts, led to his success with Cayne's Super Housewares.

Jerry was always "hands on" as a manager, knowing that he alone was responsible for the financial risks he was taking as a retailer. But he wisely sought support from housewares suppliers, and he got it by dealing fairly and honestly with his suppliers. He also proved to be a good employer, treating his staff well and thus keeping many good people for a long time.

My relationship with Jerry might best

be described as "dynamic". We interacted with energy, working together eagerly but not without our differences.

And so it was, usually, a joy to meet with Jerry in his office or at trade shows – to meet face to face with a retailer who was actually a *real merchant*, an operator who confidently ran a great business. And it's a pleasure for me, now retired for seven years, to see Jerry from time to time, as a friend.

While it's sad in some ways that Cayne's Super Housewares is closing, at the same time it's nice to see Jerry retiring on *his* terms. I wish him good health and great happiness.

**Wally McTaggart
Retired (formerly with Rival/Kaz)**

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sales person working in Ontario from the late 1980s into the early 2000s, I had the pleasure of dealing with Jerry Cayne. From the day we first met until retirement, Jerry became a mentor and a favourite sales call.

He is a man of humility, intelligence, loyalty, integrity and a true entrepreneur in our industry. Long before it was popular, Jerry constructed a professional in-store kitchen and hired a full time demonstrator as his own Martha Stewart! People in and all around the Toronto area took advantage of Cayne's Super Housewares and of Jerry's well trained and knowledgeable staff.

It was Jerry's decision to purchase select products to be sold at very fair prices but it was our responsibility to thoroughly train his staff in order to guarantee consistent sell-through. The better the training, the greater the sales. And regular store visits by sales representatives would always lead to more in-store product presentation. Actual working products put out on display would produce additional consumer sales.

In late fall Jerry would hold his annual holiday party for both staff and suppliers. He always worked hard to create a family atmosphere. The evening started with a delicious dinner, followed by a two hour games night! The games were supervised by (Jerry's partner) Carol Steele's beautiful daughters. Teams were formed for added fun, but competition was serious with fabulous prizes for the winning participants.

Everyone in attendance left the party with a thoughtful gift. Jerry's Christmas parties were truly an annual highlight

for all involved. Sitting in my home office is a crystal replica of a stone statue (Inukshuk) which appears in wilderness locations around the world as a marker to guide travellers on their journeys. This was a personal gift we all received marking Jerry's 20 years in business and is one of my treasured career mementos.

Jerry, thank you for acting as my personal guide. I wish you and Carol a healthy and fulfilling retirement.

Harvey Rachman Retired (formerly with Port-Style)

There were several things that made my relationship with Jerry so special. Mainly it was his openness and pleasant nature. He was also a straightforward negotiator. No games.

Jerry realized that to be successful in the retail business it has to be a two way street, which is hard to find today. Knowing his customers was a great strength of his. In Carol's case, it was her understanding of the latest trends and styles that complemented a lot of Jerry's business strengths.

He will be missed indeed.

Ian Gough TFG Concepts

Jerry Cayne, I'm proud to say, became the best negotiator and we became the best of friends throughout our combined career. It was based on a single shared focus: "It's all about family"

Who will ever forget Jerry's company Christmas parties. For so many of us, this tremendous annual "family" event always included his excellent "family" staff, as well as those of us who were "

family" industry guests and vendors?

Who else would publish photos of "family" pets in each weekly flyer?

Who else would attend trade shows with "family", both Carol and Jami. They were all so professional, so well organized, with a need to ensure that no body from the industry "family" would be overlooked on the show floor.

Finding time to follow the Dave Matthews band all over North America with his son and travelling to hockey games to watch his grandson while, at the same time, performing so well as a business owner demonstrates one thing and one thing only - it really is "all about family".

If anyone is wanting to reference a great, one of a kind, multitasking, innovative and loyal "family" business owner, they only need to reference my friend, Jerry Cayne.

Soman Sukhu Conair/Cuisinart

My relationship with Jerry is built on loyalty, trust and honesty. I could always count on Jerry to be straightforward on the status of the market and his thoughts on the new products we put out. I feel that this sort of relationship, that has lasted 33 years, is rare in an industry as competitive as ours.

As a retailer, Jerry knew when to deliver the right products, at the right time, to the right customer. He knew his customer base extremely well and always tried to offer the most competitive pricing; his mantra was always "more volume, less margin."

Jerry also knew the value of building



Fond Farewell

a strong brand presence by carrying trusted, familiar products.

His employees were also a big part of his success. He hired amazing people who were knowledgeable about the products and were able to offer exceptional customer service. With some staff working with him for years, he always treated them like family. I feel like all of these factors combined to make Cayne's one of the most recognizable names in Toronto and have contributed to his long term success as a retailer.

Chris Shipton

Jascor Housewares

It was 1994, and I was just starting out in the industry. Right out of school, I knew nothing about housewares. I was given a desk, a phone and an account list and was told to get to work. Jerry happened to be at the top of my list.

Eager and perhaps a little too confident, I started calling. And calling. It must have been weeks before Jerry decided to phone me back and we had the chance to speak in person. And he did not make it easy. He queried, he challenged and he pushed. Caught somewhat off guard, I fumbled with my answers, trying desperately to mask my greenness. He was tough, demanding and direct. He made me question myself and, being so new to the business, my abilities. Although, of course, I would never have admitted it.

It wasn't until years later I was able to appreciate that there was a purpose behind it all. Through his early days of questioning and demands, Jerry wanted to test me. He helped me understand the importance of product knowledge, market strategies, brand development and, perhaps the most important of all, relationships. It wasn't just about making the sale, but about being a partner who took the time to truly understand his customer's business.

It's perhaps not surprising, then, that Cayne's has built its success over the years on approachability, integrity and – that's right – strong customer relationships. Leading with service is part of Jerry and Carol's DNA and, in turn, their staff are committed to delivering upon it each and every day. It's about engaging and connecting with their customers, and being relentlessly focused on delivering an exceptional experience from start to finish.

Jerry and Carol have a keen business sense when it comes to picking the winners out of a crowd, always with the goal of offering their customers something special in mind – and always at the right price. They're not afraid to take calculated risks in an effort to help solve a customer need, one that they may not have even known they had! And, their always-in-stock approach ensured a consistent shopping experience that, more often than not, over-delivered.

Through Cayne's, Jerry and Carol created something very special within their entire staff, their community and the industry at large. While, after three decades, I am sad to see them close their doors, I am excited for Jerry and Carol's next chapter. Congratulations to you two.

I am proud to call Jerry and Carol lifelong friends. 🐾



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Welcome to the 20/20 experience

By Candace Sutcliffe, COO/Co-Proprietor
CA Paradis/The Chef's Paradise, Ottawa

It's hard to believe that we are presently living in the year 2020. This year is a milestone birthday for me and I vividly recall the feeling that the future (and my 40th) was soooo far away. And yet, here we are.

This year, the Pantone Color Institute selected Classic Blue as the colour of the year, said to be a fair representation of much needed comfort and reliability, like a favourite pair of jeans or a crisp tailored suit. Pantone felt that the colour highlighted dependability, trustworthiness and constancy; all traits that are much needed and valued in our high-stress and unpredictable economy.

Interestingly, Pantone began their Colour of the Year franchise in 1999 with Cerulean, a calming shade of indigo blue which contrasted with the palpable excitement of the new millennium.

The start of a new decade is bound to bring new challenges and an onslaught of change; however, there seems to be a turning of the disruptive retail tide from the past decade.

Retail success in 2020 is predicted to be grounded by those who are willing to create a memorable experience; one that can successfully entwine storytelling with selling. How a retailer interacts with their audience, how the shopper experiences it and the emotional connection it creates will raise the bar as a new economic model of consumerism. The most striking example of how "the experience" has shifted as an economy can be captured in the evolution of the birthday cake.

As noted in the 1998 *Harvard Business Review* article *The Experience Economy* by

Joseph Pine and James Gilmore, agrarian era mothers made birthday cakes from scratch, mixing farm commodities (flour, sugar, butter, and eggs) that together cost mere dimes. As the goods-based industrial economy advanced, moms paid a couple of dollars to Betty Crocker for premixed ingredients. Later, when the service economy took hold, busy parents ordered cakes from their local bakery, which, at \$20 to \$50, cost ten times as much as the packaged ingredients. Now, time-starved parents outsource the entire event to their favourite family restaurant, event space or theme-park for hundreds of dollars (who often throw in the cake for free!)

The retail "experience" is also synonymous with variety and reinvention. Pizza is great but you wouldn't want to eat it every night. The same goes for shopping. Customers like variety and discovery; brick and mortar retailers who provide curated content and pertinent services have the potential to outpace e-commerce only stores. While consistency in service and quality is a key element for future success, a well designed, Instagram worthy in-store experience is the new silent salesman.

Millennials in particular are searching for status (as shown in the half a billion daily Instagram Stories racked up in 2019); through an interaction that is fresh, unique, cultured, anything to make people take notice. In this Insta-obsessed world, experiences are a highly shareable status currency that allows consumers to tell a story about who they are, what they like and share the brands they believe in. Once you understand this basic human



need, you can start crafting experiences that are tailored to reflect your own brand identity, community influences and sense of togetherness.

Today, consumers not only want the product but also the theatrics of the purchase itself. And while studies show that remodeling your store is one way to improve your bottom line, to survive in 2020 and beyond you need to look further into giving your customers a more engrossing experience.

STORY is a narrative-driven retail concept that invites you to explore emerging brands and has made its home in 36 Macy's locations across the US. Like a magazine, STORY competently reinvents its entire space, from store design to inventory every six to eight weeks, around a specific theme. In the span of seven years since it was founded, STORY has changed over 40 times. They consider themselves "a store to explore, through a mix of products and events for all ages."

While it may not be realistic to go to such extremes, there are simple ways to enhance your store experience. Changing up your normal product mix, hosting treasure hunts throughout your store, creating a space where people can try before they buy, collaborating with complementary businesses on workshops of all sorts, setting-up an Instagram wall, hosting sporadic parties; anything to keep your customers engaged and having them share their experiences with peers. Welcome to the Experience Economy. 🍷

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Kozy caters to a niche market in Quebec

With eight successful stores, and more planned, Stéphane Lambert has created an inspirational shopping environment for housewares and home decor

By Jennifer Cox

Boutique Kozy is a Quebec-born chain of home décor and housewares stores that has grown exponentially in the past several years. Opening the first store in Les Galeries Terrebonne in 2011 with his wife and a co-founder (who left the company two years later), president Stéphane Lambert has been at the helm of the solo boutique as it expanded into eight locations across Montreal and beyond.

Stéphane had already had a lengthy

retail career when he decided to launch the first store. After graduation he worked for several large chains including HBC, Maxi (Loblaw) and the Brick, where he was in charge of expanding their brand in the province of Quebec. He also spent nine years at TC Medias where he assisted retailers with their marketing strategies. He used much of what he learned – and taught – during those years with his own retail venture.

Each Kozy store carries a wide range

of furniture and decorative accents to kitchenware, bath and beauty products, and even jewellery. Their kitchen collections run the gamut from glassware and linens to gourmet gadgets. While they look for the latest trends for about a quarter of their product line, Stéphane says they tend to stick more with tried-and-true items that keep customers coming back time and again.

“We want to have exclusivity but at the right price,” Stéphane explains. “Often housewares stores are always offering 40% or 50% off sales, but we are trying to change the retail aspect and sell at the right price all the time. We don’t wait for the promotions or sales. We will offer customers the best price now.”

He points out that 70% of their goods are best sellers while 20% are the new colours and trends. The balance of the inventory (10%) consists of last year’s trends that tie in with present-day shopping habits.

“Before, we had too many items for the future, we focused on up the upcoming trends but we have changed how we buy to better reflect what customers want today,” he adds.

Having exclusivity is a huge draw for Kozy’s clientele. Stéphane says they are always looking for something special



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Retail Profile



Some Kozy products are sourced from local Quebec companies while others are designed in-house and produced in China.

and all their own. But it has to provide good value for the customer. “We focus on little details that really make a difference,” Stéphane says. “If you can provide good quality products at the right price, you will deliver a better shopping experience.”

When it comes to the kitchenware, they make sure they have a more global perspective.

“We travel to a lot of different countries to be sure to see all the trends,” he says. “We also use Pinterest and Instagram. With all the inspiration we gather from around the world, we build our product lines and new designs for the upcoming year.”

It’s all about zeroing in on what customers really want for their homes. They are constantly seeking feedback and have even conducted client surveys to know what is working and what is faltering in the eyes of the consumer.

“Our focus is on beautiful home decor. We are always looking at the things you need to welcome people into

your home and to entertain well,” he explains.

In dinnerware, they’ve honed down their collections to carefully curated sets that resonate with customers. “It’s about showcasing the special things that make a house a home.”

Often described as “inspiration stores,” Stéphane says each Kozy interior is merchandised by colour and style so clients can easily see how to mix and match their items.

The average size of each store is 3,500 square feet because “we think it’s when our stores are at their best”, says Stéphane. “When we have stores at this size, we are able to give the best Kozy experience possible and offer an ideal assortment of products.”

Uniformity amongst the stores is key to inspiring clientele. “We create a template with our visual merchandisers and then we try to keep all of our store layouts as close as possible to our initial floor plan in order to have consistency across all eight locations.

The stores are also curated in such a way that customers can easily imagine the products in their own living spaces.

Kozy sources most of their collections from Quebec and Canadian companies but they also occasionally bring items in from China. They also design a few items themselves and have them made in China or the U.S.

“Every year we travel around the globe, and we attend trade fairs in Germany, China, Paris, Atlanta, Las Vegas and Toronto,” Stéphane says.

Nadine Legault of Groupe Marketing has been very impressed with what Stéphane has accomplished.

“Kozy is a great window for local, made-in-Quebec products and also for trendy home decor from all over. The variety of product makes it a destination shop for all occasions. You can always find something when you’re looking for that special gift or a treat for yourself.”

Each Kozy store has between 12 and 16 employees, each of whom undergoes various types of training.

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Retail Profile



“We built a program for all of our employees where we not only talk about the value of the company, our philosophy and our products but we also discuss respect, engagement and creativity,” Stéphane says. “All of our employees undergo the same training, which is given in three parts to ensure that everyone has the same extensive knowledge. We want every customer to have the same experience in each store. We only hire people who embrace our core values.”

In addition to the carefully curated

products, Kozy offers a myriad of services at each of their locations. Custom orders are something they pride themselves on – if it’s out there and a client wants it, Kozy specialists will find it. They also offer corporate gifts for employees, as well as online shopping on their website (www.boutiquekozy.ca) where products can be reserved and then later picked up.

Stéphane says they are working on a new program for interior designers too, a project he’s keeping under wraps until the launch in 2020. He also hints that, if

the location is right, he will likely expand the chain beyond eight stores.

In today’s competitive housewares industry, marketing is of the utmost importance. Kozy has embraced social media as well as bloggers to help promote their product lines and services.

“For us, Instagram and Facebook are the main focus,” says Stéphane. “But we have an agency to support us with this. As a retailer, I prefer to focus on providing the best products in our stores rather than building our presence on social media because that is not our strength. To bring our social media platforms to where we wanted them to be, we chose to give this job to an agency that had the expertise we needed. It has been beneficial because they have brought us consistency to our platforms, and they have also brought us new, creative ideas.”

Stéphane says they also work closely with influencers and will send them products, and, at their discretion, they will showcase it on their social media platforms as well. “Nine times out of 10 they will talk about our store.”

They feature blogs on the Kozy website, and they have a regular online newsletter that goes out as well.

Since the beginning, Stéphane’s focus has not changed: to offer the best products with the greatest value at the right price. “We want to give customers a real shopping experience.” 🐾



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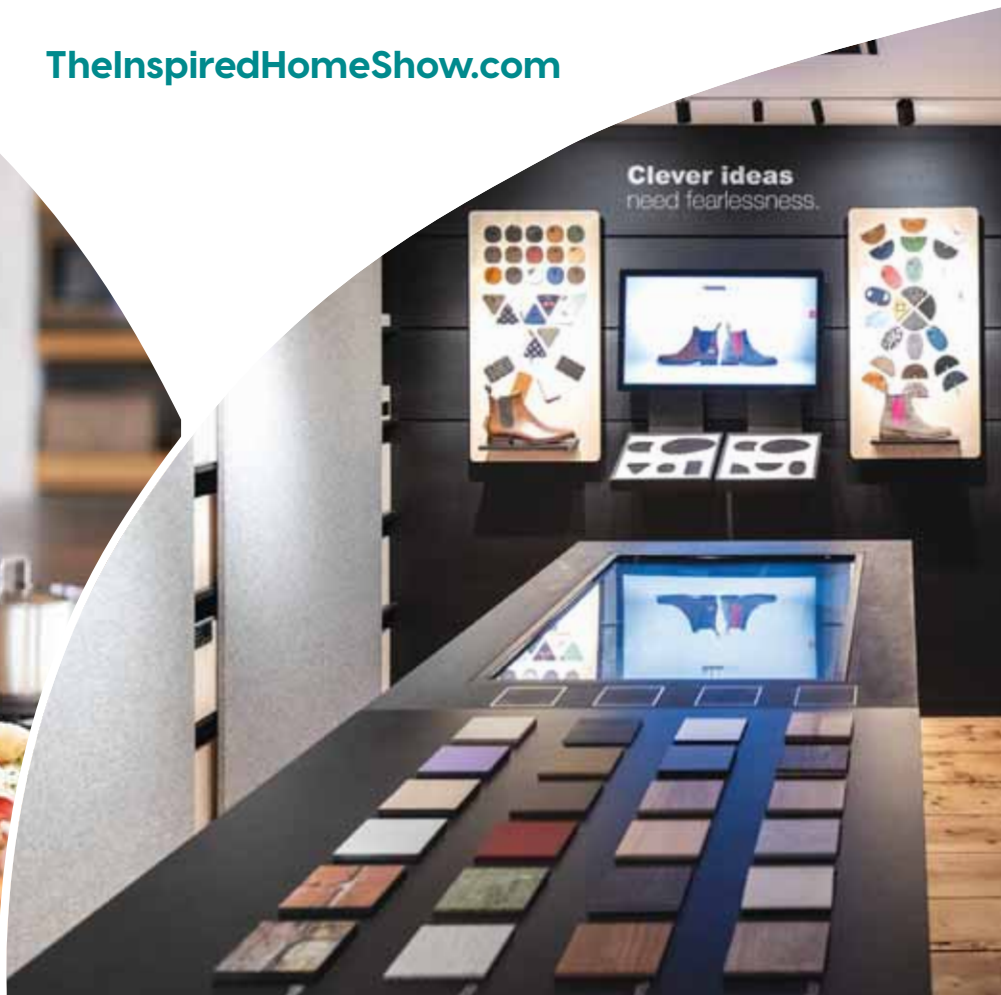
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What's new in knives, cutting boards and sharpeners



With the Swiss Modern collection from **Victorinox**, elegant design meets high precision. Every knife blade is formed of wear-resistant stainless steel to enable effortless cutting. The line is available with the company's new synthetic handles in a selection of vibrant colours or in classic black. Each piece is ergonomically shaped for ultimate comfort during use. The modern collection is a contemporary update of the most important tool in the kitchen.



This all-purpose 3-slot Sharpening Station from **Cuisinart** meets all sharpening needs and is safe and easy to use. The flip cover shields hands and the silicone base holds the sharpener in place.



The Cuisinart Nonstick Edge Collection, below, offers blades with grooves to keep food from adhering to the blade. The tapered blades are made of premium high-carbon stainless steel and offer handling and a comfortable, soft grip. The protective nonstick coating ensures long-lasting use.



Made in the U.K., the Chantry Classic sharpener from **David Shaw**, left, will sharpen any plain or scalloped edge knife. Reproducing the action of a butcher's steel, it automatically ensures the correct edge angle is applied equally to both sides of the blade. Originally developed for the food service industry, it was designed by Robert Welch in the 1970s and is on permanent display in the New York Museum of Modern Art.

Also from David Shaw, this magnetic bamboo knife block from Taylor Eye Witness, right, can hold any size knife. The blade edge is never compromised when removing or placing the knife on the block.



Fronde steak knives from Nambe have a sleek tapered design with a polished, 18/10 stainless steel mirror finish. The knives complement both traditional and formal place settings. From **Portmeirion**.



A cut above



Joseph Joseph is launching the Elevate Slimblock, a 5-piece set with essential knives and a removable sharpener, above. Available from **DanESCO**, the set also features integrated knife rests.



New from **Ricardo**, this rotating knife block is made of acacia wood with an integrated tablet holder. The ball bearing mechanism ensures a smooth 360° rotation from any angle. The set includes six knives with stainless steel handles and a sharpening steel. The knives feature German MoV stainless steel blades with a fine cutting precision edge. Hollow and bevelled indentation on the blade of the Chef and Santoku knives help reduce friction and sticking.

The Zyliss comfort board and knife set from **Swissmar** includes a paring knife, serrated paring knife and utility knife. The durable tapered blade stays sharper longer while a comfort handle suits any hand size or grip style. A finger guide on the blade ensures controlled chopping. The board has a non slip base.



Oxo (also from DanESCO) offers a wide range of double sided cutting boards with soft tapered handles for easy lifting, above.



Intercontinental Mercantile introduces the Degrenne Paris Quartz set of six multi-coloured steak knives, above. The Guy Degrenne Group, established in France over 60 years ago, designs, develops and manufactures premium cutlery. Made of stainless steel with a mirror finish, this set offers a burst of radiant light for the table. A range of seven mineral colours are available.

The **Zwilling** V-Edge quickly and effortlessly sharpens European and Japanese knives to a professional edge. The mechanism's V-shape-arranged sharpening rods ensure even sharpening of all blades without damage. It combines the advantages of pull-through sharpeners and whetstones for quick results.



This bar knife from **PSI** stands upright or lays flat to prevent contamination. Offered as a set with a zester, it features a finger groove for added grip and comfort.





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Gourmet gadgets

The latest tools, gadgets and utensils for the kitchen



The new KitchenAid Classic collection from **Accent Fairchild Group**, shown left, is designed with gloss ABS handles and satin chrome accents. The weighted handles offer improved balance. They are safe for all cookware, including non-stick and heat resistant to 450°F. The new KitchenAid Gourmet line, right, are made of heat-resistant, durable fiberglass reinforced nylon. The matte ABS handles have satin chrome accents with a textured, embossed KitchenAid logo. Both collections are dishwasher safe.



Chopping herbs or slicing through pizza is made easy with this handy Mezzaluna from **Cuisinart**, above.

The comfortable grip provides control over the curved, stainless steel blade. Also new is a range of four new kitchen tools made of biodegradable beechwood. Each features a non-slip, silicone grip. The smooth lacquer finish ensure easy clean-up. The tools also come with a lifetime warranty.



Victorinox has unveiled a unique grater that is a user-friendly alternative to the traditional mandolin. Ergonomic, intuitive and kitchen-savvy, the new grater features a medium edge that scores as high on versatility as it does on safety. Its razor-sharp bidirectional blades allow for an effortless back and forth movement, creating the ideal textured shavings for chocolate, hard cheese and carrots alike.



The Kitchen Pantry collection from **David Shaw** has a rustic finish that evokes memories of Grandma's pantry. The long handled tools feature high quality stainless steel heads with ergonomic handles and brass collar detailing to complement brass measuring cups and spoons.

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Gourmet gadgets



Available from **Ricardo**, these magnetic silicone weights for sous vide cooking prevent food bags from floating and keeps them fully submerged during the cooking process. They eliminate the worry of undercooked food. The stainless steel core is fully covered with food grade silicone. The weights are BPA-free, dishwasher-safe and heat resistant to 212°F.



The new Lekue Veggie Ricer from **Intercontinental** turns cauliflower or broccoli into an alternative to rice. Simply put the vegetables into the ricer, place the lid on top and press while rotating the product in opposite directions. Remove the lid and extract the contents. Ideal for low carb or gluten-free diets, it can be used with a wide variety of vegetables.

Now Designs has introduced these adorable Easter egg shaped pinch bowls. The set of six pinch bowls is the perfect gift for home chefs, making it easy to separate small ingredients. They stack for easy storage.



Zwilling Pro gadgets, above, are made of premium stainless steel with heat-resistant silicone and ergonomic, two-toned handles that resist discoloration and corrosion. Also new from Zwilling is a range of rustic tools from Staub designed in France, shown below. The 12 tools available in the line feature an acacia wood handle and attractive matte black silicone design.



The Zyliss herb stripper from **Swissmar**, above, is a multi-purpose tool that removes stems and leaves with one easy swipe. It has three different holes to accommodate different herbs. Also new is the Borner hand-held disc slicer, right. It has the thickness adjustment of a full-sized mandoline. It has German surgical stainless steel blades and ABS plastic body with a detachable handle that also fits the Multi-peeler.





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Baked Goods

What's new in bakeware and decorating accessories



The Lodge cast iron wedge pan is perfect for cooking crispy cornbread, scones, and cake. Available from **Counseltron**, the pan is separated into eight sections for individual, ready-to-serve portions. It offers superior heat distribution and retention for consistent, even baking. Seasoned and ready to use with an easy-release finish.



Available in various shapes Metaltex silicone Choco Molds from Counseltron are made of 100% food-grade silicone and suitable for oven, microwave, fridge and freezer. Flexible and unbreakable, the molds ensure easy removal of cakes without cracks and crumbling. They are dishwasher safe and easy to clean under running water. Storage is easy since they can be crushed or rolled up – always coming back to the original form when needed.

The **All-Clad** stainless steel baking pan is constructed of premium metals for safe use with utensils. It can withstand high temperatures and is dishwasher-safe. Also new is the D3 Stainless Steel 2-Piece roasting sheet and non-stick cooling rack set combines their renown 3-ply bonding technology and stainless steel. It will perform beautifully in very high-temperatures without warping. It's also dishwasher safe.



This deep, non-stick Jamie Oliver baking tray is perfect for sponge tray-bakes and sticky brownies, or for baking a beautifully simple roast vegetable tart on a puff pastry base. It measures 30cm x 20cm and is designed to withstand temperatures up to 475°F. Available from Swissmar.

A super handy baking tool, this Jamie Oliver bench scraper from **Swissmar** will handle wet dough, tease proved mixes from bowls, scrape the work surface clean and cut loaves to size. The stainless steel cutting blade has both centimetre and inch measurements for precision baking, and the polished acacia handle is comfortable to use.



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Baked Goods

Available in sets of six, the Lekue bagel mold from **Intercontinental** has a conical shape that lets you boil and bake the bagel right in the mold for perfect results. Made of 100% platinum silicone, it helps shape the bagel and handle it without burning.



Also from Lekue, the Decomat kit, above, creates fun chocolate figures to decorate homemade desserts or hot beverages. Made of 100% silicone, it's oven, microwave and dishwasher-safe.

Le Creuset is launching a new addition to the company's metal bakeware collection. The versatile mini loaf pan, shown below, is perfect for making eight individual breads or cakes at once. It's also ideal for baking banana, pumpkin or zucchini bread as well as savory dishes such as mini meat loaves, lasagnas, mac and cheese or quiche. The pan is also great for home chefs who want to prepare meals ahead of time and freeze them for later.



Now Designs

has unveiled this set of four pastel measuring cups – a perfect gift for bakers. Shown right, the stoneware cups add a touch of charm to any kitchen. Also new from Now Designs are these Botanica mini spatulas, left, which come in sets of two. The slim design scrapes the last bit of frosting. The silicone head is heat resistant and can be removed for easy cleaning.



Natural Living introduces marble to its line of natural materials. Distributed in Canada by **DanESCO**, this heavyweight rolling pin, with its naturally cool marble barrel, is designed to roll dough with ease. The solid beechwood handles provide a secure grip and the ball bearing give a smooth roll. The naturally-produced marble patterns makes each piece one of a kind.



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ON THE MENU

Dairy-Free Apple and Spinach Smoothie

Dairy-Free Apple and Spinach Smoothie

PREPARATION 15 minutes
SERVINGS 2

- 1 green apple, cored and chopped
- 1/2 banana, chopped
- 5 oz (150 g) soft tofu
- 1 cup (25 g) baby spinach
- 1 tbsp (15 ml) maple syrup
- 1 tsp fresh ginger, chopped (optional)
- 5 ice cubes

In the personal blender, using the blending blade, purée all of the ingredients until smooth. Pour into glasses.



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All-new Toronto gift market to feature top trendsetters

Retailers will be able to see the latest products and hear presentations from top trendsetters at the second edition of the all new Toronto Gift + Home Market, to be held at the Toronto Congress Centre January 26 to 30.

New this year is a Merchandising Tour with Andrew Pike. Learn how Andrew creates the fantastical feature display areas in the North Hall. Retailers can join him for an intimate chat and walk-through of his top tips on how these looks come to life. Tours will be presented Sunday, Monday and Tuesday, at 10 a.m and 2 p.m in the Toronto Congress Centre North Lobby. This presentation includes the opportunity to talk to Andrew about where you can source décor props that have impact.

The Market Mixer returns by popular demand but this year it will be held on the Monday night instead of Sunday. It's set for 6 p.m. on Monday, January 27. This free event includes:

- One complimentary drink + cash bar
 - Gourmet food stations and appetizers
 - Music by Toronto DJ Conor Cutz
- Shuttle bus service will be available to the parking lot and official hotels.

The Canadian and Living feature areas will be returning in the same format as the Fall show.

New features areas include The Product Launch. It's the ideal place to source

brand-new products that your favourite exhibitors are offering at the show. It's located in the Hashtag Lounge, Hall 3, Toronto Congress Centre South.

Just In! New Arrivals is a showcase for first-time exhibitors. You'll find everything from food and furniture to fashion and home décor in this selection of products from first-time exhibitors. It's located in Hall 2, West Registration, Toronto Congress Centre South.

Additional events include:

Sunday, January 26, 2020

Breakfast: 8 to 8:30 a.m.

Presentation: 8:30 to 9:30 a.m.

Opening Breakfast Keynote Presentation with Jennifer Botterill: *Pursuing Excellence – Excel in Life*

Toronto Congress Centre South,

Pinsent Room (Pre-registration required)

Join Broadcaster & Three-Time Olympic Gold Medalist Jennifer Botterill as she shares some of the many lessons she has learned throughout her own pursuit of excellence.

Monday, January 27, 2020

Lunch: 11:30 a.m. – 12:00 p.m.

Presentation: 12 – 1:00 p.m.

Lunch & Learn with Andrew Pike

Top Trends that are Easy to Follow

Toronto Congress Centre South,

Pinsent Room (Pre-registration required)

Andrew offers the ultimate guide to what's trending in the world of design, decor, colour and giftware.

Tuesday, January 28, 2020

Lunch & Learn with Marc Gordon

Selling Happiness

Toronto Congress Centre South, Pinsent Room

Marc focuses on key influencers that impact people's opinions about products and companies, how to retain customers and manage expectations to keep everyone smiling.



An evening with Arlene Dickinson

For the first time ever, the Canadian Gift Association will be hosting a must-see presentation by Dragons Den personality, entrepreneur and marketing communications expert Arlene Dickinson.

Qualified retailers are invited to attend this once-in-a-lifetime opportunity and capitalize on future success with Arlene's savvy business advice. She is one of the country's most high profile businesswomen and her address will be a highlight of the Toronto Gift + Home Market.

Arlene's presentation will be held on Sunday, January 26, at the Toronto Gift + Home Market. There will be a meet and greet at 5:45 followed by presentation at 6:15. A show badge will be required to attend the event and qualified buyers must register: togifthomemarket.ca and RSVP: arleneto.eventbrite.ca.

A second breakfast presentation will be held at the Alberta Gift + Home Market on Monday, February 24 at 8:30 a.m.



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Product Preview: Toronto Gift + Home Market



Stop by the **Danica/Now Designs** exhibit to see this attractive 'O Canada' dish, above. The embellished dish is shaped like a maple leaf for an added touch of Canadian charm. This conversation piece is adorned with familiar images such as beavers, moose and bears.



Now Designs will also be featuring the Bees honey pot, above. Crafted in durable ceramic, it features honeycomb textures and comes with a honey spoon.

Visit the **Swissmar** booth to see several new fondue sets, include the Rubik set, below. Designed for chocolate, it features a large main bowl and rechaud and side dishes made of high-quality white ceramic. It also comes with four forks with wooden handles, a durable bamboo base plate and tealight candle.



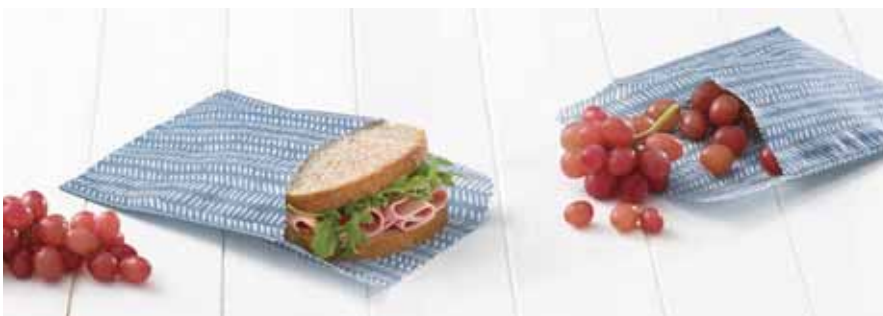
In addition to showing the Cole & Mason line for the first time this January, **Swissmar** will be displaying the Castell antique metallic mill, left. It's available in three finishes: gold, copper and silver. Made of European beechwood, the mills are made with a new process that enhances the wood grain to resemble a weathered barnboard with a smooth contoured finish.



The focus will be on the environment at the **Fenigo** exhibit. Snack Time snack bags are available in sets of three, above. Each one features a fold-over, hook-and-loop closure system that expands to a full size sandwich bag, or folds over for smaller items. The liner is both water and stain-resistant for easy cleaning.



Fenigo will also feature Zip reusable, re-sealable bags. Food-safe, lead-free and BPA-free, the bags are durable and lightweight. The transparent design shows the contents inside, and the double-lock closure provides an airtight seal. The stand-up bags (above) have an expandable base for easy filling and cleaning.



Ricardo will be displaying several eco-friendly products including reusable food wraps, washable paper lunch bags and a new line of reusable sandwich and snack bags, shown left. The set of two reusable bags are made of natural biodegradable material and are self-adhesive. Simply rub hands to warm the beeswax and create an airtight seal. They can last up to a year.

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Product Preview: Toronto Gift + Home Market



Visit **Counseltron** at Booth 5545 to see the latest from Lodge, including this 12-inch cast iron skillet. A favourite with chefs, the skillet has an elevated main handle and assist handle for added control. Seasoned to bring out the rich flavour of foods.



Intercontinental Mercantile has expanded its assortment of colourful, eco-friendly food-safe bamboo bowls. A perfect way to add a touch of charm to any table, the durable dinnerware is lightweight and dishwasher-safe.

David Shaw will be showcasing the coordinated **Pantry Collection** at the Toronto gift market. Each of the pieces in the collection, from the brass measuring cups and spoons to mixing bowls, are designed to recreate the rustic essence of baking.



The double walled **Smiley Mug** from **Intercontinental** is designed to create a vacuum layer of thermal insulation. It keeps hot drinks hot and cold drinks cold. The side handle lets you pour hot beverages safely. It has decorative facial features that put a smile on your face in the morning.



Natural Living has expanded its line to include a collection of planters in an assortment of decorative style. On display at the **DanESCO** exhibit, the neutral colours of the planters add freshness to any room while upgrading greenery.

Nambe's elegant new bread board will be shown at the **Portmeirion/Royal Selangor** exhibit. The board is made of highly polished acacia wood and has a sleek stainless steel bread knife magnetically tucked neatly into the side.



Port-Style will be introducing the Danish brand **ZONE** to the Canadian market this spring. Winner of several international awards, **ZONE** provides inspiring and functional products that beautify the home, from kitchen timers to bath accessories.

Product Preview: Toronto Gift + Home Market



Ventures International will be showing a new range of flexible bar mats, above. Available in two convenient sizes, the mats feature 14 different fun designs. Made in the U.S., the mats are perfect as housewarming, shower or hostess gifts. They easily roll up for storage and can be quickly wiped clean with a damp cloth.

Soft and flexible, the double-sided Stay Clean silicone scrubbing glove by Kuhn Rikon has two different surfaces: soft bristles for delicate coatings and surfaces on one side and a marked wavy structure for scrubbing on the other side. Also available from Ventures, it has a high degree of wearer comfort and is available in one-size-fits-all. And because it is the perfect length, water cannot get in. An integrated hole lets it hang for drying after use.



Popular GoSip straws from Product Specialties are now available in several new colours for both the glass and stainless steel lines: mint green, candy red, bubblegum pink, orange peach, lemon yellow, clear blue and smoked grey. Adjustable from 4.5 and 6-inch lengths to 10.5 inches. The straw set includes two silicone connectors that can be used to connect the straws and as a soft sip tip that is comfortable on teeth and lips. Simply clean with the included brush and insert into the handy ventilated compact case.

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Discover must-have housewares at the Atlanta Gift Market

The Atlanta International Gift and Home Furnishings Market, set for January 14 to 21, will showcase the latest trends in tabletop, housewares and gourmet food products at its 2020 event with more than 900 leading brands presenting new introductions and 10 culinary tastemakers leading interactive demonstrations.

“Gourmet and tabletop buyers are coming to Atlanta to source and discover the next must-have styles, tools, techniques and products,” says Dave Savula, International Market Centers (IMC) executive vice president. “The brands are expanding, updating and reimagining their spaces to inspire their customers, and our interactive educational programming provides tips and tools to successfully sell these trending categories.”

Tabletop buyers at The Atlanta Market will have access to 150+ gourmet and tabletop showrooms with top brands opening and expanding their showrooms to highlight exciting new divisions and collaborations.

In the temporary collections, new grouped “mini booth” incubators will showcase new and up-and-coming

brands like eco-friendly Z Wraps.

In January, the six temporary collections with gourmet and tabletop merchandise are Gourmet Foods, Gourmet LUXE, Housewares, Tabletop and Entertaining and Tabletop LUXE.

Across the market, product introductions are trending towards time-saving tools, recipes and preparations.

Dining and entertaining innovations will be shared live in the market’s unique Demonstration Kitchen. “The culinary educational space in Atlanta offers a closer look at dining and entertaining trends,” says Dorothy Belshaw, IMC chief marketing and digital officer. “Atlanta’s winter market presenters, ranging from nationally-known celebrity chefs to top local talents, will delight and inspire.”

Headlining the series is actress and *Shop the Show* influencer Tiffani Thiessen sharing “Easy Breezy Brunching & Entertaining Tips” from her new book *Pull Up a Chair: Recipes from My Family to Yours* on Thursday, January 16 at 11 a.m.

Food Network’s Nancy Fuller makes her famous go-to Crab Delights Dip in “A Party for Pollock With Carefree Crab” on Friday, January 17 at 11 a.m.

James Beard Award-nominee, Top Chef finalist and Atlanta-based restaurateur Chef Kevin Gillespie prepares “Pure Pork Awesomeness: Totally Cookable Recipes from Around the World” on Wednesday, January 15 at 11 a.m.

Also in the kitchen is a series of Atlanta chefs teaching “A Taste of Australia in Atlanta” on Tuesday, January 14 at 11 a.m., “A Taste of Home: Handcrafted Doughnuts by Doughnut Dollies” on Wednesday, January 15 at 3 p.m., “Global Fusion in 2020: The World in an Egg Roll” on Thursday, January 16 at 3 p.m. and “A Culinary Tour of Basque Flavors” on Saturday, January 18 at 11 a.m.

The popular Cocktails and Conversations series returns with a mixologist preparing cocktails like a hotel beverage director on Tuesday, January 14 at 3 p.m., prohibition era drinks on Friday, January 17 at 3 p.m., and French-inspired cocktails on Saturday, January 18 at 3 p.m. A full list of market events is available at AmericasMart.com/events.

Held semi-annually at AmericasMart Atlanta, the Atlanta International Gift and Home Furnishings Market features more than 8,000 brands.

Visit www.americasmart.com.

The Hello Lucky collection from **Magenta** makes baking fun. The nostalgic pattern features a floral pattern and leather straps. The line includes measuring cups, a one quart pitcher and mixing bowls. **Visit B2/11-1135A.**



Peking Handicraft will show the Love, Peace and Rainbow line of rugs and pillows made of quality wool hook. **Visit B1/10-A4**

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Product Preview: Atlanta Gift and Home Market



Foliage placemats from Urbandeck are made of leatherette. They're double sided with gold on one side and metallic dark grey on the other for added versatility. They are water-resistant and easy to clean with a damp cloth. **Visit B2/12-1200**



This hand cut crystal marijuana Excelsior ashtray from Badash is made of mouth-blown optical crystal. It's finely detailed with a smooth, engraved leaf. **Visit 886B**



Pampa Bay will feature the versatile Thin & Simple line. It's made of high-fired porcelain and covered in titanium resulting in stunning silver pieces that won't tarnish or stain. It's dishwasher and oven-safe. **Visit B2/12-1200 (Frank Werner)**



Tropical swizzle sticks from Gallerie II are each topped with a glass figure – turtle, flamingo, seahorse and pineapple – and are filled with vibrant flecks of colour. **Visit B2/1416**

Costa Nova will launch its first recycled collection called Plano, below. Made completely of recycled materials, the eco-friendly dinnerware has a distinctive organic shape. **Visit B2/12-1208B**



This iconic Sand Dollar design by Rolf Glass uses two engraving techniques, diamond-engraved and sand-etching to imitate the look and feel of the Sand Dollar. The glassware is designed and manufactured in the U.S. Available in several shapes including all-purpose wine, stemless wine, white wine, on the rocks and highball styles as well as a whiskey decanter. **Visit B2/843-A**



This Cheetah pattern is one of several new designs from Homestead. The oven glove is made of 100% sustainable cotton. **Visit B3/5-508**



Z Wraps is committed to offering consumers reusable, plastic free options. The company offers natural food wraps in seven styles in four sizes. **Visit B2/2-628**



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Buyer amenities enhance shopping at Las Vegas Market

The Pavilions at the Winter Las Vegas Market, to be held January 26 to 30, will host more than 90 new and returning exhibitors among the more than 450 temporary gift and home resources. The Pavilions will feature five core destinations: Gift, Handmade, Design, Home and Discoveries: The Antique Vintage Marketplace.

In the permanent showrooms, Housewares, Gourmet and Tabletop continues to grow at Las Vegas Market. In Building C, Floors 1 and 11, visitors can see what's new in tableware, kitchenware and gourmet foods and seasonings.

The January Market will feature more than 20 educational seminars over the four days, covering everything from visual merchandising to digital marketing. In addition, top products will be honoured at the Housewares Design Awards.

As always, the Las Vegas Market offers a range of buyer amenities that enhance the overall shopping experience. Highlights include fully-equipped lounges for buyers and de-

signers and a dedicated International Buyers Lounge.

Onsite hospitality includes morning "grab-and-go" breakfasts Sunday through Wednesday in the Courtyard and The Pavilions; complimentary "Happy Hour" bars in the afternoon and cocktails in the Grand Plaza Courtyard in the evening; and nightly entertainment and after-parties at various nightclubs. Las Vegas Market also offers a campus shuttle and complimentary shuttle to and from host hotels; paid onsite valet parking; buyers' lounges; mothers' lounges; and convenient café and food kiosks.

Additionally, Las Vegas Market's digital platform offers buyers, designers and market attendees a way to make preparation easier and more efficient. With the Las Vegas Market website and app, marketgoers can use the Exhibitor Directory to search by company name or by keywords to explore a robust catalog that includes more than 400 exhibitors and one million SKUs.



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Product Preview: Las Vegas Market



Spunky Fluff offers a selection of cheeky, cheery wall art. Signs are available in 18 different colours and five different stains. They are laser cut from sturdy birch plywood and hand-painted. **Visit C-1106**



This hand-crafted jar set with spoons on a wood tray from Badash is made of lead-free crystal. It's perfect for jam, dips or condiments. **Visit C1/137**



Be Home will feature this contemporary teak wood collection. Harvested from government-managed forests, teak is durable and beautiful wood for kitchen accessories. **Visit C140.**

Pom Pom at Home will be showing several new napkin collection. The Glenn napkin is made of poly cotton and comes in five colours with a finished edge. Willows napkins are made of linen waffle and also come in five colours. **Visit C/506**



This organic buckwheat pillow from Pine Tales comes with a super soft, skin-friendly bamboo pillowcase. It's extra thick and durable and can be machine-washed. Filled with 100% organic buckwheat hulls, it's also equipped with a Japanese YKK zipper. **Visit C1/565-38**



The Giovanni Action Muddler from Cork Pops reduces the effort required by traditional muddlers. With the patented rotating muddler head, simply just push down to rotate the head. It can be used to mash fruits, herbs and spices into the bottom of any glass to unleash their full flavour and juices without the hassle of messy cleanup. It helps produce more flavour more efficiently with less ingredient breakage. **Visit C1044**



Magenta will be showing this sleek Heritage range of coffee accessories by Rae Dunn. The line includes pour-over coffee carafe and mugs in a matte finish. **Visit C143**

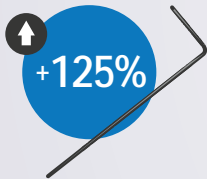


Eye on Home Entertaining in Canada

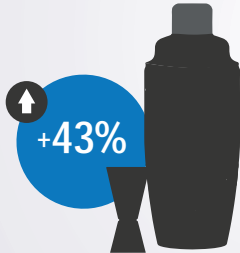
About three-quarters of housewares categories we track grew in the 12 months ending September 2019. Sales of total housewares were up 1% over last year. We've got our eye on entertaining gadgets, cutlery, and bakeware. **Here's a closer look.**

Entertaining Gadgets: +20%

Reusable straws

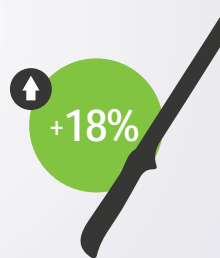


Barware



Cutlery: -1%

Carving/Chef

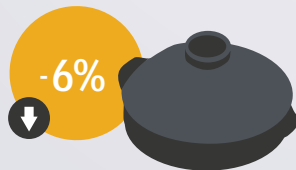


Santoku



Bakeware is flat, with sales shifting from singles to sets.

Open stock



Sets



What was the Holiday 2019 outcome for the categories that matter most to your business



You know your results. But how did you do compared to the rest of the Canadian housewares market? Did you get your fair share? We can tell you.

Source: The NPD Group/Retail Tracking Service, 12 ME September 2019

Get more insights like this. Visit npdgroup.ca/go/housewares or email chris.kastein@npd.com.



Product Preview: Las Vegas Market



Signare offers an interesting array of fashion handbags and soft furnishings that reflect the colour and diversity of life. The woven tapestry artwork that adorns products such as these canine pillows is instantly recognizable. **Visit P1/3146**

Pampa Bay will show Handles, a line of delicately crafted, high fired porcelain with titanium covered handles. The dishes are stain and tarnish free and safe for oven, dishwasher and freezer. There are 10 pieces in the initial collection. **Visit C891 (Next Step Reps)**



Tin Parade will feature the napkin wrap collection from Ryan Larson. Made of metal, fabric and leather, they add a distinctive embellishment. **Visit B2/100F**

In partnership with the F.Scott Fitzgerald estate, Childs Studio has released these beautiful Deco pedestal bowls. The museum quality bowls are made of hand-crafted glass overlaid with metal leaf in a peacock design. **Visit C157**



Drinking Straws will be highlighting this new Sea Turtle glass straw with cleaning brush. The hand-crafted straw is extremely durable and comes with a lifetime guarantee. It's easy to clean with the brush and can also go in the dishwasher. It comes in regular or Classic Restaurant size. **Visit P1/3027**



This two-tier tabletop stand from Gallerie II is perfect for fruit, spices or hors d'oeuvres. The convenient loop makes it easy to transport. **Visit C/701**

The Tray Line from Albert L. (punkt) features handmade lacquered in a variety of bold colours, shapes and sizes. All of the trays in the assortment are completely food safe. They are ideal as platters, napkin trays or serving trays. **Visit P1/3001**



Redesign global innovation at The Inspired Home Show

By Mark Adkison, Vice President,
International, International Housewares Association

Through the years, the International Home + Housewares Show has been known for innovation, from global exhibitors to international buyer attendees to the special displays and exhibits around McCormick Place. The Inspired Home Show, the new name for the International Home + Housewares Show, continues that tradition but with a different spin on where to find the innovation when it convenes in Chicago March 14 to 17, 2020.

For more than two decades, the Hall of Global Innovation in the Lakeside Center Lobby has been home to trends and innovation in color, new products, the future of housewares design and retail merchandising. Most recently, it also was the destination to find the latest in smart and connected housewares for the home. For 2020, the Hall of Global Innovation is getting a redesign with exciting new destinations and new exhibits to educate retailers of all channels.

The IHA Smart Home Pavilion will remain in the Hall of Global Innovation with more than 30 exhibitors of smart home brands and connected products. The Smart Talks Stage returns with established experts discussing the rapidly evolving Internet of Things (IoT) technologies and how these developments impact the housewares industry. Presentations, panel discussions and interviews with industry leaders will be offered Saturday – Monday.

Also returning to the Smart Home Pavilion will be b8ta, spotlighting its “Retail as a Service” concept. b8ta leases retail space for innovative new product companies, allowing consumers to experience their products first-hand. Consumers can try out the products and follow up with the manufacturer directly online. b8ta’s latest venture is opening its model and software platform to other retailers so they can bring the best products and measure meaningful interactions in their own stores. A new display in the pavilion is the Smart Retail Experience, showing retailers interactive demonstrations that will enhance the consumers’ experience in brick & mortar stores.

Joining the Smart Home Pavilion will be the Inventors Corner Pavilion and Inventors Revue, formerly located in the Clean + Contain Expo in the North Building. The Inventors Corner will feature 60 exhibitors showcasing new housewares innovations and just-ready-for-market introductions.

Another new destination in the Hall of Global Innovation will be Social Central, offering Show attendees and exhibitors opportunities to meet with social media consultants on influencer and digital marketing.

Also new to the Hall of Global Innovation will be Trend Watch, a display of new products illustrating the consumer trends that will impact the home and housewares industry in the next 12 to 24 months. The trends will be announced as part of the Sunday morning keynote session, “Market Watch: IHA’s look into marketplace dynamics and emerging trends,” which will reveal the International Housewares Association’s new State of the Industry Report featuring data and analyses on supplier, industry and consumer trends and offering forward-looking insights for the global home and housewares market.

The special displays formerly housed in the Hall of Global Innovation – the ColorWatch by Pantone, the IHA Global Innovation Awards (*gia*) for Product Design, the IHA Global Innovation Awards (*gia*) for Retail Excellence display and the IHA Student Design Competition – will bring their innovation to new locations in the Grand Concourse and Grand Concourse Lobby in the North Building.

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Top chefs compete in culinary showdown



On November 9th, a Culinary Showdown was held in Oakville, Ontario, featuring five of Canada's top chefs, and hosted by actor John O'Hurley, to benefit Epilepsy South Central Ontario. Top fundraisers across the province each divided into teams, each headed by a celebrity chef. Chefs included Claudio Aprile (who was the winner), Mary Berg, Michael Smith, Massimo Capra and Alvin Leung. The teams then competed to see who could prepare the best dishes using select ingredients under a very tight timeline. The gala evening also included a live and silent auction.

Event sponsors included SMEG Appliances, who also donated appliances and table centrepieces, and Browne (Global knives).



Left: The celebrity chefs pose with Gisela Mussen of SMEG, one of the event's sponsors.

Above: Judges for the evening included Gisela, Oakville mayor Rob Burton and Mississauga mayor Bonnie Crombie.

Below: Mary Berg and her team prepare their main entree.



The event was attended by foodies, suppliers, supporters and retailers, including Rosie Loewith of Browne, left, and Carrie Wreford of Bradshaw's in Stratford.





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