

HomeStyle

Canada's Housewares Magazine

January 2019

COOL TOOLS *and* GOURMET GADGETS

WHAT'S HOT *in* BAKEWARE

KNIVES, SHARPENERS
& CUTTING BOARDS

TORONTO *and*
LAS VEGAS
SHOW PREVIEWS



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Meyer Housewares recently partnered with popular P.E.I. Chef Michael Smith. He will make a special appearance at the Meyer booth during the Toronto Gift Fair.

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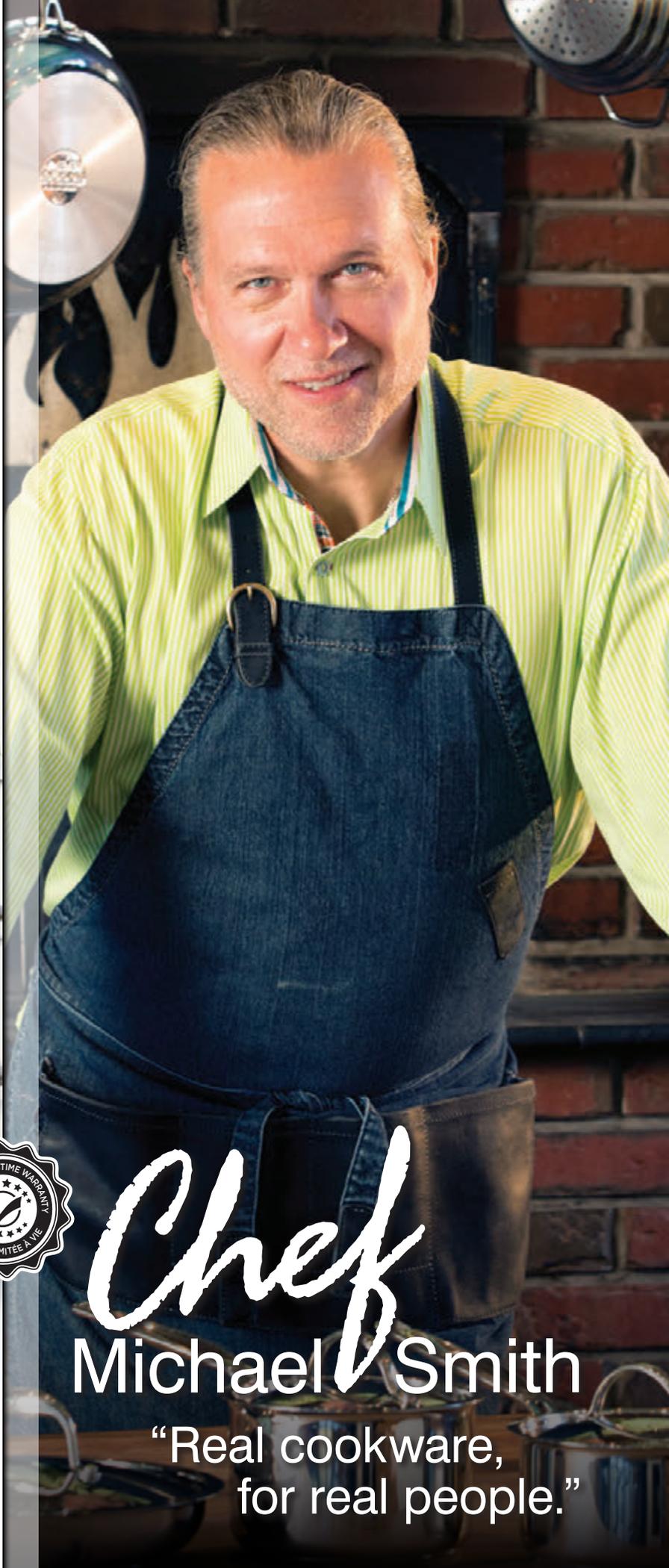
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Opening Lines

The best decision I've ever made

One of my favourite things about publishing this magazine, and there are many, is the opportunity to help retirees stay 'in the loop'. The housewares business can really get under your skin and it's hard to leave behind, even for a well-deserved retirement. As I begin my 30th year with *Home Style*, staying in touch with those people who helped shape my early career – and put me on the path to success – is a true privilege. It's one small way I can repay them for their kindness and generosity when it really counted. So every couple of months, I have lunch or coffee with a retired retailer or executive. And whether they've been gone 10 years or 10 weeks, they are eager to hear the latest news, though often they know more than I do! They are a warm, fuzzy reminder of the good old days, and the fact that I am blessed with the best job in the business.

Of course, as an idealist young journalist, I knew very little about trade magazines until I interned at Southam Business Inc., where they published 60 such publications. I was hired right out of college in 1981 and soon set my sights on becoming Vice President of Publishing. After four years in the medical/dental field, I was asked to take over a new publication called *Housewares Canada*. Southam had just bought it, along with *Centre Magazine*, from an independent publisher named Don Flynn, a bright, gregarious entrepreneur who quickly became my mentor.

From the start, I was drawn to the fabulous products in this market. But it was the people who intrigued me even more – the eager young buyers, and the dynamic distributors who were introducing exciting, brand new product categories. It was the early days of The Food Network, the pace was frantic, and the potential was huge.

Soon, I did the unthinkable (for an editor) and took over the advertising sales as well on *Housewares Canada*. I worked independently but soon felt confined by corporate bureaucracy. The next step was obvious, and in September of 1989, I struck out on my own to launch *Canadian Home Style Magazine*.

I was determined to succeed at any cost because I saw the potential for this market, and I desperately wanted to be a part of it. It's been an incredible ride, as my role has expanded far beyond the pages of this magazine. In addition to chairing Canada Night in Chicago, I am honoured to represent Canada for the International Housewares Association and to be a part of the newly-formed Canadian Housewares Committee. I believe very strongly in this industry, and try to promote it at every opportunity.

The reason *Home Style* is still relevant after 30 years is because of you, the retail buyers and sellers, who continue to read every issue. And of course I wouldn't be here at all without the ongoing support of my incredible advertisers. Thank you for making me feel at home in your industry, and for allowing me to live my dream.

– Laurie O'Halloran
laurie@homestylemag.ca



A recent retiree lunch with, left to right, Peter Svendsen, Dennis Heffron, Gerry Byle, Wally McTaggart, Laurie O'Halloran and Barry Ogg, all of whom worked at Philips at one time.

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People In The News



• Home Hardware Stores has named **Kevin Macnab** as President and CEO, effective October 10th. He is a seasoned omnichannel retailer and proven leader

with more than 30 years of retail industry experience, including key roles at Toys “R” Us, Marks & Spencer and D’Allaird’s Stores. He is a past Chair of the Retail Council of Canada.

• **Leana Salamah** has joined the International Housewares Association as vice president, marketing. Salamah has 20 years’ experience in marketing, including trade show, association and event marketing, and replaces Derek Miller, who became IHA president October 1st. She will be responsible for overall management of IHA and International

Home + Housewares Show marketing.

• Following its recently concluded merger with AmericasMart, International Market Center has announced a new executive leadership team with over 150 years of collective experience in the gift, home furnishings, and apparel industries: **Greg Avitabile**, EVP, Operations; **Dorothy Belshaw**, EVP, Chief Marketing and Digital Officer; **Scott Eckman**, EVP, President of Furniture and Home Décor Leasing; **Bill Lacey**, EVP and Chief Financial Officer; **JoAnn Miller Marshall**, EVP, President of Tradeshow Leasing; and **Dave Savula**, EVP, President of Gift and Apparel Leasing.

• **Wendy Hanson**, general manager of Neatfreak, officially retired on November 9th after 30 years in the industry. She was formerly with Black & Decker and has been a key organizer of the annual industry Ladies Golf Tournament.

• Industry veteran **Jane Wall** has retired from Home Hardware after 41 years with the company. Jane started in the merchandise service department in 1977. She then spent a decade in the plumbing/electrical/small appliance department working for Don Kenesky before moving into housewares as merchandise manager.

Jane told *Home Style* she will miss the wonderful people and great friends she’s made over the years and hopes to stay in touch with many of them. But she is looking forward to fewer emails, no deadlines and no stress. “Change, whether at Home Hardware or in the industry, can be trying but it’s also interesting to be a part of it,” she says.

While retired, Jane hopes to travel, volunteer and spoil her two grandchildren. “I’ve been a lucky person all my life,” she says. “It’s time to give back.”

Small appliance merchandise manager Mike Zuk says “it has been a pleasure working with Jane over the years. She has always been a team player with a great mind for detail, and has provided a lot of guidance, knowledge, inspiration and support to her colleagues. When dealing with suppliers, she was ‘small but mighty’ with a fair, honest, no-nonsense approach. We’ll miss her.”

Tammy Wallace has been named as Jane’s replacement. Tammy was formerly an inventory analyst and has been with Home Hardware for over 10 years.

• **Bill Marshall**, the longest serving territory manager for Zwilling J.A. Henckels, will officially retire at the end of January. After a brief stint at Hudson’s Bay in 1980 followed by a few years in the fashion industry, Bill has been with Zwilling for 32 years, beginning in 1986. A consummate professional and true gentleman, he has earned the respect of kitchenware retailers across Alberta and the admiration of his colleagues. Bill donates a great deal of time to the Edmonton disabled ski program and will continue to be involved in dog training and judging Dog Trail competitions all over Canada.



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• **Gord McLaughlin** passed away on October 14th at the age of 82. A real character with a booming, infectious laugh,



Gord spent over 30 years in the housewares business. Born in Winnipeg, he moved to Ontario to start his sales career at Supreme Aluminum in the 1970s. In 1984 he joined

his friend Steve Fraser at Regal Ware in Orangeville.

"We've lost a legend," says Steve. "I was fortunate enough to partner with Gord back in 1984 when we were championed to build Regal Ware Canada. What a ride we had! We worked hard, partied harder and became best friends and confidants.

"I suspect Gord is with (former Bay buyers) George Anderson and Jim Ypma and they're tipping back a cold one! I'm going to miss him."

Gord is survived by Audrey, his wife of 57 years, daughter Kerry Ann, son Todd and son Jeff, (who is national sales manager for Trudeau).

More stores closed in the U.S. last year

As many as 12,000 stores were closed in the United States in 2018, according to Cushman & Wakefield, a commercial real estate firm. Nine thousand storefronts shut down in 2017.

Yet despite this very real reckoning, countless retailers are not only surviving, but also thriving. The secret to their adaptive success? Almost anything, it seems, that keeps shoppers on their toes is viable. That includes exclusive merchandise, pop-up shops and experiences. Innovations that offer intrigue, if not necessarily inspiration, seem to be winning.

The crucial retail challenge ahead is getting people offline and into the shop in the first place.

Instagram a key e-commerce platform

Throughout the last year, Instagram has upped the ante on shopping. The social media platform has been an important component to e-commerce, as users can buy directly from both photographs and shoppable stories. According to many gourmet housewares store retailers, this has been a valuable asset to growing online sales as well as reach, as anyone

from any part of the country can buy a product from a shared image.

Now, the social media site is planning to make it easier for consumers to purchase goods and gain shopping inspiration through the channel with three new improvements.

Users can now save items to their shopping collection. According to Instagram, when a user taps a product tag in stories or feed, they can now tap the save icon in the bottom right corner to save it to their shopping collection.

The platform is also testing a new redesign of the shop feature on business profiles. Now, Instagram said that users will be able to tap "shop" on a business profile to see all of the items that business has to offer, including pricing and the original post featuring the product.

Additionally, Instagram is now allowing users to shop directly from videos in the feed, not just in stories.

Smart homes are generating excitement

Smart home technology is a growing market, with revenue from the category set to surpass \$19 billion in the U.S. this year, according to Statista, which expects market volume to exceed \$34 billion by 2022. The excitement around this technology has traditional manufacturers looking for ways to incorporate smart home features into their offerings.

One such feature that is growing in popularity is app-based technology that allows consumers to remotely manage housewares, small appliances and other home devices that have historically been offline products.

This introduces significant complexity for consumer products manufacturers, however, who not only need to embed the electronic controls and Wi-Fi accessibility in their products, but also develop apps to manage them.

Incorporating smart home technology into a traditional supply chain takes careful planning. The process usually begins in the warehouse setting, and manufacturers must consider every step to determine how to get goods ready for sale.



• On January 1st, Kiss the Cook in London, Ontario, officially closed its doors after two decades in business. Owner Lawrence Burden made the decision to leave when his landlord found a new tenant to take over the lease after Christmas.

Lawrence has decided to retire from retail but has accepted a position at his synagogue, where he has been involved on a volunteer basis for many years.

"The whole experience has been very bittersweet," says Lawrence. "People have been very kind in words and in deeds, even offering to help out."

He adds: "It's been such a great business for over 18 years. I never took anything for granted; my customers, my sales reps and suppliers, the cooks at the cooking school, my daily routines, my neighbours around Richmond Row, and my staff. It's been so hard to say goodbye but I'm excited about the future and I'm slowly making the transition emotionally."



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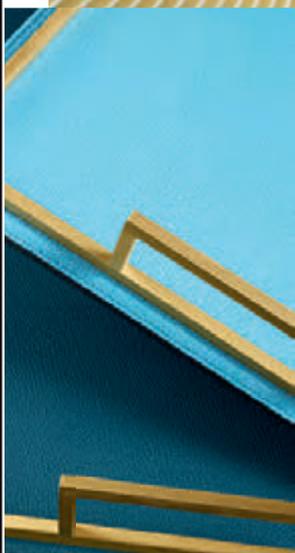
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Letters to the Editor

How much is enough?

I have to say your editorials always get me stirred up – sometimes in a positive way and sometimes not.

As an independent retailer, my approach to business is definitely not the norm nowadays. How is it then that I have been so successful for 37 years? It makes my blood boil when I read about ever increasing sales at Amazon. I am reminded of what David Suzuki once said: when is it enough money?

The theme today seems to be 'grow your business' at any cost. Big online shopping sites squeeze out the small bricks and mortar stores, and then they decide to open their own bricks and mortar stores? What the hell?

Here in B.C. (where I know we are a bit more liberal in our thinking) there is a huge trend towards eating things that come from local growers. More and more people are growing their own food to avoid GMOs. So the trend here seems to be to go back to a more local interaction and to support the people who live in your own area.

I know I am a bit 'different' in my thinking but I've made a really good living for a very long time. I don't feel the need to double or triple it. My customers are very connected to me. I've been standing behind the desk for 37 years in a fairly small town. I worry about what will happen to them when I'm gone. How will they know which vegetable peeler is the best?

Terry Raven, Pots & Paraphernalia

Magazine inspires a love of housewares

I just wanted to reach out and thank you for putting together such an amazing magazine. I can honestly say that as soon as *Home Style* hits my desk I immediately put everything else aside and tear into the pages to read the latest industry news and see which retailer you've featured this month. I recommend it to as many of our housewares merchandisers as I possibly can. It's light but informative and always leaves me dreaming of a time where I may be more involved in the houseware industry. It really is an inspiring publication.

Thanks for always keeping it real!

Erica Bauman, Home Hardware Stores Limited

Thank you for event coverage

I just had a chance to go through your latest issue and would like to specially thank you for the amazing coverage you dedicated to Swissmar's 35th anniversary event and the Happy Hour party at the Toronto gift fair. Looking through the photos, it appears our pink peppermill was the highlight of the night! The entire magazine is great and very motivating.

Daniel Oehy,

Swissmar Imports

Let's hope for a positive future

The last issue of the magazine was just great. As usual, I loved your words on the editor's page. Lots of positivity and hope. For the sake of the industry, I hope you're right!

Lawrence Burden, Kiss the Cook (now semi-retired)

Spending Habits

B.C. leads the way in online retail sales

Households in B.C. spend more online annually than households in any other province, according to new research.

The data – released by Environics Analytics and J.C. Williams Group last November – tracks the billions Canadians have been spending online in 2018 and predicts online grocery shopping will soon begin to challenge the sales supremacy of the apparel industry.

The ClickSpend database found British Columbia households each spend \$3,369 online per year – more than \$600 above the national average of \$2,748. Alberta is in second, with households spending roughly \$3,000 annually, followed closely by Ontario.

Quebec households spent the least online, at \$2,336, though the ClickSpend report found Quebecers are well ahead of the rest of Canada when it comes to ordering groceries and alcohol. Nearly

6% of groceries in Quebec are bought online – 20% above the average in Canada.

The ClickSpend data focuses on 14 spending categories – from jewelry to garden supplies – that make up \$343 billion in household expenditures this year (from a total of \$1.15 trillion in annual household expenditures). An estimated \$41 billion of those \$343 billion in purchases, or 11.9 per cent, will happen online, the report says. Clothing is the current sales powerhouse in Canadian e-commerce, with \$7.8 billion in 2018 online sales, followed by food and grocery, with health and beauty close behind.

Swedes head toward a cashless society

Few countries have been moving toward a cashless society as fast as Sweden. But cash is being squeezed out so quickly – with half the nation's retail-

ers predicting they will stop accepting bills before 2025 – that the government is recalculating the societal costs of a cash-free future.

The financial authorities are asking banks to keep peddling notes and coins until the government can figure out what going cash-free means for young and old consumers. The central bank is testing a digital currency – an e-krona – to keep firm control of the money supply. Lawmakers are exploring the fate of online payments and bank accounts if an electrical grid fails or servers are thwarted by power failures, hackers or even war.

In a country of 10 million people, 20% of Swedes do not use automated teller machines anymore. More than 4,000 Swedes have implanted microchips in their hands, allowing them to pay for rail travel and food, or enter keyless offices, with a wave. Even public toilets now accept microchip payment!



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New standards could affect small electrics

Innovation, Science and Economic Development Canada (ISED) – formerly Industry Canada – recently asked the Canadian Standards Association (CSA) to adopt a new ICES (Interference-Causing Equipment Standard) for household appliances (IEC CISPR 14-1 Electromagnetic compatibility Part 1: Emission as a Canadian National Standard). This standard was originally developed for the European electrical system which uses a completely different voltage (230V vs. 120V).

According to Michael Jorgenson at the CHHMA, CSA will be seeking public comments on CISPR 14-1 (with Canadian deviations) when it is published later this spring. If the CSA EMC committee approves the adoption of CISPR 14-1, it is ISED's intention to incorporate the CSA standard sometime this year after a short public consultation.

The U.S. government (FCC) is not proposing to adopt the CISPR 14-1 standard at this time and that could be a major disruption for our marketplace since most manufacturers tend to make identical products for both the Canadian and U.S. markets.

Various manufacturers associations (including the CHHMA) are putting together a Canadian Coalition to get decision makers thinking about the financial and economic repercussions CISPR 14-1 would have on the Canadian home appliance/tool market and Canadian consumers. The goal is to delay this proposed timeframe until appropriate industry consultation has taken place.

If you would like to provide input, contact Sam Moncada, CHHMA president, at 416-282-0022 ext.125 or email smoncada@chhma.ca.

Organized retail crime in the U.S. hit yet a new record last year, costing retailers an average of \$777,877 per \$1 billion in sales. That's up 7% from the previous record set last year, according to the National Retail Federation.



Spiegelau and its retail customers across Canada had a lot of fun with the company's recent display contest. Though the expert panel of judges from Royal Selangor found it very difficult to choose the finalists, they finally selected Les Selections Vinum Grappa in Quebec City, Quebec, as the first place winner. The first runner-up was Britannia Kitchen & Home, located in Calgary, Alberta, and the second runner-up was Pot Pourri, located in Saint-Sauveur, Quebec. Shown above, one of the winning displays at Les Selections Vinum Grappa.

Bowring and Bombay file for protection

Bowring & Co. and Bombay & Co. have sought creditor protection as they grapple with more than \$50 million in debt. Legal filings, made under two numbered companies, show CIBC is owed \$24 million. Several stores under each brand name remain open, but most are liquidating merchandise.

Bombay and Bowring had been under creditor protection in 2014, while they looked for a buyer or partner to help them survive a severe cash shortage and debt.

IKEA launches unique sell-back program

Last November IKEA Canada announced the launch of a new innovative furniture Sell-Back program. It essentially allows Canadian customers to exchange their used IKEA furniture for in-store credit to redecorate their home. The process is simple and relatively quick.

To participate, customers must sign-

up as an IKEA Family member, which is free. Through their IKEA Family account, customers can then submit an application to sell their used IKEA furniture back to the store for an in-store credit.

They simply send four or more photos of the item and allow up to 72 hours for an assessment from the selected store. Then they drop off the item and get an in-store credit from the selected store.

Last year IKEA announced a new return policy for unused products up to one year after purchase. The previous return policy lasted 45 days.

Lowe's closes stores

Home improvement retailer Lowe's will shutter 51 underperforming locations in the US and Canada, including two small-format stores in New York City, the company says. In Canada, the retailer will close around 30 locations, including 24 stores operating under the Rona banner.

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Ambiente provides a global experience



Ambiente is holding a special presentation called Point of Experience for the second year running. To be held February 8th to 12th, the Frankfurt Fair will demonstrate how analogue and digital will eventually be combined in the world of shopping.

The special presentation Point of Experience has been planned by Design- und Realisierungsbüro Gruschwitz together with the consultancy firm Waketo. It will take place in Hall 4.1, where it will demonstrate a hands-on customer journey of the future. Giving a clear, practical example, the presentation will demonstrate a full-scale shop design that can be touched and tried out. It will show retailers how they can successfully adopt a multi-channel approach, how they can make the most of it and how this can help them keep up with web-based companies. It is the second time that the special Ambiente exhibition Point of Experience will be set up by Waketo GmbH, emphasizing the interplay between online and offline.

Global Sourcing will also have a new structure. As in the past, Ambiente 2019 will feature experienced exporters presenting table, kitchen and houseware goods in Hall 10. New additions will be levels 2 and 3 in Hall 9, where large-scale buyers can find everything relating to living and giving, as well as Hall 10.2 with its focus on Dining Global Sourcing Premium.

The Global Sourcing area will occupy six different levels in all, covering a gross space of 70,000 square metres. It's the largest sourcing platform outside China, and buyers will find a wide product range, showcased by almost

1,700 exhibitors from about 60 countries, including India, China and Peru.

Another highlight will be the newly created and highly international Premium Dining section of Global Sourcing in Hall 10.2. Products from the three Dining subsections – table, kitchen and houseware – will be on display, with selected exhibitors from numerous different countries, including Egypt, South Korea, Canada and Turkey.

E-conference offers new online strategies

Attendees came away from this year's Home Improvement eRetailer Summit in Chicago armed with a trove of ideas and strategies for online sales and marketing. The event's speakers emphasized the importance of using technology to deliver information and products in ways consumers want to receive them.

"Mobile is the new front door," said Steven Dennis, President of SageBerry Consulting and *Forbes* contributor, who gave the Summit's opening keynote address. He urged his audience to "be remarkable in those 'I want to go,' 'I want to know,' 'I want to do,' and 'I want to buy' moments."

The Summit drew senior leaders and buyers from an array of retailers, manufacturers, distributors and digital companies. Sonya Ruff Jarvis, the event's founder, said that "we're grateful but not surprised that the 3rd annual Home Improvement eRetailer Summit was a huge success. The A list of retailers, eCommerce and home improvement speakers delivered top notch relevant and timely information that can be used back at headquarters."

It provided them with unique content that combined a broad perspective of retailing's current trajectory with advice on how home-improvement dealers and suppliers specifically can thrive in a market where an ever-expanding number of people take an "online-first" approach to product information and purchasing.

While it still lags other industries, the

home-improvement sector sold \$20 billion in products online last year, a 34% increase over 2016; 53% of all retail sales in North America are digitally influenced.

"Today, the shopper no longer goes shopping; she is always shopping. She can have a micro-moment of consideration at a virtually unlimited number of touchpoints," said Jason Goldberg, Senior Vice President of Commerce for SapientRazorfish.

Goldberg predicted that 40% of consumer spending could eventually be for auto-replenishment. He pondered how that dynamic will alter in-store inventory and distribution.

"It's now about addressing the last mile," he stated.

What separates the Summit from other ecommerce-related conferences is its breadth and depth with a focus on the home improvement category. This year's topics included discussions about the complexities of collecting taxes from online sales; choosing the right ecommerce platform; where influencers can play a role in marketing campaigns; the ins and outs of free shipping; and the benefits of bringing together all parties involved in going to market onto a single platform, where ideas can flourish and where products are available for ordering 24/7.

Attendees also learned that ecommerce's future is likely to involve augmented and virtual reality, as well as 360-degree imagery, that help consumers "connect the dots to their needs and have confidence in their purchases," said Joe Derochowski, The NPD Group's Executive Director and Home Industry Analyst.

He added that competitors will distinguish themselves by how well they present consultative experiences to customers. "Insert yourself earlier into the process," he recommended.

"The move to Chicago proved to be a good location for the Summit and we will be back in Chicago on November 6th to the 8th this year for the 4th annual Home Improvement eRetailer Summit!" says Ruff Jarvis.

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Do we spend enough time cleaning up?

On average, Americans spend approximately six hours per week cleaning their homes, with more than a quarter (28%) spending over seven hours straightening up. However, roughly a third are concerned if it's enough and if they're cleaning correctly, according to survey results compiled by the American Cleaning Institute.

Other highlights of the 2018 ACI Survey on Cleaning Habits include:

- 28% clean their homes more than seven hours per week; 26% clean between three and four hours per week; 10% clean less than one hour per week;
- 34% have concerns about if they are cleaning enough; 31% wonder if they are cleaning correctly;
- 74% perform light cleaning most often; 26% deep clean most frequently.

The most regularly cleaned fixtures are toilets and floors, especially if there are three or more persons living under the same roof.

The most dreaded of cleaning tasks is cleaning the bathroom (52%), followed by kitchen cleaning (23%), dusting (21%), mopping (20%), and doing the laundry (17%). Sprays and wipes are the most commonly used products to clean household surfaces across all categories.

We're almost a middle class world

By 2020, more than half of the world's population will be middle class, according to the Brookings Institute. It's a historical milestone and a critical juncture. After thousands of years in which most people lived as serfs or slaves, half of the population on the planet has the financial means to do more than just survive.

The middle class is defined as having enough money to cover basic needs such as food, clothing, shelter and still have a bit left over for luxuries.

Today, the middle class totals about 3.7 billion people, or 48% of the world's population. An additional 190 million people (2.5%) comprise the Mega-rich

and together the two groups make up the majority of humanity. It's a shift that will have wide-reaching implications for the global economy in the future.

Modern meals need to be photogenic

As we move into 2019, food trends are predicted to change as consumers continue to seek out new flavors as well as foods that photograph as well as they taste. Consumers will not only continue to be inspired by the evolving restaurant scene, but will also be looking to create dishes they've seen on social media, online and even on television cooking shows.

Food & Drink Resources recently released their list of top food trends for 2019. They include:

- **Loaded Cocktails:** Consumers will be looking for cocktails with over-the-top garnishes and those that are also visually beautiful.
- **Fermented Everything:** Gut health continues to be top-of-mind with consumers and *Food & Drink Resources* continues to believe that fermented foods will be hot in 2019.
- **Wild Greens:** Going beyond collards and kale, consumers will begin tasting – and using – dandelion, mustard and chicory.
- **Israeli-Inspired Fare:** Americans are continually becoming inspired by global cuisine and *Food & Drink Resources* predicts that Israeli flavors are next to be devoured. Dates, mint and pistachios, it predicts, will be top flavor trends.
- **Nootropics:** These are foods that are functional and delicious and they will

be key buzz words next year. These foods include olive oil, blueberries and eggs.

- **Cool(er) Ice Cream:** If you thought ice cream couldn't get any better, it apparently can. Rolled ice cream and unique mix-ins and toppings will continue to be making the rounds this year.

- **CBD Cocktails and Coffee:** Cannabidiol has been found to be good for brain function and *Food & Drink Resources* says cocktails and coffee infused with it will continue to make their way onto menus now that recreational cannabis is legal.

Over 50% of Generation Z use Snapchat, YouTube and Instagram more now than they did a year ago, according to VidMob. And eMarketer predicts Google and Facebook will take a combined 57.7% share of digital advertising spent in 2018.

Grocery spending is on the rise

The average family of four spent \$11,948 on groceries and dining out this year, according to a report by Dalhousie University. That works out to about \$230 per week, and the total is about \$348 higher than it was in 2017. Most of that increase came from eating out. The average Canadian household spends about \$6,176 a year on food from grocery stores, or about \$119 a week.

Overall, food prices are expected to rise between 1% and 3% this year.

Dining at home isn't just good for the wallet – and our industry – it's also good for the environment. In a new study, participants wasted just 3% of a meal they ate at home compared to almost 40% of a boxed lunch meal in a cafeteria-style restaurant.

It's expected by 2035, Canadians will spend half of their food budget at restaurants. And that could be expensive. Simply grabbing a \$10 lunch out once a week will cost almost \$500 a year. If you eat out every day, that total jumps to almost \$2,500 per year. A recent VISA survey found that 60% of Canadians go out for lunch once or more every week, with 20% eating out three times or more!

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Emerging consumer and enterprise trends



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

As technology evolves, so do the dangers of data security and integrity. Data breaches have been on the rise for retailers across North America for the past few years. Headlines in 2018 were largely dominated by reports of Russian grid hacking and election tampering, mass data exposures and privacy breaches cloud leaks and password breaches and even a rather sophisticated intellectual property heist by a network of Iranian hackers across 137 Universities globally.

According to a recent KPMG study, 19% of consumers would completely stop shopping at a retailer who has been breached, while 33% would stop shopping for an extended period. More importantly, 82% of respondents said they wouldn't shop from a brand that they didn't trust to protect their data. In 2017, 79% of Facebook users said they trusted Facebook's data security, plummeting to only 27% in 2018 after damaging data breaches. Point is, it can happen to any business.

Credential spilling is a type of cyberattack where stolen account credentials (typically consisting of usernames and/or email addresses and their corresponding passwords) are used to gain unauthorized access into user accounts through large-scale automated login requests directed against a particular web application. Cybersecurity firm Shape Security recently published a report concluding that attacks make up, on average, 80-90% of an online retailer's login traffic.

Retailers are the most susceptible for credential spilling. To provide a seamless customer experience, most companies will forego the necessary annoyances to protect the integrity of their data management. The report found it takes most retailers

two weeks before they even know that they've been breached! While the media focuses on large corporations, small to medium enterprises are at the greatest risk. In reality, it's a company's processes that weaken the defense system rather than the level of skills of a hacker. Most business owners (guilty as charged) do little to protect themselves and their internal data. Universal or common passwords account for 42% of security breaches. The report also recommends keeping tight control over employee access to phishing scams and malware viruses on your network as a critical countermeasure in mitigating access points for data pirates.

An ongoing investigation into Chinese microchips installed in U.S. bound electronic parts has been another hot topic in 2018, albeit a quiet one. *Bloomberg Business* reported targeted spyware chips being implanted into motherboards intended for products being sold to U.S. military and intelligence agencies, as well as Apple and Amazon. While I am not a conspiracy theorist, I am a realist. Even though I would like to think that my data isn't hack worthy, this is exactly the type of mentality that leads to disastrous events.

As an extension of the data integrity trend, ethical business practices are also on the rise for 2019. Plastics have been widely used since the '60s and the negative environmental impact has been known for decades; however, corporate and state wide bans of disposable drinking straws didn't make headlines until 2018 and retailers who recognized the opportunity certainly benefited from selling reusable straws. Glass and stainless straws have been around for a few years but the negative press on single use plastic straws

helped fuel the category growth in 2018.

Another growing consumer has been *Giving Tuesday* – a day for businesses and consumers to give back to their community. It's a win win scenario, after the frenzy of Black Friday and Cyber Monday.

However you choose to align your business with "socially good" practices; whether sourcing socially responsible products, foregoing plastic bags, donating a percentage of profits to charity, consumers have made it clear that growth exists for companies that make an impact towards social and environmental changes.

Authenticity also tops the list of trends for 2019. The desire to be "everything to everybody" is no longer realistic for companies trying to build loyalty. We are entering The Age Of Authenticity. There is a clear backlash against fake news and spin artists. Consumers of all ages identify with brands that can communicate their company core values openly and honestly, while sharing relevant and engaging stories. Nike's bold Colin Kaepernick "Believe in something. Even if it means sacrificing everything" campaign paved the way for an entirely new corporate dialogue. It was a strategic message that Nike believes in its' athletes, and not once did it mention it's brand name. The controversial ad was a calculated political risk on their part; and the backlash and protest proved to be short-lived with revenues soaring by a staggering \$6 billion after airing the ad.

All in all, consumers are increasingly wanting to support companies they know they can trust, who are aligned with their social and economical values, in an open and honest way. Seems easy and yet so many get it wrong in favour of turning a quick profit. 🐼

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COOKING 5 minutes

SERVINGS 4

Salmon

3/4 lb (340 g) skinless salmon fillet, cut into 4 pieces

3 tbsp sesame seeds

1 tbsp (15 ml) vegetable oil

Spicy Mayonnaise

6 tbsp (90 ml) mayonnaise

2 tsp (10 ml) soy sauce

1 tsp (5 ml) Sriracha

1 tsp pickled ginger, finely chopped

Bowl

2 cups (170 g) red cabbage, thinly sliced

1 1/2 cups (220 g) shelled edamame, blanched

4 cups (600 g) cooked sushi rice (see note)

2 Lebanese cucumbers, thinly sliced

1 ripe avocado, diced

1 sheet nori seaweed, thinly sliced (optional)

Lime wedges, for serving

Salmon

1 In a shallow dish, coat the salmon with the sesame seeds.

2 In a non-stick skillet over high heat, sear the salmon in the oil for 2 minutes on each side or until the salmon is cooked rare. Season with salt and pepper. Drain on paper towels and refrigerate until ready to serve.

Spicy Mayonnaise

3 In a bowl, combine all of the ingredients.

Bowl

4 In another bowl, combine the cabbage, edamame and 1/4 cup (60 ml) of the spicy mayonnaise. Toss to coat and adjust the seasoning.

5 Divide the rice among four bowls and top with the cabbage mixture, cucumbers, avocado and salmon. Drizzle with the remaining spicy mayonnaise. Sprinkle with the nori, if desired, and serve with lime wedges.

| NOTE | For 4 cups of cooked sushi rice, cook 1 1/2 cups (320 g) of raw Calrose rice. While still hot, season with a mixture of 3 tbsp (45 ml) rice vinegar and 1 tbsp sugar, if desired.

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Keeping pace with Grace

From harness racing to retail, Bert Plomer, owner of Grace in the Kitchen, has succeeded at everything he's ever tried. A sign on his office wall says it all: *"Grace is my field of dreams. Build it and they will come."*

By Laurie O'Halloran

Bert Plomer is a man who likes to keep busy. As the owner of Grace in the Kitchen – a favourite destination shop for Ottawa foodies – he worked seven days a week for most of his career. Then he started taking one day off, but found he would sit around thinking about the store. After two decades in retail, he is only now starting to take two days off a week.

This high energy level has served Bert well throughout his fascinating, varied career. With a practical mind, an eye for good design and entrepreneurial foresight, Bert has been quick to recognize opportunity when it knocked and he's been successful in virtually every new venture he has launched.

Born in Ottawa, the youngest of five, Bert inherited his strong work ethic from his parents. His father arrived in Quebec as a British orphan at the age of 13. He had a job driving a horse and buggy when he fell 'in love at first sight' with his French Canadian bride. They were loving, caring, "salt of the earth" people, says Bert.

The children were raised in Ontario, where his father worked in farming and the Sudbury mines before becoming a milk man for Borden in Ottawa. He took great pride in delivering milk to all the politicians and VIPs around Sussex

Drive until his retirement.

With strong roots and good role models, Bert worked part time jobs all through school before heading to Algonquin College in 1975 to study purchasing. While in college, Bert continued to work part time and became the nation's first male telephone operator for Bell Canada, which paid his tuition.

After graduation, Bert accepted an offer to become a hospital buyer in

Labrador. He'd never been to the east coast, but eagerly drove all the way to Nova Scotia, and took the ferry to Goose Bay, where he helped turn a former military base into a functioning hospital.

It was a great learning experience, but also very isolating – and cold. Since Bert didn't drink or smoke and "that's pretty well all there was to do in Goose Bay", he decided to take up curling. He fell in love with the sport and ended up representing Newfoundland in several provincial meets.

It kept him going for a while, but eventually Bert returned to Ontario where he found a way to indulge the love of horses he developed as a boy.

"My family was always involved in the horse racing business," he says, "so I decided to take a job at a farm that raised horses for harness racing." He then got his license to 'drive' the horses, both those he owned and others.

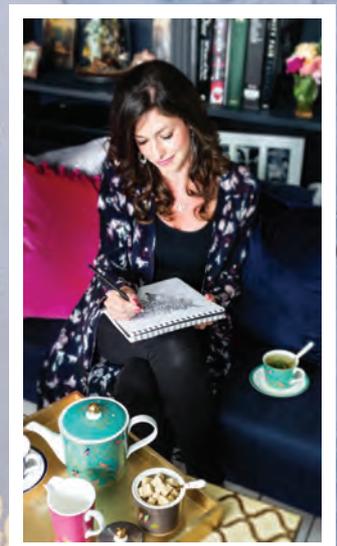
During his equestrian phase in the mid-1980s, Bert had about 250 wins, including the Simcoe Stakes at Greenwood. But deep down, he felt he should return to what he had studied, so he took a job as a buyer for the Children's Hospital of Eastern Ontario.

It was a very busy time for him. Bert worked at the hospital during the day and still trained horses in the evening.



Bert Plomer, owner of Grace in the Kitchen.

pimpernel.



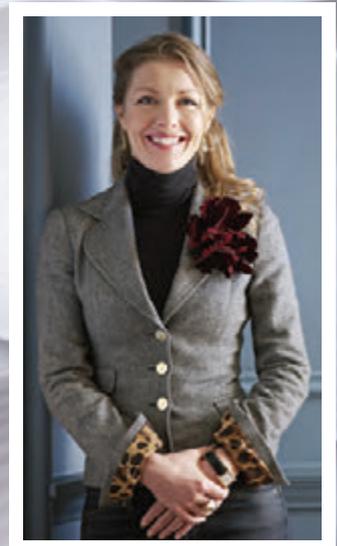
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Retail Profile: Grace in the Kitchen



In addition to an extensive range of kitchenware, Grace offers a cheese shop, above, and coffee bistro in store.



In the early '90s, he took on a huge project to standardize all the hospital furnishings so everything was coordinated, from the cafeteria to the patient rooms.

They negotiated with a local furniture supplier to supply the entire contract. When the successful job was completed, the designer approached Bert and suggested they start their own company designing furnishings for commercial installations. He thought about it and, with his parents' encouragement, decided to take the plunge.

Right away, they secured several lucrative contracts for local hospitals and the new company, called Fulline Busi-



ness Interiors, took off. Before long, Bert ended up taking over the company himself. He eventually had 32 employees and annual sales of \$20 million.

When Fulline got the contract to install cubicles in call centres across North America, Bert (who hates hotel rooms) and his new partner bought an RV and hit the road, designing and installing centres with up to 3,000 desks across Canada and the U.S. When the company decided to move the contract overseas, Bert and his partner headed to Florida to think about their next move.

Bert had always enjoyed buying and selling crystal and china on eBay so a

friend suggested they open a china shop. They returned to Ottawa in 2003 intent on doing just that and soon found the perfect 1,300-square foot retail space. It was called Grace Designs for Dining after someone told them their table displays were very 'graceful'.

They were selling dinnerware from all the top china suppliers – Royal Doulton, Waterford Wedgwood and Denby. Then a customer suggested they should add kitchen gadgets and gourmet foods. So five years after opening Grace, they expanded to a larger space.

Initially, Bert was nervous about ordering from housewares suppliers, worrying that they couldn't afford the minimum orders. But at the Toronto Gift Fair, they were welcomed with open arms. The reps were eager to help with store displays and merchandising and things really started to roll.

After they hired a retired cheese monger and set up a cheese boutique in the back corner, even professional chefs started to visit Grace. When the lease came due, they realized they had outgrown the space.

Bert had always wanted a larger retail space in the west end and they found it in Kanata. It was 5,000 square feet and as he recalls, "it was pretty ugly". But he had a vision. They renovated, combining a "Serious Cheese" store with a coffee bar, tables and chairs and a much larger selection of gourmet foods.

He started selling knives and small appliances as he gradually phased out the fine china. "It just wasn't selling and if something doesn't sell in six months, I get rid of it", he says. "I won't waste that space."

Things were going well in the newly expanded location. Bert handled the financial end and the buying but he really excelled when dealing with customers. "I'm a people person and I enjoy spending time out on the store floor," he says.

The store exceeded expectations and although his partner left unexpectedly five years ago, Bert was able to persevere thanks to great staff, a loving family and good friends. "The store kept me



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Retail Profile: Grace in the Kitchen



Left: the wine accessory section at Grace in the Kitchen.

Above: the winning tabletop display of Wrendale by Portmeirion.

busy and moving forward in a positive way," he says.

Two years ago, he took another leap of faith following a visit from Mrinal Sharma and Kymberly MacMillan of Zwilling J.A. Henckels. They were impressed with the size and scope of his operations and wanted him to consider opening a "Zwilling Shop In Shop" within his store. Bert would provide the space, and Zwilling would design it and merchandise it with their own brands, including Staub, Ballerini and Tweezerman.

Though he was intrigued, Bert simply couldn't find any 'dead' space on the floor and refused to relinquish any ex-

isting categories. But as luck would have it, the retailer next door went bankrupt and disappeared so the landlord struck a deal with Bert. He knocked down the wall and quickly took over the 1,200-square-foot space. In September of 2016, the first "Zwilling Shop In Shop store" in Canada opened at Grace. (A second has since opened at Maison Lipari in Montreal.)

Kymberly MacMillan says they selected Grace as their first location because of Bert's vast knowledge of the housewares and gourmet food business.

"Bert is always seeking new and different items for the store. His loyal, regular customer base enjoy the treasure hunt to find what's new in the store. The Zwilling partnership was an opportunity to expand Grace's growing business and to try something new and exciting."

Though a few of his long-time suppliers were upset by the move, Bert was convinced it would draw more people to the store – and he was right. Since installing the shop two years ago, sales have gone up in almost every category. He even does well with gift and tableware collections such as Wrendale by Portmeirion, for which he was recently honoured with a special display award.

Offering such a wide range of food items, plus an in-store coffee bistro, can be challenging but Bert says it actually makes it easier to sell hard goods, especially to men.

"I have more men shopping in my store than women," he says, "and they spend more time because they look at every single gadget. They look at the cheeses and the knives and then they'll go have a coffee while they think about what they'll buy. Sometimes, they'll spend 90 minutes in the store because, for many men, this is their new weekend hobby. Back in the '70s, guys would spend the weekend tinkering under the hood of their car, changing the oil, etc. Now, there's a computer under the hood so they have turned to cooking or sports, and they take it seriously!"

He adds most of his customers are like "kids in a candy store" because they can find everything they need for the kitchen at Grace. He carries an incredible 36,000 SKUS in the store, of which 56% is kitchenware and 44% food.

In addition to regular print advertising in local magazines (Bert believes it's worth the money) the store is promoted on Twitter, Instagram and Google. There is also a customer email list and web site



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Retail Profile: Grace in the Kitchen

where Grace employees regularly share their own personal recipes.

Bert's staff are very loyal to him because they know Grace is a great place to work. He treats them like family and is always there for them with any concerns or problems.

His biggest challenge today is one echoed by other independents: how to keep prices fair when costs keep going up, including the minimum wage. Fortunately, he continues to enjoy double digit sales growth year to year. His customer base also continues to grow, primarily through word of mouth created by Bert's relationship with customers.

Bert's greatest strength is his strong personality. He's very outgoing and loves to talk, often greeting customers by name. Most have become like family.

"As retailers, we need to take advan-

tage of that one-on-one with customers," he says. "I will often sit down and have coffee with them and I love explaining the products to them."

He does wonder, however, if that personal touch will matter to the next generation, who live in the Amazon age. At 65, he's not sure if he wants to stay around long enough to find out.

Though he's always on the lookout for the next great adventure, Bert has no real plans for retirement. He still has plenty of energy, but has also learned to relax a little. He now heads to Florida a couple of times each year to vacation with his new partner. Lying on the beach, he'll wonder if he could get used to the lifestyle. But within a few days, Bert will be in the local Sur La Table, happily interacting with the customers. Once a retailer, always a retailer. 🐦



The first Zwilling Shop In Shop opened at Grace in 2016 and its presence has helped increase sales across the board.





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The Chicago Housewares Show is a key event that I plan to attend every year. It's an excellent opportunity to meet with all the housewares vendors in one place and get a good sense of the latest trends and what segments will be poised for growth in the year ahead. I have been attending for more than a decade and always find it a productive experience.

Jon Cooperman
Associate Vice-President, Merchandising Kitchen & Personal Care
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The Chicago Housewares Show is our primary show of the year. It allows us to see dozens of existing suppliers, talk to potential vendors and open up a handful of new suppliers (who are excited to work with us) in a short period of time. Relationships with vendors has been the key to our growth and success and this show has marked the beginning of so many strong bonds in our industry.

Jerry Cayne
Owner
Cayne's Super Housewares



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Dave Abrams
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From the roots

Last March, German retailer Manufactum was recognized at the IHA Global Innovation Awards as one of the five top housewares stores in the world

by Michelle Hespe

In today's technology-driven world, where so much of life is lived online and there's a distinct lack of human contact and social context, it's refreshing to come across businesses that still take pride in producing high-quality products that also come with the story of the creator who produced them.

Manufactum from Germany has its roots firmly planted in the real world, making it an attractive prospect for peo-

ple in search of pieces for their lives that are not merely products that were born from a passing trend or a new idea. Instead, Manufactum stocks products that mean something, and just as importantly, that are made to last.

The product offering at Manufactum is as expansive as it is diverse — gardening tools, sports equipment, toys, office supplies, kitchen tools, housewares and body care to name just some cate-

gories — and all products seamlessly blend form and function.

Manufactum also encourages customers to meet the creators of its products, to learn about how and why they came to be. In other words, every product stocked at Manufactum has a story, and the store itself has a story that binds the products together. Customers are free to wander around, browse the selections and get inspired, especially at





the many events held at Manufactum's focus point: the workbench. That's where the magic happens, as customers can see designer-makers at work, and learn about products before they purchase them.

"Our retail concept stems from the notion that many everyday items have evolved from long-term companions into fashion goods that are not built to last, but rather to be replaced with the next fad," says Kadir Dogan, Head of Marketing. "These items often fail to perform when used repeatedly. Manufactum searches for functional, reliable and repairable products; and responsible, sustainable and socially equitable manufacturing is our focus."

The latest Manufactum store is housed in a place with history and heritage at its heart, and one that is also crafted from old materials. It opened in 2016, and it's nestled in the heart of Bremen's old town, in a historical building that was formerly the Bremen City Bank. This stunning building was erected around 1902 as a typical example of Renaissance Revival architecture.

Customers enter the building by several entrances, including a grand hall under a breath-taking stained-glass roof. Monumental columns punctuate the hall, and the floor was crafted from intricate, handmade designs of marble and wood. Modern lighting solutions showcase the 8,000 or more products on display in the 8,072-square-foot space.

The lighting combines perfectly with the choice of old-world décor and a setting so rich in history, a warm, even subtle scene is created. With the white walls and complementary dark hues in the woodwork, products are presented like precious gems in a museum. This again demonstrates to customers that pieces are all chosen with care.

"Our location is in line with Manufactum's philosophy," says Kadir. "In addition to the presentation of our goods, our stores provide customers the opportunity to touch, feel and hold our products. This gives customers the story behind them, and also offers further information about their usage and mainte-



nance in everyday life.”

Like reading a story, guests can literally follow their interests from one themed assortment of products to the next, and they can take a break in the cozy 130-seat bistro. Just like a café in an art gallery or a museum, it’s a perfect place for visitors to reflect upon what they’ve seen and what they might buy.

Sampling, tasting and trying is all a part of an experience at Manufactum. “At Manufactum, you just need to take a closer look to realize: there is more about this place than just the product. It is about attitudes and perception,” says Kadir. “Everyday life is often underrated and unjustly has such a poor image, but in the end, a large part of our life happens in the everyday world. Therefore, it is our mission, our passion, to find exceptional goods for everyday usage, to discover their story and to share this knowledge with our customers. We encourage customers to



At Manufactum, even everyday products are presented like precious gems in a museum, surrounded by clean white walls and dark woodwork.

make conscious choices and to experience joy in their daily routine. This way, we became a pioneer in sustainability and conscious consumption.”

Although the physical experience of visiting Manufactum is both inspirational and aspirational, and it embraces an old-worldly feel in the bricks and mortar stores, the business is impressively active online — with almost 60,000 FB followers and over 14,000 followers on Instagram. The online shop is a beautifully, cleanly-designed reflection of Manufactum’s philosophy and style, offering those who visit it an immersive experience that highlights the dedication that the company has to showcasing the creators of its products.

In Autumn 2018, a pivotal expansion of Manufactum took the store outside of Germany, with a department store opening in the central, historic inner city of Vienna. “When searching for an ideal location for the first store outside of Ger-

many, it was important that a place with historical importance was chosen, but also one where urban living has evolved,” says Kadir.

In Chicago last March, the *gia* judges and jury were thrilled to announce Manufactum as one of 2018’s top retailers in the world. “In this landmark store with such beautiful, historical architectural and design elements, you can really feel the history around you,” one judge said. “Great attention has been paid to the product selection, bringing interesting traditional things into the mix of unique products that have been thoughtfully designed. Basically, customers can find things at Manufactum that they can’t find anywhere else.”

For information about the *gia* (Global Innovation Awards) contact Piritta Törrö at piritta.torro@inspiredconnection.fi. Additional information is also available online at www.housewares.org/show/gia-retail.



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We accept no liability for misprints and other errors. There may be colour deviations due to the printing process. The illustrated cups and glasses are not supplied as standard with the machines.

Tools & Gadgets

David Shaw Designs is launching this handy Bacon Bin grease holder, right. It strains and stores bacon grease to keep it clean and fresh for future cooking. The design allows for convenient disposal of hot grease. It's safe up to 500°F. The bin is safe for the microwave, freezer, refrigerator and dishwasher. It's made of FDA-approved, food-safe silicone that is BPA-free.



With a durable stainless-steel blade, the new **Cuisinart** Mezzaluna makes chopping herbs, garlic, nuts or slicing through pizza a breeze. The non-slip silicone grip provides comfortable control over the curved blade and it comes with a protective cover for safe storage.



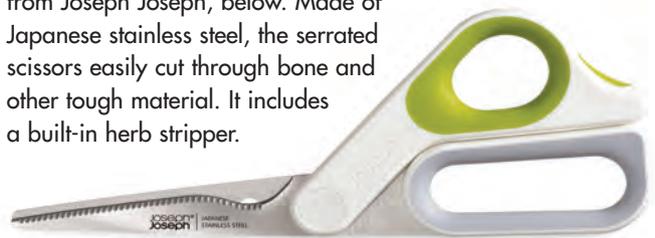
Ergonomically designed and made of durable and light-weight material, the new **Swissmar** Duo Peeler (double edge and julienne) set features a unique handle, left. For improved grip and comfort, the peelers feature a soft rubber accent. To complete the functionality, a stainless steel blemish remover tip is designed to get rid of imperfections from any vegetables with ease.



The **All-Clad** potato ricer, above, easily rices potatoes or carrots, prepping them for mashed potatoes, spaetzle, gnocchi and purees. The long handles provide excellent leverage and the stainless-steel construction ensures the tool's durability. All parts are dishwasher-safe for quick and easy cleanup. All-Clad has also launched a new stainless steel ball whisk with a comfortable handle and flexible, bead-tipped wires.



OXO Good Grips has unveiled 'the Magnificent Seven', a group of gadgets designed for specific tasks, left. Distributed by **Danescos**, the tools include a citrus peeler, big Y peeler, asparagus peeler, serrated peeler, julienne peeler, precision peeler and a corn peeler. Danesco is also introducing new Power Grip scissors from Joseph Joseph, below. Made of Japanese stainless steel, the serrated scissors easily cut through bone and other tough material. It includes a built-in herb stripper.



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Tools & Gadgets

The **Zyliss** Easy Control handheld slicer from Swissmar creates perfectly even slices quickly. A SmoothGlide food holder securely holds food in place without damage while a built-in feed tube can slice longer foods. The blade button can easily switch from straight cutting to Julienne. A thickness selector tailors the slicing and a hanging hook allows for easy storage.



The Lodge 8 Midnight Chrome Antler Trivet from **Counseltron**, inspired by the great outdoors, protects surfaces from heat. The rubber feet prevent slipping and scratching, chipping and cracking. It includes a metal hanger on the back for convenient storage. Hand-washing is recommended.



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Baking & Decorating



Resembling mini sauce pans, the **All-Clad** measuring cup and spoon set is crafted from high quality stainless steel, with a polished exterior and brushed interior finish. The premium set includes four measuring cups and four measuring spoons.



Designed with handles and sculpted thumb groove to provide a secure grip, these All-Clad mixing bowls are preferred by professional chefs and gourmet home cooks alike. Crafted from polished stainless steel, the product will last a lifetime.

Silicone Zone bakeware and cookware is distributed exclusively in Canada by **Counseltron**. The company will be launching a new line of high-end bakeware this spring that is FDA approved and made of Japanese Silicone. There are six bakeware shapes available in the assortment, offered in a bright red colour. Each piece is functional, practical and fun.



The Structure Silicone Confetti line of baking pans from **Trudeau** are pretty enough to leave out on the counter! The pans are heat resistant up to 428°F (220°C). As part of the original Trudeau line of baking tools, they feature reinforced steel rims for secure handling. Baking with children is always easier with a non-stick and flexible pan that releases evenly baked goodies every time. These handy pans are also microwave and freezer safe and can also go in the dishwasher.



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Baking & Decorating



Nordic Ware has added new sets to the popular premium Naturals aluminum and Prism bakeware. The new 3-piece Baker's Delight set, above, includes a half sheet, jelly roll and quarter sheet with encapsulated galvanized rims to prevent warping.



The pastry wheel decorator from **David Shaw** is faster than pinching, and has a detachable guide for beautiful precise edging. Also new is the soft grip palm pizza wheel, below. The safe, retractable blade removes easily for cleaning.



The Staub rectangular baking dish, below, is available in cherry red or deep green. It measures 20 cm x 27 cm, offering plenty of room for gratin dishes or lasagna. The dish is made of high grade ceramic with minimal surface adhesion to ensure that it's easy to clean. Available from **Zwilling J.A. Henckels**.



Emile Henry will focus on bread this year with a new crown baker, above, large bread loaf baker, below, and round bread baker. The ceramic crown baker makes eight small rolls with a lid that creates the right level of humidity during baking. The large loaf baker has ribs on the bottom to prevent sticking. Available from **Browne**.



These adorable measuring cups are created for cat lovers. Available from **WildEye Designs**, the set of four are stackable for easy storage.

Baking & Decorating



This durable, non-stick 24-cup mini muffin pan by **Chicago Metallic** is designed for ease of use in the kitchen. The durable line easily bakes every recipe to perfection and cleans up effortlessly. It features professional-grade craftsmanship. Available from Accent Fairchild Group.

A long time hallmark of durability and dependability in kitchen appliances, **Frigidaire Professional** has now introduced a premium collection of metal bakeware. This new product range, shown below and distributed by Accent Fairchild Group, is constructed of high grade steel and features a PFOA- and PTFE-free non-stick coating to deliver superior performance. The textured base provides enhanced airflow to perfectly brown when baking and further improve the pans non-stick properties. The assortment features all of the most popular pan shapes and sizes for the serious home baker



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Knives & Accessories



The Rosewood collection from **Victorinox** combines ergonomic handles in a naturally strong raw material with ultra sharp, efficient blades. Long been considered an ideal material for knife handles, Rosewood is highly robust and gives each model a unique patterning. The carefully hand-polished Rosewood knives are prized for their comfortable feel and elegant look. Amateur cooks and professional chefs alike are impressed by the perfect balance of these knives. All models in this line are forged from a single piece and benefit from a seamless transition from blade to handle. Exceptional quality and timeless elegance are what make forged knives from Victorinox Swiss Army so special.

The **Cuisinart** 3-Slot Foldable Knife Sharpener, right, keeps knives as sharp as the day they're purchased. The handle folds down, making storage a cinch and the silicone-secured base holds the sharpener in place while in use.



Cuisinart is also introducing this 15-Piece Crafted German Steel Blade Knife Block Set, left. Elegantly designed, the knives feature hand-hammered stainless steel with an innovative V-edge technology that produces a flawless blade edge and finer, more precise cutting control. This finely-crafted knife set is a perfect fit in any chef's kitchen. It comes with a limited lifetime warranty.



Founded a century ago, the **Farberware** name stands for value and durability. Knife Armor knives, below, feature a rust-resistant coating to make them dishwasher-safe. The blades are made of premium Japanese stainless steel and the textured handles provide a firm grip, even when wet. Included in the range are a paring knife, 5-inch and 7-inch Santoku knife, bread knife and chef's knife. Available from Accent Fairchild Group.



David Shaw presents the Brooklyn Brass set of four steak knives. The knives feature precision sharpened hollow ground blades that maintain their edge. As well, the attractive brass coloured bolster has a finger guard for comfort. The set comes in a four colour magnetic seal gift box.



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Knives & Accessories



Peugeot presents the Paris Bistro and Paris Classic lines of fine cutlery. Made in France, the knives have 16% chromium content in the alloy for corrosion-resistant blades that stay sharp. The blades and handles have each been adjusted precisely. The comfortable ABS black handles feature Peugeot's signature lion's head logo.



Joseph Joseph has created a set of chopping boards that are colour-coded for three food groups. Available from **DanESCO**, the set is designed with open-ended storage. The textured cutting surfaces encourages better air circulation for quick drying. Danesco is also unveiling a new wall-mount knife rack made of Acacia wood, right. The powerful magnetic rack stores a wide variety of knives and cutlery.



The Scanpan Classic knife series has been upgraded, left. Distributed by **Swissmar**, the German steel blades are now sharpened using a new grinding technique for longer lasting sharpness. The ergonomic handle can be held in a pinchgrip, where the thumb and index finger sit forward for enhanced efficiency.

Le Creuset is introducing an elegant new freestanding magnetic knife block, shown right. This beautiful block stores and displays blades against a solid piece of oak wood with a slim horizontal footprint.



The **Zwilling** Twin Fin Santoku knife, left, has a unique, all-metal design with 3-piece construction. The solid bolster provides added balance while a new blade material offers improved hardness and stain resistance.



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Toronto Gift Fair

January 27 to 31, 2019 • Toronto Congress/International Centres

Canada's most anticipated retail event of the season is all about finding what your customers will love. The spring Toronto Gift Fair, set for January 27 to 31, will be held in two buildings for the last time. In August, exhibitors will say goodbye to the International Centre as all booths will be located in The Congress Centre.

Guess who's coming to dinner?



Renowned chef Michael Smith has partnered with Meyer Housewares Canada to launch a new assortment of premium 18/10 stainless steel cookware. The entire range is made right in Chef Michael's home province of Prince Edward Island and is available in both open stock and sets. Chef Michael will be at the Meyer booth on Monday, January 28th to help promote the benefits of Meyer cookware; made for Canadians, by Canadians. Be sure to come by for an autograph and a photograph with one of Canada's favourite chefs.

The Toronto Gift Fair is Canada's largest home and lifestyle show offering more than 650 exhibitors featuring products in housewares, décor, gourmet foods, gifts, fashion, accessories and bed, bath and linen categories.

Celebrity designer Andrew Pike is back by popular demand as the Toronto Gift Fair's Ambassador. He will be lending his valuable style tips as the keynote speaker as well as curating the show's feature areas including:

- The Waterview Lounge – a relaxing oasis showcasing home décor and tableware, coveted gifts and souvenirs and innovative books, toys and games.
- Fisherman's Wharf – the best in kitchen and housewares, the newest fashions and giftware and home décor.
- The Shops at the Seaside – inspiring window displays highlighting the best new products on offer.

Show organizers, the Canadian Gift Association (CanGift), will honour several of the highest achievers in the industry at spring fair. They have awarded eight recipients in the categories of Retailer, Supplier and Sales Representative of the Year.

The 2018 Retailer of the Year: is LUX Beauty Boutique in Edmonton.

The Retailers of Distinction are Red Canoe in Toronto and The Post Office in Thorold, Ontario.

The 2018 Large Supplier of the Year is Frans Koppers Imports, a 37-year-old family-run supplier of home decor, outdoor living and seasonal giftware.

The 2018 Medium Supplier of the Year is Danica Imports, one of the top housewares suppliers in Canada for the past 50 years. Based in Vancouver, B.C., Danica's team of designers and product developers work with world-wide manufacturers to produce new and exciting

collections each year.

"Our commitment to the community, our environment, our sources and our people is at the heart of everything we do," says Sushil Arora, CEO. "Recognition from our customers and the industry as a Supplier of the Year is a testament and validation of our passion and that is truly gratifying."

The 2018 Small Supplier of the Year is Pokoloko Kreative. Founded three years ago, Pokoloko specializes in fair trade home and apparel goods sourced directly from the artisans making them. Their mission is to provide quality, best-selling, and ethical products to their customers, while providing economic opportunities to producers in need via sustainable employment.

The 2018 Corporate Sales Representative of the Year is Cindy Elliott-Barker. She has serviced retailers in the Toronto East territory for Abbott since 2013. She began her career working in retail and owned her own stores before moving into wholesale.

The 2018 Independent Sales Representative of the Year is Kim Currie. Kim has dedicated almost two decades to working in the giftware industry. She decided to become an independent sales rep eight years ago and represents Attitudes Imports, Frans Koppers, Green Earth and Nearly Famous.

CanGift's awards are based on criteria such as visual merchandising and store design, business achievements, advertising and public relations and community involvement.

All of the winners will be officially recognized on January 27th at the Salute to Excellence Awards Reception hosted by celebrity designer Andrew Pike.

For more information, visit CanGift at www.cangift.org.

TORONTO GIFT FAIR PRODUCT PREVIEW



This versatile and compact automatic bread maker from Cuisinart offers a variety of crust colours and loaf sizes, as well as 12 preprogrammed menu options. The foolproof recipes include everything from gluten-free and artisan breads to jams and sauces. It also features a convenient 13-hour delay-start timer.

Visit Cuisinart at Booth 7277/7287

Product Specialties has launched new ice cube moulds that are stackable to save freezer space, below. You can freeze the moulds with fruit or juice for an added burst of flavour in chilled drinks. With an extra-large 1 3/4-inch cube size, they don't melt as quickly as regular cubes. Ideal for smoothies, cocktails or iced coffee, they're sold in sets of three.

Visit Product Specialties at Booth 7261



Product Specialties will also present the Phellem Sphere carafe and coaster set, above. Perfect for serving sangria, wine, water or lemonade, the set includes a mouth-blown, lead-free crystal carafe with a deep, stainless steel coaster to prevent table stains or marks. The Portuguese cork stopper helps seal in freshness.

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TORONTO GIFT FAIR PRODUCT PREVIEW



Meyer Canada is producing several new lines of cookware in their PEI factory. All of the cookware is made from high quality 18/10 stainless steel. A heat dispersing encapsulated base provides smooth, even heat and is safe for all modern stovetops, including induction. Stainless steel handles stay cool on the stovetop, and are riveted in place for safe, secure handling. Snug-fitting lids create a precise seal, and drip-free lips make pouring a breeze. 100% oven safe, including non-stick pieces up to 500°F.

Visit Meyer Canada at Booth 7806

In addition to a new design for the iconic butter dish (below) Le Creuset will be launching a new 30cm pepper mill, right, available in cerise, flame, caribbean (shown) and oyster colours. The ceramic grinder is strong enough to crack peppercorns and corrosion-resistant to withstand daily use. The grind setting is easily adjusted with a quick turn of the knob.

Visit Le Creuset at Booth 7135



David Shaw makes it easy to prepare Maki Sushi with this new Sooshi Easy Sushi kit, shown below. It's designed to produce professional results and is made from non-porous bamboo, which does not absorb or modify food flavours. Clean-up is easily done by hand with warm water. Also new from David Shaw is a bamboo straw set with cleaner, left. The 100% natural, reusable straws are an ideal alternative to plastic. They come in a convenient pouch for easy storage and portability.

Visit David Shaw at Booth 7314



The Sommelier wine cooler has a range of functions that allows you to cool wine without using ice or water. The 18/10 stainless steel is easy to clean and durable. It fits both wine and champagne bottles.

Visit Zwilling J.A. Henckels - Booth 7419



TORONTO GIFT FAIR PRODUCT PREVIEW



A new Contour finishing process by Swissmar creates the beauty of weathered barn wood, with a smooth contoured finish in this new mill collection. The Contour finish has been applied to the most popular mill designs in the assortment including the 22cm Castell, the 5 cm Andrea and the 15cm Torre pepper and salt mills. Swissmar will also launch an innovative new line from Scanpan featuring TechnIQ with Stratanium+ coating. Inspired by nature, the new 'roughened' surface provides exceptional strength and durability. **Visit Swissmar at Booth 7322**

Joseph Joseph has created a new line of prep essential for egg lovers. The range includes O-tongs for boiling, 'Froach-Pods' – two silicone egg rings, the Elevate egg spatula with a silicone head, and the M-Poach, a unique microwave egg poacher with a lift and drain colander for easy serving.

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TORONTO GIFT FAIR PRODUCT PREVIEW

Royal Selangor/Portmeirion will introduce the beautiful Nachtmann square pattern design in a 5-piece bowl set. The square pattern is a pure, modern geometric design that enhances the brilliance of the clear crystal glass. The company will also add some new patterns in the Royal Worcester Wrendale collection plus more of Hannah Dales' whimsical tableware creations, right. **Visit Royal Selangor at Booth 11013/11113**



ICM will feature this beautiful Picardie carafe set, left, which comes gift boxed. Known as the original French tumblers, Picardi stackable glasses have a timeless shape that fits perfectly in your hand. Made of 100% non-porous glass. The company will also display three bright new spring colours in their light-weight melamine tableware collection below. All pieces in the collection are dishwasher-safe. **Visit Intercontinental Mercantile at Booth 8229**



Port-Style will be focusing on eco-friendly, sustainable products this year. The Kitchenbasics straw program includes stainless steel drinking straws with colourful silicone tips, right. They're sold in a boxed set of four with a cleaning brush. Also new is the Maison Plus wood grain tableware, left. Made in Turkey, this natural looking lightweight tableware is food safe and dishwasher safe. Designed to be strong and flexible. **Visit Port-Style at Booth 7830**



TORONTO GIFT FAIR PREVIEW

With a digital cooking progress display that lets you follow the cooking stage every step of the way, the multi-function pressure cooker from Ricardo cooks meals up to 70% faster. It has 10 pre-set functions and a lid holder that lets condensation drip into the collector to keep counters clean. Visit Atlantic Promotions at Booth 7240



Light My Fire is a Swedish manufacturer of reusable dishware, utensils and camping accessories (a lunch kit is shown). This year, all new products will be made partly or fully from biobased bioplastics. All products are made of EU and FDA food approved materials and packaged in paper kraft bags for a modern touch. The colour palette is inspired by nature. Visit Fenigo at Booth 7321

This colour changing ice bucket keeps the party flowing and the wine cold. It cycles through a rainbow of colours using an LED display. A great way to add flair to any party. Visit WildEye Designs at Booth 11047



XD is the latest diamond-reinforced cookware from Swiss Diamond. Made in Switzerland, the non-stick coating is made with an eco-friendly production process and is oven safe to 500°F. Tempered glass lids have a steam vent. Visit Don Schacter at Booth 7128

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Las Vegas Winter Market

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With 4,000+ gift, home décor and furniture resources presented in one of the country's hot spots, there is always plenty to see and do in Las Vegas. Just like the city, the bi-annual Las Vegas Market, set for January 27 to 31 at the World Market Center, offers housewares retailers a chance to discover something that is truly new and unique for their market.

More than 60 seminars and events are planned for the January Winter Market. "As the leading home furnishings and gift market in the western U.S., Las Vegas Market acts as a platform for industry professionals, buyers, designers and innovators to discover the latest trends, network with fellow thought-leaders and experience value-added activities," says Dorothy Belshaw, executive vice president for IMC.

Winter highlights will include the 14th annual Las Vegas Market Design Icon Award; the 2019 Housewares Design Awards; the Market's signature FIRST LOOK trend display and seminar; and Best of the West, a program that spotlights some of the best interior de-

signers on the West Coast.

Trend forecasting takes centre stage this winter. Highlights of trend forecasting programs this winter include Las Vegas Market's proprietary FIRST LOOK trend forecast. FIRST LOOK will highlight four central themes – ARCTIC, DESERTSCAPE, ADORN and ¡FIESTA! – in a curated display, educational seminar and at-Market resource guide. The seminar, which is tailored to the needs of today's cross-category buyers and lifestyle stores, will be held on Monday, January 28. New FIRST LOOK tours have been added for this market to showcase these trends in home furnishings and gift/lifestyle products.

Co-sponsored by REstyleSOURCE, Las Vegas Market's signature Best of the West program will feature a panel of curated taste-making influencers and designers who will discuss West Coast Life and Style. The program will take place at 3 p.m. on Monday, January 28.

Other trend-focused sessions include: A Roundtable Discussion of All Things Tabletop from 1 to 2 p.m. on Sunday, Jan 27 and Pantone Presents: 2019 Color of

the Year, with Laurie Pressman, vice president of Pantone Color Institute, at 11 a.m. on Tuesday, January 29.

The HANDMADE category in Pavilion 1 will feature its largest-ever presentation with nearly 100 exhibitors in 9,000 square feet of space. The section is a juried collection of artisan-designed and developed products ranging from stationery, tabletop and textiles to decorative gift and home lines.

Another highlight of the market again this year will be the 14th Housewares Design Awards Celebration. The event will take place on Tuesday, January 29, and will encompass an industry networking opportunity, a celebration of finalists, announcement of winners and presentation of the Design Influencer of the Year Award.

"Las Vegas Market is proud to host the Housewares Design Awards for the third consecutive year as an extension of our commitment to the gift-oriented housewares, boutique tabletop and specialty food industry," says Dorothy Belshaw, executive vice president, chief marketing and digital officer for International Market Centers. "We are especially proud that 11 of the 2019 finalists – Alessi, Built NY, Chukar Cherries, JURA, Le Creuset Japon, Lifetime Brands, Norpro, OXO, That Inventions, Wusthof and Zojirushi America Corporation – are Las Vegas Market exhibitors."

There are three Canadian finalists in the 2019 Housewares Design Awards:

- DHP Furniture for the Novogratz Talulah Memory Foam Futon
- Sensio for the Brim 8-Cup Pour Over Coffee Maker
- Trudeau Corporation for the Trudeau 7-Piece Reusable Decorating Set.

For more information, please visit www.lasvegasmarket.com.





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LAS VEGAS MARKET PRODUCT PREVIEW



U-Konserve will show a collection of stainless steel straws, in regular and mini sizes. They are made of durable stainless steel with gold accents and they fit perfectly in U-Konserve insulated stainless steel tumblers. Each dishwasher-safe straw is BPA-free and lead-free with a thick steel wall and smooth, rounded edges. The boxed gift sets are plastic-free.

Visit U-Konserve at Booth P1-2086

Be Home will be showing a range of marble and wood products, including bowls, boards and curved serving spoons. Shown below, the angled rectangular knife block and mosaic utensil holder are both made of reclaimed wood for a rustic, natural look.



The collection of serving boards includes these reversible gray/white marble boards with wood accents. They're available with or without handles, in three sizes, with coordinating cheese knives.

Visit Be Home at Booth C140



Mariposa creates beautiful handcrafted gifts and tableware from 100% recycled material. The company searches for artisans worldwide to produce unique pieces from glass, metal and pewter.

Visit Mariposa at Booth C145



These hand-woven place-mats and runners add a natural classic style to every meal. Each piece provides a great neutral and warm base to coordinate with and highlight favourite tabletop accessories. Suitable for everyday use and for special occasions, they make a great holiday and hostess or host gift. Natural materials like banana bark, river grass and cotton are used in the making of these mats and 72-inch runners. Each piece is hand woven on traditional manual looms. The artisans skillfully hand twist, plait and weave the earth friendly natural bark and leaf into attractive forms inspired by nature. They offer easy maintenance as well, simply wipe clean with a damp cloth. **Visit Sustainable Threads at Booth P1-1029**



LAS VEGAS MARKET PRODUCT PREVIEW

Dassie Artisan is a housewares brand with a conscience, offering fair trade and ethically produced tabletop, home decor and giftware. The recycled wine and water glassware is available in amber, pink or blue. The Organic Tableware collection, below, comes in green, grey, pink and white with a natural look.

Visit Aesthetic Movement at Booth C198



These Amazing Woman measuring spoons make a perfect gift for women who make a difference. Both functional and decorative, the set features a durable silver ox finish and is safe to put in the dishwasher. Each set comes gift boxed. The company will also be showing a range of whimsical wine bags by Abby Gift. **Visit CA Gift at Booth C729**

Custom handmade glass drinking straws and carrying cases will be on display at the DrinkingStraws.Glass exhibit. The company hopes to help people and businesses go plastic straw free. The glass straws come with a cleaning brush and a lifetime guarantee. Durable and dishwasher safe, the straws come in a variety of diameters, lengths and designs. The Carrying Cases are handmade with Organic Cotton, Natural Batting and Cotton Thread. **Visit P1-3029**



The Paw Can Cover Set features a smart design that's functional, fitting three standard can sizes (but fits most!) and is formed into a fun paw shape. Made from dishwasher-safe, flexible, functional, food-safe silicone, each set includes two can covers. Also available, a range of fun pet bowls, toys and accessories in colour coordinated pastel shades.

Visit Ore Originals, Booth C1024



Alessi will introduce this bright, playful lunchbox based on popular bento box designs. Food à Porter is inspired by Japanese culture, where lunch items are arranged in a measured, visually pleasing way. It is packed with two different bands, one with and one without handles. It comes in three lacquered colours, red, grey and light blue.

Visit Alessi at Booth C189

LAS VEGAS MARKET PRODUCT PREVIEW

Delightful new 'Woof' Cat Treat and Dog Treat tins with lids are part of the Sophie Allport collection.

Visit Sophie Allport at Booth C1039



This new corkscrew from Capabunga features all metal construction with a comfortable ergonomic grip. The grooved teflon corkscrew allows for easy insertion. It's double-hinged for two-step pulling.

Visit Capabunga at Booth C1144A

Arcadia Home designs are handmade so each design is as unique as the artisan who creates it. It involves spinning and weaving hand-dyed cotton using artisan techniques. Hand-sewn kantha stitching is the finishing touch. These hand-loomed placements are available in sets of four.

Visit Arcadia Home at Booth C10-106



Bikes and beer make the perfect gift. Available in 14 bold colors, these 16-oz screen printed pint glasses are a must-have for any kitchen. Durable and (top rack) dishwasher safe, the glassware is made and printed in the USA.

Visit Vital Industries at Booth C1112QQ

Phillips Collection has been defining global style for over thirty five years with organic contemporary furnishings. They offer eco-friendly furniture, accessories, wall decor, lighting and sculpture for indoor and outdoor use. Every piece a conversation. Shown below, Lotus Wall Art is hand cut from metal sheets and then dressed in silver or copper patina with a satin finish for a dramatic statement. Available in three sizes.

Visit Philips at Booth A202



The Grespresso coffeeware collection, above, was inspired by ocean waves. The artisanal feel of the collection is designed to enrich the ritual of savoring coffee. It's available in eight colours, from a soft pink to a sophisticated black, bringing in a sensation of energy and beauty to the everyday coffee experience. All cups are made of fine stoneware, which helps maintain the hot temperature of liquids for a long time. **Visit Costa Nova at Booth C139**

Get inspired by the latest trends in Chicago

By Mark Adkison, V.P. International, International Housewares Association

Products that meet the needs of an ever-changing customer audience can be the differentiation a retailer needs to succeed in today's market. But where can retailers go to learn about product and consumer lifestyle trends and how they may change in the future? The Chicago International Home + Housewares Show to be held March 2 to 5, offers buyers myriad opportunities to discover the hottest trends – from special product displays to the Global Innovation Awards to educational seminars.

Before the Show opens on Saturday, March 2, buyers can visit two pre-Show events featuring 150 new and current exhibitors. The New Exhibitor Preview offers 90 first-time exhibitors in all Show categories. The Trending Today Preview will present “A Marketplace for Specialty Beverage” and highlight 60 exhibitors focused on products and accessories for specialty beverages, including craft beer, cocktails, coffee, tea and water.

Buyers can also view product trends in the New Product Showcases, located in the Buyers' Clubs in each building. The Showcases feature nearly 500 new items debuting at the show. At the Showcases, buyers can scan products of interest and leave with a list of companies and booth numbers for easy follow-up on the Show floor.

Trends in the latest smart and connected products can be found in the IHA Smart Home Pavilion, also located in the Hall of Global Innovation. For 2019, the pavilion expands to more than 30 exhibitors and features a display by B8ta, a retail store and platform that helps bring innovative, smart and highly designed products to market in a new retail-as-a-service model. B8ta will provide attendees with the newest ideas in smart-related products for the home, housewares and more.

Attendees will find the latest retail merchandising trends in the IHA Global Innovation Awards (gia) retail merchandising exhibit in the Hall of Global In-

novation. Thirty housewares retailers from around the world are honoured, with five receiving Global Honouree recognition. Pick up best-in-class visual merchandising ideas from these innovative award-winning retailers.

For future colour trends, visit the ColorWatch by Pantone display in the Hall of Global Innovation. View Pantone's colour palettes for 2020 and see products highlighting those colours.

The Show is also known for its world-class educational offerings, including keynote trend presentations by colour expert Leatrice (Lee) Eiseman, executive director of the Pantone Colour Institute, and consumer lifestyle guru Tom Mirabile, senior vice president, Global Trend & Design, at Lifetime Brands. Eiseman will present two sessions on colour: Color in the New Era: Trends, Twists and Tweaks at noon on Monday, March 4, and Color/Texture/Finish: Back to the Future at noon on Tuesday, March 5. Mirabile presents his annual Top Trends program at 7:30 a.m. March 4.

Erika Sirimanne, head of Home & Garden at Euromonitor International, will explore consumer and retail trends worldwide in the keynote seminar, Digital Disruption: Exploring Underlying Consumer Trends Influencing Retailers of Tomorrow at noon on Sunday, March 3.

Experts in the smart home, digital commerce, omni-channel marketing and global consumer trends will share their insights during sessions in the Innovation Theater. Presentations include Global Home and Interior Trends for 2020 by Naomi Pollard of Trend Bible and Omnichannel Impact on Housewares: Havoc or Opportunity by Peter Greene of Numerator.

To learn more about innovation at the 2019 International Home + Housewares Show or to register for a show badge, visit www.housewares.org.

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The way we were



Laurie O'Halloran presents the late Ken Harper, left, and Tim Dykeman, then of Canadian Tire, with the first *gia* award for Canada in 2000.



Home Hardware buyers Sandy Jordan, left, and Jane Wall (who just retired) visit the Chicago housewares show in the early 1990s.



Grant Ball, Wynne Powell, Mary Higgins and John Vasconcelos of London Drugs in Chicago.



Fred Pritchard and Howard Goldstein of Golda's Kitchen.



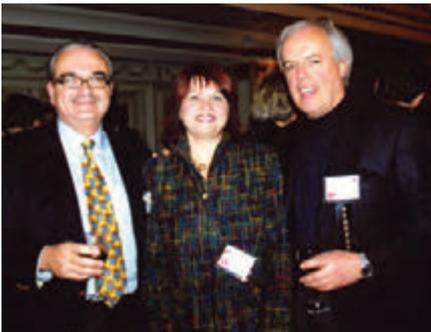
France Villemare of Stokes, left, and Laurie Oehy of Academy of Culinary Arts at the Gift Show.



Jerry Cayne of Caynes' Super Housewares in the mid-90s.



Jill Willcox, left, of Jill's Kitchen with her predecessor Anne Lindsay.



Gilles Legault of Groupe Marketing, left, Marie-Josée Roy of Pom Pom and Bernie Rochon.



John O'Brien of DeLonghi, left, with Kate Wise of Port-Style and Larry Cote of Woodwards.



From Weil Company, Allan Weil, Ian Lafayette and Walter Drobny, at Canada Night 1991.



Harvey Rachman of Port-Style with former TruServ/Cotter buyer Dorothy Keizer.



John Newton of Ventures, Nancy Whitmore of Swissmar and the late Alan Meinecke of Embros.



Bernie Gelin, left and the late Ray Lefevbre of Kitchen Widgets with Margaret Alsamgeest.

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