

HomeStyle

Canada's Housewares Magazine

March 2019

Spotlight

ON ALL THE
HOT NEW
PRODUCTS IN

CHICAGO!

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APPLIANCES

STOVETOP COOKING
in
STYLE

Toronto Gift Fair
HIGHLIGHTS

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NEVER GET PUT AWAY.**



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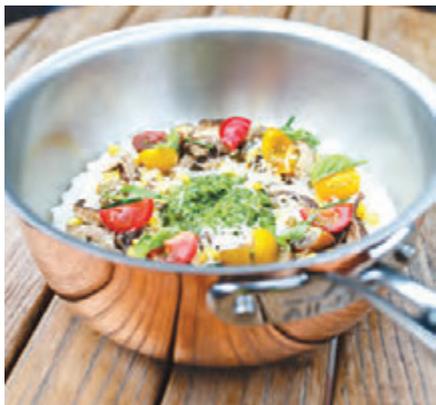
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Hamilton Beach will introduce the innovative CHI Touchscreen Iron at the Chicago Housewares Show this March.

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Contact HKTDC at 416-366-3594

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June 11 to 12, 2019

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Contact Kulli Chema or Nicola Adams-Brown

Email: info@exclusivelyhousewares.co.uk

July 21 to August 1, 2019

LAS VEGAS MARKET

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On the Way Home: Welcome to Asia's Largest Houseware Showcase

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Don't Let L.I.F.E. Pass You By

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Opening Lines

Is it time to turn the page on print?

One of the 'buzz' books last fall was an excellent work of non-fiction called *Reader, Come Home*. As the publisher of a 'print' magazine, I can't stop thinking about the primary message of that book: what we love most about reading is slipping away in a world of digital distractions. Author Maryanne Wolf, a professor and expert on written language, fears for our reading future. She demonstrates why we must preserve deep reading in order to "think deeply". Wolf wonders, "Will the digital influences bombarding us daily ultimately impact critical analysis and empathy in our citizens?"



It's a good question. After spending hours and hours every day staring at screens, will the quality of our attention while reading change? Most of my friends and family are glued to their cellphones, constantly scrolling through the latest headlines and updates. But I tend to use mine sparingly since I work from home and still have a land line. Even so, as an avid book reader, I've noticed a slight shift in my attitude about tackling a new book. I used to allow 100 pages for a book to grab me. Lately, it's closer to 30 pages. Reading suddenly seems a luxury I don't always have time for.

Most factual information today comes from external sources, often without any proof in any form. How we analyze and use this information and whether we cease to deploy the old time-consuming, critical processes to evaluate new information will significantly impact our future.

We are constantly bombarded with new sensory stimuli and we spread our attention across multiple digital devices. A recent study showed that people in their 20s switch media sources an average of 27 times an hour and check their cellphone between 150 and 190 times a day! Hyperattention is the inevitable byproduct.

In a speech to students at Hampton University last year, Barack Obama said he worried for young people today because information has become a distraction, a diversion and a form of entertainment rather than a tool of empowerment. It's a concern shared by professors everywhere, and it begins long before university. The single biggest predictor of high academic achievement is reading with your children. Not flash cards or preschool and electronic toys or computers, but parents simply taking the time to read to their children on a regular basis.

The reality is there are really interesting things that can only be found in books. They lead us on journeys, but they are also time consuming. Digital media, on the other hand, encourages us to get as much information as we can, as fast as we can, often while multitasking. We now spend six to 12 hours a day reading on screens. We do it quickly and superficially and without really taking pleasure in it. A book or a magazine actually slows us down because we have to turn the page.

So where does that leave me? I'm facing a real dilemma as I ponder my future serving the information needs of this industry. I get calls and emails regularly from retired readers who still insist I mail them a printed magazine even though I do offer a digital version on our website. Even after all these years, I still love the smell and feel of a freshly printed magazine as it comes off press. But am I being realistic in thinking it matters to retailers and buyers today? Dealing with Canada Post is costly and problematic, and it would be much easier to simply email a digital version of every issue. But would it have the same impact? You tell me. As a regular reader, would it make a difference if you received *Home Style* digitally rather than a printed magazine? Would it still provide the same comfort level you now enjoy?

I can be reached at the email address below. Your input is important to me.

– Laurie O'Halloran
laurie@homestylemag.ca

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• **Paul Clarke** has been named Sales and Marketing Coordinator for David Youngson & Associates.

• **Craig Hamilton** has left Trudeau to join iDesign (formerly InterDesign) as the first Director of Sales for Canada.

• The Oneida Group has added three new executives to the team. **Bert Filice** is now President and Chief Sales Officer, **Mike Hanson** is SVP of Supply Chain and **Mark Gymanski** has been appointed VP of Procurement.

• **Lyndon Madden** has been appointed Senior Marketing Manager for Spectrum brands.

• **Catherine Van Schaik** is the new Key Account and National Sales Manager with Ventures International. She has experience in management, operations and buying in both Canada and the U.S.

• B.C. sales agent **Howard Allan**, always a class act, has retired after 42 incredible years in the housewares industry.

• Four experts on ecommerce marketing and sales have joined the Advisory Council of the Home Improvement eRetailer Summit. **Scott Benedict** is Groupon Goods' Divisional Merchandising Manager and a 30-year industry vet. **Ryan DeChance** is Director of Discovery at The Grommet, which identifies innovative products to launch on its consumer and wholesale web platforms. **Elizabeth Ragone** has been working in digital merchandising since 1998. She's currently Senior VP-Direct to Consumer for Lenox. **Curt Vitale** is Account Manager for Firefly Buys, an ecommerce retailer that sells on such channels as Amazon, Walmart.com, eBay, and Google, as well as its own website Fireflybuys.com.

The Home Improvement eRetailer Summit is scheduled for November 6-8.



* On December 6th, 2018, Danesco sales representative **Gail Hough** died in Toronto after battling cancer. As her family noted in her obituary, Gail was a bright, shining star of hope, positivity, strength, grace and boundless love. She inspired many lives and will be dearly missed by her many friends, customers and colleagues, who valued her integrity and loyalty. Gail's beaming smile could be seen brightening the aisles of the gift show each year.

As Fred Pritchard and Howard Goldstein of Golda's Kitchen said: "Gail was one of our favourite people in the industry. Honest as the day is long, she only recommended products she believed would work in our retail setting. We will miss working with her at the gift shows. She always had a smile on her face and a diet coke ready for us! Gail was a wonderful lady who will be fondly remembered by both of us."

• **Pierre Robitaille**, the former owner of Boutique Pierre Robitaille in Quebec City, passed away in December at the age of 87. Boutique Pierre Robitaille sold mid-to-upscale crystal, tableware and gourmet products for over 40 years, starting in the 1960s.

"His passion for the retail industry was second to none," says Gilles Legault of Groupe Marketing, a long time friend. "Even after he sold his business in 2008, he always inquired about the state of the gift and housewares industry. He will be missed."

If you have an announcement, appointment or special event and would like to have it published in *Home Style Magazine*, please send full details to Laurie O'Halloran at laurie@homestylemag.ca

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Just received my latest *Home Style*. It is a pleasure to be kept in touch. It will be a very sad day for the industry when you decide to retire as your magazine is always so well received by both retailers, wholesaler and, of course, many capable, dedicated reps. The retail landscape is changing dramatically but I hope there will always be a place for our wonderful independent retailers.

*Marjorie Agnew,
Former owner of The Main Course*

You have been such a fine ambassador for the housewares industry that those of us who have been (or are) a part of this business should shout from the roof tops and tell the world how blessed we are to have such a passionate woman representing us. You have believed in so many great people and products over the years and after 30 years, you have not lost that passion. You still travel the world to find the latest and greatest products.

I so enjoyed your opening lines in January because I was fortunate enough to know you and had the joy of being there at the beginning.

Thank you for all the hard work, the creative talent and the objective points of view. You have been there on behalf of the retailers as well as the vendors and it takes a special talent to be able to balance both sides. Thank you for making an amazing contribution to the housewares business and we are grateful. I would say keep up the great work but I know you always will.

Mary Higgins, Retired merchandise manager, London drugs

It's always a treat to get the latest *Home Style* and the last issue brought back many memories. I loved your editorial and the photo of you with the retirees – all familiar faces from the past.

Gord McLauchlin's passing was indeed a sad entry. I remember his charm and big smile very well! And what a surprise to find a photo of me on the back page, 'The Way We Were'.

Thank you for keeping housewares history vibrant in our minds!

Dorothy Keizer, former buyer TruServ

New colours are both sweet and savoury



Le Creuset has unveiled two new hues for 2019: Sage and Meringue. Inspired by the soft hue of the delightfully fragrant herb, Sage is a cool and soothing addition to the Le Creuset colour family. Mimicking the look of sage leaves, the new hue is a muted green-grey colour. It looks modern and retro all at once.

Though colourful, it's classic enough to work as a modern alternative to black, white and grey. Its universally flattering tone works well with a wide variety of decorating styles – from traditional and vintage to modern and minimalist settings. Teamed with Bonbon, Soleil and Caribbean it provides a cheerful springtime colour scheme or pair with Oyster and Meringue for a contemporary look.

Much like the European confection it's named after, Meringue is pure elegance. With its soft, natural cream tones, it's a new neutral for Le Creuset that feels delicate, inherently sophisticated and versatile. The organic gradient features mimic the different toasted shades that can be found on a meringue to add an extra layer of dimension to every piece of cookware.

Just like the dessert, Meringue marries everyday functionality with elevated style to create a look that is both refined and contemporary. It looks beautiful against the Le Creuset colour rainbow, warm, wooden accents or next to the more modern look of stainless steel. Used as an accent piece or as a main colour focus, Meringue lends itself particularly well to tabletop items.

Beginning March 1st, both Sage and Meringue will join the other nine Le Creuset colours.

McEwan opens third Toronto grocery store

Chef Mark McEwan has officially opened his third McEwan grocery store on Bloor Street East in downtown Toronto. The impressive store is located within the commercial podium of the new One Bloor East mixed-use tower, spanning two levels. A street level reception area spanning almost 900 square feet features an entrance on Yonge Street, and is occupied primarily by escalators and an elevator leading downstairs.

Brands from the McEwan Group feature prominently in the new space, which includes a mix of grocery, grab-and-go and sit-down dining options.

McEwan is addressing the ongoing trend of grocery stores blurring the lines between grocery and restaurant — some refer to them as 'grocerants'. Many specialty grocery in urban centres feature sit-down areas where customers can eat, and the idea is popular among a wide demographic seeking a casual dining experience. The lack of restaurant-like servers means there's no tipping, and there's something unique about dining in such a food environment.

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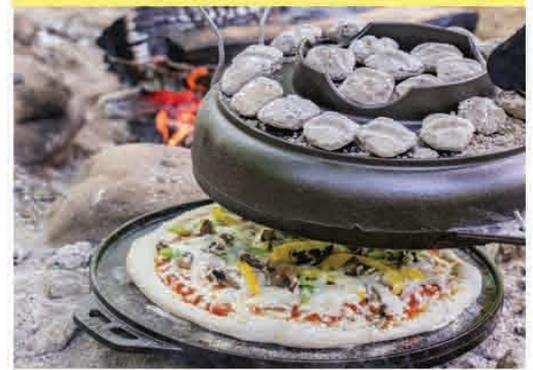
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WS sues Amazon for patent infringement

Williams-Sonoma has filed a lawsuit against Amazon.com that claims patent- and trademark infringement of Williams-Sonoma intellectual property and unauthorized use of the company's trademarks.

In the lawsuit, Williams-Sonoma alleges that Amazon established an unauthorized 'Williams-Sonoma-branded' store on Amazon.com and claimed that the retail services listed were by Williams-Sonoma. This resulted in the specialty retailer receiving various consumer complaints misdirected to Williams-Sonoma.

The lawsuit claims that Amazon infringed on a "wide spectrum" of Williams-Sonoma intellectual property and established competing Amazon brands that sell knockoffs of Williams-Sonoma products.

Williams-Sonoma highlighted what it claimed was a patent-infringement of its Orb chair. Debuted in December of 2016 and priced at \$299, the chair accounted for \$2 million in sales through the first 10 months of 2018.

Meadow is the new Fiesta colour for 2019

Homer Laughlin unveiled its Fiesta Dinnerware brand's 51st colour at the Atlanta International Gift & Home Furnishings Market in January. Fiesta's 2019 colour is Meadow, a soft medium shade of green.

Rich Brinkman, VP of Sales and Marketing, says Meadow is a colour that can be used with a wide assortment of combinations and home décor themes.

With the addition of Meadow, the company is retiring the Sage colour. Sage was in production since 2015.



Just as we were going to press, the Canadian Hardware + Housewares Association announced the 2019 Hall of Fame Inductees. They are **Solly Feldman**, founder of Accent Fairchild Group, **Dennis Nykoliation**, retired president of Black & Decker, and **Terry Davis**, retired CEO of Home Hardware. We will have full coverage in the May issue of *Home Style*.

Dollarama goes national

Dollarama officially opened its online store in Canada in January, which allows customers to buy about 1000 products in bulk. All of the online items are also found in the company's 1,203 brick-and-mortar stores across Canada.

The country-wide launch follows a successful, five-week pilot program in Quebec last December. For urban areas, the store will ship any order for a flat rate shipping rate of \$18.

Free shipping key for online customers

Consumers buying products online expect retailers to offer free delivery, but are also embracing new options such as store pickup, according to a recent survey from the National Retail Federation.

The U.S. report found that 75% of consumers surveyed expect delivery to be free even on orders less than \$50, up from 68% a year ago.

Baby Boomers (born 1946-1964) demand free shipping the most, with 88% expecting it. That compares with 77% for Generation X (1965-1980), 61% for Millennials (1981-1994) and 76% for Generation Z (1995 and later).

Many consumers now consider shipping costs even before getting to the checkout page, with 65% saying they look up free-shipping thresholds before adding items to their online shopping carts. Consumers also want their products fast, with 39% expecting two-day shipping to be free, and 29% have backed out of a purchase because two-day shipping wasn't free.

The survey found that 70% of consumers who are aware of buying online and picking up in-store had tried it, and the top reason for doing so was to avoid paying for shipping.

IMC to upgrade all market centres

To enhance visitor experience and increase buyer participation, International Market Centers will launch a three-year, \$280 million investment in new initiatives to enhance its market participation in Atlanta, High Point and Las Vegas.

IMC will execute the investment over the next six to 24 months on all three of the market campuses where it has ownership or interests. The investment will include category enrichment and extension efforts, the launch of new verticals, strategic remerchandising of existing resources, digital and mobile platform upgrades, and physical improvements in arrival areas and public spaces.

PPG to buy Whitford

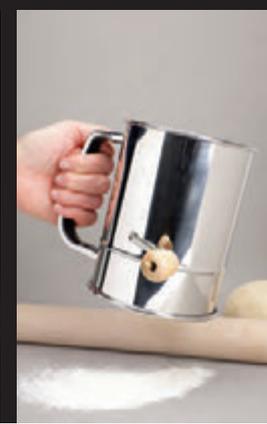
PPG, a supplier of paints, coatings, optical products, and specialty materials, plans to acquire Whitford Worldwide Company, manufacturer of low-friction and non-stick coatings for industrial applications and consumer products including cookware. The transaction is expected to close in the first quarter 2019.

"Joining PPG is a giant step forward for Whitford," says Dave Willis, Whitford's founder and chairman of the board. "In one fell swoop, we will have access to new technologies, diverse R&D facilities, strong financial support and global coverage in areas where we have wanted to expand, but did not yet have sufficient resources."

Global housewares spending rose to \$364.2 billion, an increase of 2.5%, in 2017 – the most recent available statistics, according to IHA's 2018 State of the Industry Report. In the U.S. alone, housewares expenditures increased 5.2% from the year before.



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Pacific rim influences home-cooked meals

Whole Foods has announced that in 2019, consumers will be looking to infuse their home cooked meals with Pacific Rim flavouring, and will also find ways to work more fats, shelf-stable probiotics and upgraded healthy snacks into their diets.

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

Keto, paleo, grain-free and even “pegan” (paleo + vegan) diets are becoming more lifestyle choices, according to Whole Foods.

Canadians seek meat alternatives

While the federal government was busy revamping Canada’s outdated food guide this past year, food producers like Maple Leaf were actively searching for viable plant-based meat alternatives. The goal is to attract an audience beyond vegans since almost one third of consumers see plant-based burgers as healthier than their meat counterparts. But only 15% of consumer say they taste

The average Canadian family will pay about \$400 more for groceries and roughly \$150 more for dining out next year, an annual food price report predicts. Food prices will rise between 1.5 to 3.5% this year, according to the report from researchers at the University of Guelph and Dalhousie University. That means the average family of four will spend \$12,157 next year — up \$411 from 2018.

as good as real meat burgers.

Sales of meat alternative products in supermarkets (like Whole Foods) soared by 19.2% in 2018, according to Nielsen. Veggie burgers currently account for about 24% of that market.

Retail predictions for the year ahead

Analyst Steve Dennis offered his retail predictions for 2019 in the latest issue of *Forbes*.

The collapse of the middle segment continues. “Physical retail isn’t dead. Boring retail is. Which is why we continue to see the vast majority of store closings and bankruptcies concentrated among those brands that remain stuck in a sea of sameness.” He adds good enough no longer is. Retailers that fail to pick a lane and execute against the essential elements of remarkable retail are on their way to the retail graveyard.

The stores strike back. It turns out that when retailers see their stores as assets to be leveraged rather than liabilities to be optimized – and recognize that the customer is the channel – the combination of strong digital capabilities and reimagined brick & mortar is often pretty powerful.

It’s mostly about brick & mortar for DNBs. Recently more folks started to understand that much of e-commerce is unprofitable and that scaling pure-plays is mostly impossible. In an ironic twist, many of the digitally-native brands (DNB) that raised hundreds of millions on the premise that stores were unnecessary are now not only opening stores, they are starting to realize most of their growth from physical locations. In fact, without a robust brick & mortar strategy many would be in serious financial trouble.

The emerging BOPIS crunch. It’s been clear for awhile that BOPIS (buy online, pick-up in-store) offers something many customers want, while also holding the promise of mitigating retailers’ growing costs of direct-to-customer fulfillment. It can also drive incremental store visits. By one estimate holiday BOPIS sales up

47%. and we are seeing a sharp uptick in retailers that are implementing this capability.

Stores as theater. More and more it will seem like all the store’s a stage as brands create highly immersive and memorable experiences that can only be found in their brick & mortar locations.

Micro-markets start to shine. Yes, many customers want everything, right now at the cheapest price. But the mass-ification of retail (be that via Amazon or big-box “category killers”) means the proliferation of a lot of average stuff for average people and who wants to be average? We’re now seeing dozens of new brands that innovate in a very particular way to pursue not the largest viable market but – at least initially – the smallest.

Bloggers influence

Non-celebrity bloggers are 10 times more likely to influence an in-store purchase than celebrities, suggests a survey conducted by Collective Bias. That’s a dramatic difference.

Seventy percent of millennial consumers are influenced by the recommendations of their peers in buying decisions, the same survey also found.

Today’s shoppers place a premium on authenticity, and less value on traditional gatekeepers or tastemakers.

E-commerce turns 20

We’ve just passed the 20th anniversary of the first e-commerce transactions in Canada and the last five years have brought explosive growth. The amount of problems online shoppers experience and the willingness to report those problems are also growing

According to a study by Retail Council of Canada called *The Blended Commerce Imperative*, online shoppers expressed a clear desire for better service and indicated they also had issues when a physical store was not located nearby to support their purchase, thus reiterating the advantage of an omni-channel presence.

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Cooking with cannabis: A budding industry

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

According to Statistics Canada, sales of the newly legalized recreational cannabis market hit \$43 million within the first 15 days of the October 17th, 2018 legalization date, with sales topping \$1.8 Billion for 2018 (for both medicinal and recreational cannabis). The next round of legalization, which will allow for the resale of edible and consumable cannabis products, has been postponed until October 2019.

Health Canada released an initial regulatory overview this past fall but modifications to Bill C-45 are still a work in progress. The two main criteria that have been agreed upon by the Senate and Health Canada thus far are the total allowable THC content not to exceed 10mg per package (considered to be a low controlled dose comparative to consuming one beer) and packaging cannot appeal to children, possibly eliminating popular candy-like goods from the marketplace.

Legislation surrounding edibles is a far more complex initiative than that of the flower but analysts are projecting they will more than double cannabis related revenue to a staggering \$4.6 billion by 2020, with a 10% year over year growth rate.

While the federal government, the provinces and cannabis companies are all still trying to sort out what edible sales will look like by October, amateur and professional chefs across the country are starting to test the limits and consumer tastes for fine, high cuisine through events such as underground pop-up pot dinners, weed and cheese tastings and bake and brunch events. Gourmet foods, both savory and sweet, are mixed with cannabinoid oils or tinctures to elevate the dining experience. The low calorie content and a relatively inexpensive high compared to alcohol are other contributing factors for

the growing popularity of cannabis in use in the gourmet world.

During a recent visit to California, I had the chance to visit a MedMen shop in Beverly Hills. If you are not familiar with the chain, they are quickly becoming the Starbucks of weed, popping up in affluent neighbourhoods across legalized States, with their sights on Canada next.

Products such as honeys, fruit lozenges, beverages, elixirs, and of course endless varieties of buds were beautifully merchandised in enclosed glass petri dishes, with a tablet attached to each product describing the varietal, tasting notes, composition and potential effect. Think of champagne and avocado toast instead of the typical stoner pizza and Cheetos imagery. The affluent neighbourhood shop caters largely to the kids of Beverly Hills; however during my visit, it was mainly 50- to 60-year-olds stocking up on the best buds.

Some claimed pain management, others anxiety relief and one elegantly dressed Chanel-clad lady was buying a gift card for her grandson. The sense of community and hipness was palpable. I was at the very same store last year during California's recreational legalization, and the store format has almost tripled in size since. MedMen also recently opened a flagship store in Manhattan's posh 5th Avenue district, a tell-tale of how the retail



MedMen Beverly Hills (photo: LA Times).



landscape is shifting in an era where long-standing stores like FAO Schwarz and Lord and Taylor have closed shop. Much like the rise of the wine industry in the early '90s, cannabis culture is about to influence a major consumer shift in the housewares industry.

Industry analysts are predicting 20% of cannabis users will turn to making their own edibles, due to Health Canada's abnormally low allowable THC content. While 10mg is generally considered the acceptable single "dose" for edibles, the legislation limits the total package content to the same amount. HC is also limiting the use of caffeine and cannabis, raising some questions about the availability of popular infused chocolates in retail stores.

The cannabis industry as a whole is gearing up for a boom similar to that of the high tech era in the '90s, creating new job opportunities for millennials and investor wealth among all walks of life, not just within the stock market. Cannabis culture and companies are more about appealing to a lifestyle, rather than the actual product itself. "Budtenders" and "cannaisseurs" are a thing of the present; much like mixologists and sommeliers; they are looking for specialty products to enhance their cannabis consumption and experience.

Baked goods, cannabutters, infused oils, beverages and candies – the list is endless. Negative stigma and long-term hazards still exist with smoking and vaping, which accounts for the popularity of other forms of ingestion. But major beverage brands such as Constellation Brands (makers of Corona), Molson Coors and Coca-Cola have partnered with Canadian growers in anticipation of full recreational legalization, showing just how big this marketplace is about to become. 🍷

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ON THE MENU

Tonkinese soup



Tonkinese soup

PREPARATION 15 minutes

COOKING 55 minutes

SERVINGS 4

MAKES 10 cups (2.5 litres) broth

* **BROTH FREEZES WELL** *

Broth

1 1/2 lb (675 g) beef bones, cut into 2-inch (5 cm) pieces

2 tbsp (30 ml) olive oil

1 tsp sesame oil

1 onion, halved

1 piece fresh ginger, about 2 inches (5 cm) long, halved

10 cups (2.5 litres) water

3 tbsp (45 ml) hoisin sauce

3 tbsp (45 ml) soy sauce

1 tbsp (15 ml) fish sauce

1 star anise

Garnishes

2 packages (85 g each) instant noodles (see note)

1/2 lb (225 g) thin slices fondue beef

2 cups (150 g) bean sprouts

1/2 cup (15 g) cilantro leaves

2 green onions, thinly sliced

Lime wedges, for serving

Thai basil leaves, for serving

Sriracha, for serving

Broth

1 Preheat the pressure cooker on the **Sauté** function for 2 minutes. Brown the bones on one side in both of the oils for 5 minutes. Flip the bones over and add the onion and ginger. Cook until the bones are deeply caramelized.

2 Add the water, sauces and star anise. Mix well. Cover and select the **Soup** function.

Garnishes

3 Let the pressure release and remove the lid. Using a slotted spoon, remove the bones, onion, ginger and star anise from the broth and discard (see note).

4 Select the **Sauté** function. Add the noodles and cook, uncovered, for 5 minutes or until tender.

5 Divide the beef slices, bean sprouts, cilantro and green onions among four bowls. Top with the hot broth. Serve with lime wedges, Thai basil leaves and Sriracha.

[NOTE] Any marrow left in the beef bones after cooking can be added to the soup.

This basic Asian-inspired beef broth can be used as a starting point for other recipes.

Instant noodles are often sold with a seasoning packet, which you will not need to add to this recipe.

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All's fair in love and retail

Retail is an ideal profession for a husband and wife but it isn't always easy. We asked seven married couples in the housewares industry about the challenges they face in business, and how they make their marriage work on the job.

Ben Boschman, married to Sue Owners of Lakehouse Home Store Kelowna, B.C.

We opened Lakehouse in 2011, and it has been a very full-time commitment for both of us. We got married in 1996, and at the time I was already a retailer. Sue worked 20 or 30 hours per week, mostly doing administrative tasks, until we sold that business in 2008. She looks back on those days fondly!

Today, we spend at least 40 hours a week together and are often heading in the same direction. But we do try to keep our areas of focus separate. Our paths will cross a few times during the day and then we usually go for lunch together.

Sue is more involved in the front lines while I'm focused on general management. We recently opened a new 13,000-square-foot furniture showroom called Lakehouse Cannery Lane in an old vintage brick building in downtown Kelowna. Sue's focus will be there from now on. We have some really good people running our flagship Bernard store, which will now focus mostly on kitchen and housewares. So this expansion is a good thing as it gives us even greater separation at work, while still allowing us to come together strategically when needed.

The best part about working with

your spouse is the trust and the ability to be 100% honest. If you don't already have that in your relationship, then working together will be a disaster.

The biggest challenge is not being able to shut it off. We're always carrying the same stress around as baggage.

We try not to talk about work at home but it's almost impossible not to. For a while we had a loonie jar and if someone brought up a work subject, you had to pay a loonie. This really worked well! With our recent expansion we did kind of a back-slide, so I think it's time to pull out the loonie jar again – at least for the sake of our 12-year-old who has to sit and listen to all the retail jibber-jabber.

The key to making it work is learning how to fight it out and then make up. This is critical! It's the fight that keeps you from building up resentments because you can get it off your chest in the moment. But you also need to learn how to come back together.

Working couples need to perfect their poker face. Always put up a united front in front of your staff, your clients, and your suppliers. If you disagree, do it in private. There is nothing worse than watching a husband and wife wear their baggage in front of others.

Most couples have unique skills so make sure your job descriptions cross-over as little as possible. That way you tend to go to each other for advice and

feedback rather than scrapping over whose methods are best.

It's important to try to take at least one day off separately. And whoever heads home first stops at the grocery store and makes dinner that night. The last person home does the dishes.

And finally, keep a loonie jar. Always talking about work at home is poison.

Carrie Wreford, married to Jeremy Owners of Bradshaws Stratford, Ontario

We've now worked together for 17 years in total. We met while working in the film industry. I worked in the wardrobe department and Jeremy was a set designer. We ended up working on jobs together as we began our relationship.

After three years in film, I left the industry and went into graphic design. We never thought we would be working in retail together as husband and wife until we made the life-changing decision to leave our jobs in Toronto to move to Stratford and take over his family's business, which is now 124 years old. That was 14 years ago and we've been running Bradshaws ever since. I have never looked back!

For the most part, we work about 40 hours a week together in our tiny, cluttered office. Although we share the

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same small space, we focus on entirely different things. There are days where we're working on completely independent projects, but still working toward a common goal. Of course when we are in our peak periods, we might also work weekends. This past Christmas I spent 22 days working straight without a break! As retailers, we are "always working" – trying to find inspiration for in-store displays, graphics and social media stories when we are travelling, reading and cooking!

The best part about working together is the fun we have at work. We actually really love what we do and a huge part of that is because we get to do it together. Other couples joke sometimes that they could never work with their spouse. We don't feel that way at all. It seems quite natural. We both enjoy going to work every day, together. It also allows us a lot of flexibility which improves our lifestyle. One of us can always be here even if the other has to be away from the store.

The most challenging part about what we do is being able to find balance and to allow ourselves some free time to regenerate. When you are passionate about your business, like we are, and constantly out-putting, sometimes you need to give yourself a bit of a break. Being self-employed, no-one is going to say: 'Hey Jeremy and Carrie, you both look like you could use some time off!'

Our solution has been to book things into our calendars that allows us to give back to ourselves. It can be working out, or a massage. Jeremy rides a motorcycle, I ski and play tennis and we often book matinee tickets to attend the theatre while our kids are at school (so we don't need a babysitter). Or we bring the kids along or go camping with them. We allow ourselves moments of pleasure to help maintain our mental health. In turn it gives us the energy and ability to keep pushing our business forward.

For the most part we try not to work from home. The only thing I will do from home is manage our social media needs because sometimes customers are reaching out through Instagram, Face-

book, Google, email at all hours. These things require immediate response so sometimes I technically am working from home but only in that capacity. Otherwise all work is done at the store.

Of course, we sometimes talk about work things at home but if we start getting too "into" the work discussion, one of us is smart enough to shut it down. We'll save that conversation for another time when we are at the store. Our weekends and evenings are typically spent either as a family or shuffling our kids around to various activities.

Working with your spouse can be the best decision you ever make, or it could also be the worst. Luckily, we agree on mostly everything... mostly. But if you are constantly butting heads with your spouse, or trying to micromanage each other, it could be the beginning of the end for both your business and your relationship. It is definitely not for everyone, but it has been amazing for us.

Patrick Simpson, married to Vicky Owners of What's Cooking Qualicum Beach

All relationships are complicated and challenging, requiring each person to give and take, understand, and change every day. Fortunately we are in a fun industry! We have been guided and encouraged by some wonderful sales reps over the years.

I still remember our first bank manager, a crusty, older guy who treated us like his kids. A great guy. Years after he retired he came in one day, shook my hand and congratulated me on our success. I asked him if he was surprised, and he replied that he always believed the business would succeed because we had a very detailed business plan. But he was congratulating me on surviving as a couple which was, in his opinion, the most challenging part of most small start-ups. It's also a big reason for business failure in the beginning years.

We started our What's Cooking Project in September 1993 which was the beginning of our journey. That was over 25



years ago.

Currently our store time together averages 16 to 20 hours a week. Of course that has changed over the years, as we have added staff.

After 25 years, we *definitely* know each other's strengths and weaknesses. But there is tremendous joy and excitement in having built a very successful, iconic business.

There are some difficult aspects as well. Accepting mistakes. Dealing with the multitude of stressful situations in running a business and not being able to escape those situations.

In order to cope, we laugh a lot. We talk out issues. We drink wine. And we accentuate the positive.

As a business owner, work follows you everywhere. We work at home on every aspect of the business except things that can only be done at the store.

The key to success as a business couple is to have fun! Believe in each other's opinions. Try and develop skills that complement each other's strengths and weaknesses. Surround yourself with good professionals who understand your goals and needs (accountants, bookkeepers, lawyers.) Have a good sense of humour. Don't give up. Drink more wine.

Jenny Otsuka, married to Kyle Owners, Zest Kitchen Shop Picton, Ontario

For the first two years of the business, Kyle was employed elsewhere. But we've been fortunate to be able to work together for the last five years.

We generally spend 40 or more hours together a week at the store, but Kyle started a separate catering business a few years ago called Seasoned Events. It keeps him quite busy with quotations



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and client meetings in unpredictable bursts. It takes him completely out of the store for long periods during wedding season (May to October). His time spent at the store some weeks can be less than 25%.

When working as a couple, it's great to be able to bounce ideas off of someone who has as much 'skin in the game' as you do. The challenging part for us was when Kyle started to work at Zest full-time. We needed to be clear on roles and responsibilities. Together with our staff, we often work together on things and share ideas. But to make things clear, we decided I would handle marketing, staff recruitment and onboarding, purchasing and bookkeeping (which I was doing anyway). Kyle would manage our physical store: merchandising, stockroom, store maintenance. And we have a knife sharpening service – he sharpens all the knives.

Overall, our priority is for both of us to spend as much time on the shop floor as possible, servicing and getting to know the needs our customers. But we bring our work home a lot! I'm sure most couples can relate to the hours spent talking about the business at home, on the street, out for dinner, etc. Fortunately, we don't think of it as work.

The most important thing is to have fun! And talk about everything. You've always got a friend in your corner.

Richard Koskiniemi, married to Marlene, Owners, The Kitchen Nook Thunder Bay, Ontario

Marlene and I have worked together for 25 years and spend 40-plus hours a week together in the store. Working together in our business has enabled us to achieve our goals in life. We've been able to travel together, and with our daughter, providing us with a quality of life that would be difficult to achieve had we chosen different careers.

The greatest challenge to working together is to keep our personal relationship as husband and wife intact. There are going to be tensions created by see-

ing your spouse every day and night. We have tried to be creative in our approach to keeping a happy marriage. We try to have a date night once a week, and during our down time we remove ourselves from our normal environment and head to our camp (summer cottage) to unwind. It is our sanctuary.

We also have tried to travel to exotic destinations once a year. Our annual trips have become the carrot at the end of the stick, rewarding us for the challenges that we face throughout the rest of the year.

We try to leave our work at the store, but inevitably we end up discussing business at home. We have resigned ourselves to the fact that this is just a part of operating a business together.

Our advice to any other couples considering working together would be: don't do it unless you have an extremely strong relationship with a high level of respect for one another. And make sure that each partner has a different job to do. Running different aspects of the business helps to keep you out of each other's hair.

Jerry Cayne and Carol Steele, Owners Cayne's Super Housewares, Toronto

Carol: We have worked together since 1997 and usually spend 34 to 40 hours a week with each other at the store.

The best part about working together is being able to chat whenever you like. The hardest part is remembering that there is one person I deal with at work, and there's another person I go home with. If there is a conflict, I deal with it by going home first.

It's very hard to leave work at work, especially when we are both so passionate about it. We try to only bring home the good stuff!

Most married couples should avoid working together if they can. Relationships are hard enough without the added stress of working together on a daily basis. However, if you must, make sure there are clear lines of responsibility. And always respect each other.

Jerry: The best part about working with Carol is being with her all day long. You need to make time during every day to get up and give your partner a hug.

Of course, sometimes there are decisions that we don't agree upon, but I don't let it bother me. I usually just forget about it by the time we head home.

Mona Abrams, married to Dave Owners, Ares, Montreal

We have worked together almost from the beginning of our marriage – 30 years now! When we first started working together, we weren't the owners of Ares, however. This came later. We actually spend very little time together in the stores as I work primarily in the office.

The best part about working with your spouse is being able to grow and learn from each other and share common goals. We ask each other's opinions and value those opinions.

The most challenging parts are the disagreements, whether it's about policies or customer issues. We always listen to what the other one has to say and most times we will find middle ground and compromise. Other times, we will defer to the other one. We both try to always do what is best and makes the most sense.

Work is often brought home. As much as you want to leave it behind, it is very difficult to do so. Retail is seven days a week and it's part of our everyday lives. It can start with a simple 'How was your day?' at the dinner table.

My best advice for other couples is to not compete with one another, but to accept your partner's strengths and weakness. You find the right balance of responsibility. Always treat each other with respect, never forget to laugh and love what you do. 🐾



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A historic landmark with modern appeal

We celebrate Philippe D'Aoust of G. D'Aoust & Cie, Canada's recipient of the 2019 Global Innovator Award



Established in 1900, G. D'Aoust & Cie is an innovative and visionary retail emporium, with a team always on the lookout for the latest trends. A Montreal landmark, the 20,000-square-foot, three-storey building offers giftware, kitchenware, gourmet products, decorative items, bedding, furniture and fashion.

Over the years, three major Hollywood productions have been shot inside the store, known for its remarkable architecture and ambiance. In fact, the store's trademark Lamson money conveyor system, installed in 1924, still functions to the delight of customers!

The history is fascinating, but it was the store's fresh, modern approach to



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merchandising that continues to make it a standout, and a most deserving recipient of this year's Global Innovator Award for Canada.

Established in 1900 as a general store, G. D'Aoust & Cie has sailed through more than a century of innovation in grand style. After its founder Guisolphe D'Aoust passed away, his sons continued to manage the store for half a century until grandson Philippe took the helm. As a third generation retail innovator, he revamped the historic department store to create the ultimate shopping experience in a trend-setting city.

Today, while so many bricks and mortar retailers are struggling to compete with online sellers, G. D'Aoust & Cie excels by consistently offering customers a fresh, exciting shopping experience. "We appeal to a very large audience, and we offer a wide variety of



The front entrance is 15 feet wide and opens up to three floors of tantalizing displays.



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products, so we can create fantastic stories through out displays by combining all the categories,” explains Philippe. “Our team is committed to deliver a WOW effect throughout the store. People love to browse, and we refresh our displays regularly so they always find something new when they return.”

He adds that as a single location department store he has a lot of flexibility when it comes to trends and is able to move quickly with hot new items. “We will be sold out of an item before a chain store even has it in stock.”

Making the customer experience a top priority has been a way of life at G. D’Aoust & Cie since the turn of the last century. The layout and size of the store gives the design team plenty to work with. A large, 15-foot wide entranceway lets customers admire three full display windows as they walk into the store.

At the main entrance, the customer will find the gift department, decorative items, vases, chandeliers, candles, body care products, a customer service counter and check-out counters.

Arousing the senses with visuals, sounds, tantalizing aromas, soft music and a vintage style, the store creates an inviting and inspiring ambiance. Customers are encouraged to spend time browsing and exploring.

Two sweeping wooden staircases lead to the kitchen and gourmet department featuring kitchenware, linens, tableware, cookware and pantryware. Everything is arranged to entice the customers’ culinary curiosity. Daily gourmet food tastings and product demos play a major role in customer sales and satisfaction.

It is on this floor that shoppers can also admire the original Lamson money conveyer system suspended from the ceiling. It was installed in 1924 and still operates to this day.

From the kitchen department, two more wide wooden staircases lead to the furniture and home decor department. Modernized lighting systems throughout the store all feature new LED components. They are placed to emphasize



Founded in the Edwardian era, the store is a perfect blend of past and present and uses its history to its advantage. The 3-story building even features a permanent museum exhibit with old photos and original store fixtures.





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the visual merchandising displays and window displays. The visual presentation is designed to catch shoppers' attention so they react to each item.

Displays are arranged to highlight each object. An eclectic mix of products is used but each element fits comfortably with its surroundings. Customers can readily imagine the object in their own home. All elements used in the store's visuals, and window displays either belong to the store or are for sale in the store. Nothing is ever rented.

In 2015, the store underwent a complete rebranding, including a new logo, store sign, in-store visuals, gift wrapping, website, gift card, business cards and interior renovations.

The company also revamped its bilingual website and now offers online purchasing capabilities. There are currently 20,000 customers registered on the D'Aoust & Cie database and all clients receive a birthday card with an in-store promotion included. A privilege points card offers them rewards year-round. The store also has a presence on social media platforms such as Instagram, Facebook and Twitter. All are updated daily with occasional prize draws.

The D'Aoust & Cie museum, which was officially opened at the store's 115th anniversary celebration, is now a permanent exhibit offering visitors a fascinating display that includes several antique fixtures and old photographs.

Each year, the store hosts two VIP events for the best clients and suppliers. These unique evenings create lasting memories as the store takes portraits of all guests to take home as a keepsake.

Employees who work at D'Aoust & Cie tend to make a career of the store. Most have over 10 years experience and are well trained so they are knowledgeable about all product lines. Staff know most customers by name and offer personal-

Each of the three window displays have both front and back views. They are frequently moved or placed differently to reflect the season and can be seen from all angles as customers enter the store.

ized gift wrapping and special orders on a regular basis. They are always impeccably attired in order to properly reflect the store's image.

G. D'Aoust & Cie has used its history to its advantage and placed it at the forefront of the store's identity. The store has always kept its original floors, ceilings and part of its furniture in addition to housing a permanent museum exhibit. Founded in the Edwardian era, past and present come together at D'Aoust & Cie to create a store like few others in the world.

Philippe D'Aoust will travel to Chicago for the International Home + Housewares Show and, along with 29 other national winners, he will be honoured at a gala dinner on Saturday, March 2nd, where five top global retailers will be selected. All show attendees are encouraged to visit the *gia* display at the Lakeside Center entrance at McCormick Place in Chicago.

The above article was excerpted from the *gia* evaluation form prepared by Cristine Tessier of G. D'Aoust & Cie. For more details on the store, see the profile in the September 2017 issue of *Home Style* at www.homestylemag.ca



Creation of a house brand was a turning point for the company. The product developed is a natural and environmentally friendly body soap collection. The packaging design features the store's history printed inside, making it a great ambassador to promote D'Aoust & Cie outside of the Quebec market.

PHILIPS

Cooking

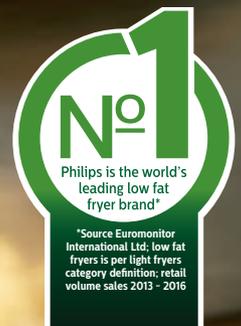
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Entertain in style

What's hot in serveware, barware and wine accessories

This 11-piece digital electric fondue set from **Ricardo** has three automatic functions for broth, cheese and chocolate. The pre-programmed functions provide precise temperature control. The LED touch controls are easy to use and the 3.2 qt stainless steel pot can



also be used directly on the stovetop. The modern, brushed stainless set includes eight colour-coded forks and Ricardo recipes. Ricardo's dishwasher-safe bamboo serveware, above, now includes two new pieces with a natural leaves pattern.

Consumers can create the perfect cocktail using barcode reading technology with the Bartesian from **Hamilton Beach**. Simply insert the cocktail capsule, select the strength, and press mix. A professional mixologist crafted cocktail is ready in seconds. An automatic rinse cycle keeps drinks tasting their best. Recyclable capsules contain real, fresh ingredients and are dosed.



The new Appolia line of ovenware by **Peugeot** is designed with wide, striated handles on the lower surface for an easy, safe grip, above. Made from ceramic that can be used directly on the stovetop, the pans are available in a range of timeless colours. Rounded corners facilitate service and cleaning while high edges help retain juices. Also new this spring is the Cellar corkscrew, right. It can open any bottle in a single stroke and then eject the cork just as easily using a special patented system.



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Entertaining



The Rox & Roll Stainless steel ball from **Intercontinental Mercantile** cools drinks without diluting or melting. By rolling the ball around the thumb-hole you feel the aroma of the whiskey, intensifying the taste while enjoying the rolling motion. When done, simply deposit the balls into their ice molds for freezing until their next use. The set includes a decanter, two lead-free whiskey glasses, two large ice balls, two locking ice molds and stainless steel ice tongue. Also new from ICM is the Vacu Vin slow wine pourer, below. With this pourer, you minimize the oxygen that comes into contact with the wine. The stainless tube reaches the back of the bottle.



DanESCO has launched the Coastal collection of barware, above. The assortment includes wine stoppers, charms and swizzle sticks with nautical appeal. The Coastal line extends a new range of woven serving accessories, shown below. Each piece has a weather-worn appearance that is durable and perfectly suited to outdoor entertaining. The line includes placemats,



tray, utensil caddy, bread basket and all-purpose 2-piece storage basket. DanESCO is also introducing a new winged corkscrew by OXO. Shown above, the self-centering screw aligns effortlessly in the bottle and is non-stick for struggle-free wine opening.

The new Clip-Cap Champagne Stopper from **Cuisiviv** is a fast and easy way to securely seal your favourite sparkling wine or champagne. It's made of durable food-grade plastic and rubber. To use, simply push the flaps down to create a leak-proof seal with a sleek low profile. It's easy to seal-in the sparkle with Clip-Cap.



Cuisinart

ELITE COLLECTION™



Beautifully designed with a traditional hammered exterior, this 18/10 tri-ply stainless steel cookware set offers Heat Surround™ Technology which evenly distributes heat along the base and side walls.

Suitable for all stovetops, each piece is induction-ready and oven-safe up to 500°F (260°C).



8 piece cookware set



GAS • ELECTRIC • GLASS CERAMIC • HALOGEN • INDUCTION



Entertaining



Maison Plus tableware from **Port-Style Enterprises** is made in Turkey and finished by hand to be both flexible and strong. The contemporary design of the dishwasher-safe collection is perfect for serving indoors or out. The grain on the surface offers a touch of natural beauty. Made of lightweight polystyrene.



Sagaform is expanding its nature assortment into double glazed serving pieces, above. The range brings together the best in Scandinavian designs with clean lines and mixed materials. The double glazed ceramic collection now includes serving bowls, smaller prep bowls and a generous sized serving platter.

This Craft Beer Set from **Product Specialties** includes a solid wood Flight Board. Users can label each beer with a built-in slate chalkboard. The pass-through design holds the glasses from the centre preventing breaks and spills while carrying. The slate chalkboard can be removed for easy cleaning. The four 8.5-ounce beer tasting glasses are made of lead-free crystal with flared rim contours for improved flavours.



The **T-Fal** NutriCook preserves nutrients in food and enhances taste. Efficient and versatile, this multicooker does the work of several appliances and is ideal for entertaining. The Nutri+ program adapts to each specific recipe to make quinoa, chickpeas, rice, lentils, pasta, yogurt and more. Food is cooked perfectly each time with 3D heat circulation. An automatic Keep Warm and Delayed Start functions let users pre-program meal time. The Express Soaking feature soaks grains and legumes ten times faster!



Entertaining



Danica/Now Designs has introduced this set of cork-backed coasters. Easy to clean and durable, they are great for both indoor and outdoor use.

The reactive glaze ramekins from Now Designs have artisanal inspirations for entertaining. The reactive glaze techniques makes each piece truly unique with a speckled surface.



The Pocket Wine Aerator from **Eparé** enhances the flavour and finish of wine by releasing its natural bouquet. With the push of a button, the aerating motor creates tiny air bubbles, oxidizing the wine and freeing its tertiary aroma in 15 seconds. It features three aeration settings and is small enough to store in a pocket. Powered by two AAA batteries.

Looking for a way to beef up your barware sales? Take a cue from retailer Candace Sutcliffe, who recently used a life-size cut-out of Canadian celebrity Ryan Gosling to promote the new Spiegelau glassware line at C.A. Paradis in Ottawa.



COMING IN MAY

THE BEVERAGE ISSUE



Coffeemakers and Espresso Machines



Kettles and Teapots



Hydration Bottles



Glass Drinkware



Spring Show Reviews

Editorial Submission Deadline:
March 29, 2019

Advertising Material Due:
April 12, 2019

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Blend - Mix - Chop

What's new in mixers, blenders, food processors and juicers

Motor-driven categories see a shift towards multi-functional devices

Dave Adamchick, Account Manager, Home
The NPD Group

Motor driven appliances had a challenging holiday sales season this year. Overall revenue tracked by NPD shows the category declined by 13% in blending and processing, mixers and juice extractors in the fourth quarter of 2018 vs. 2017. What's more, unit sales declined 15%.

This double digit drop is partly because last year's fourth quarter sales grew 8%, with units growing 9% vs the year prior. Of course, sustaining that high growth rate can prove to be challenging over multiple years. But there appears to be a shift happening in the market, and that shift is towards smaller and multifunctional devices. Categories like single serve blenders, hand blenders, kitchen systems, choppers, hand mixers, and combo hand/stand mixers are outperforming their larger footprint related categories like traditional/countertop blending, food processors, and mixers.

Part of this trend is likely driven by demographics. The baby boom generation, the largest generational group in Canada, is moving into retirement age – a time often marked by empty nesting, downsizing households and homes, and less overall consumption.

At the same time, younger millennials are moving into the life stages of moving into houses, and starting families – the prime age for making more household purchases. Complicating this is what we read about in the news about the struggle millennials are facing in the housing market. They often delay buying their first home or having children later, or choose to live in smaller spaces. Mortgages and rent are competing for share of wallet with the primary age group that is buying for the home kitchen.

Countertop space and cabinet storage area are now at a premium, leading consumers to choose smaller, multifunctional devices. An additional influence is the meal kit trend. In a study NPD fielded in June of 2018, 11% of Canadian adults had tried a meal kit service in the past year, and over 40% of non-users were interested in trying one. And the devices needed for a meal kit are the smaller motor driven appliances like choppers and hand mixers/blenders that lend themselves to these tasks. Manufacturers should make sure they address consumers looking for smaller kitchen appliances that are multifunctional, have a smaller footprint, and make the cooking process simpler. That is what is on trend for 2019.

It's back! The machine that has been an industry standard for decades is marking its return to the kitchen counter. The **Cuisinart** Classic 14-Cup Food Processor, shown below, makes cooking for crowds easy and fast. It's made from brushed stainless steel for a classic, contemporary look. This sleek kitchen workhorse is a breeze to use and will whirl through prep and cooking tasks with ease. Whether it's used to prepare a weeknight meal or a weekend celebration, the large capacity work bowl will hold everything as the 720 watt motor makes quick work chopping whole fruits and vegetables, shredding cheese, or kneading dough. It also boasts an extra large feed tube to handle any fruit or vegetable. Handy accessories include a slicing disc, a shredding disc and a chopping/mixing blade.



See Inside the Shift in Canadian Kitchen Appliance Use

Do you understand the shift to smaller footprint/multifunctional kitchen appliances? It's a trend we're watching closely in Canada. For the kitchen electrics industry, softer sales this past holiday season could be linked to the difficulty in maintaining the strong growth experienced last holiday season, but some smaller and multifunctional devices and categories are outperforming the total market. **Here's a closer look . . .**

AFTER A FEW YEARS OF STRONG GROWTH IN MOTOR-DRIVEN APPLIANCES,

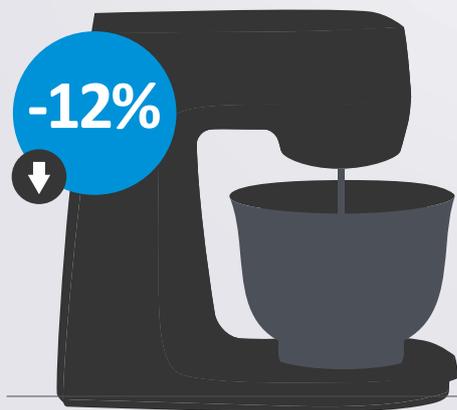


sales in the blending/processing and mixing categories declined by -6% in 2018.

Stand mixers, traditional blending, and full-size food processors declined a combined -12% over the Black Friday/Cyber Monday weeks.



Those weeks represent 28% of Q4 dollar volume, and 12% for the full 2018 year — flat vs. 2017.



Meanwhile, smaller and multifunctional subcategories were flat, including single-serve blending and processing, hand mixers, kitchen systems, and traditional choppers.



With reliable weekly data and expert insight about exactly what's happening in small appliances, you can determine the size of your opportunities, react quickly to changing market conditions, and get a clear view of consumer preferences.

Source: The NPD Group / Retail Tracking Service, YE December 2018

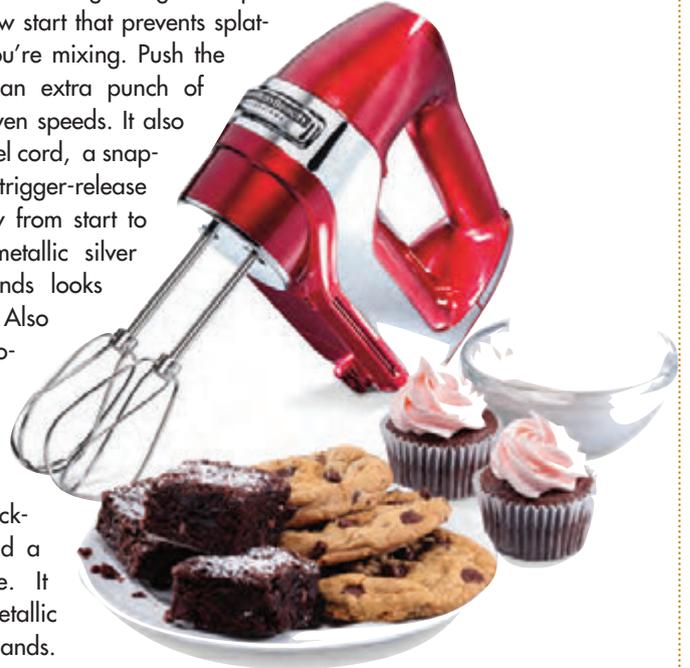
Get more insights like this. Visit npdgroup.ca/go/housewares or email peter.bassani@npd.com.



Blend - Mix - Chop



Whether it's a fluffy meringue or chewy cookie dough, your customers can mix ingredients effortlessly with the new **Hamilton Beach** Professional 7-Speed Hand Mixer, shown left. Lightweight and powerful, this mixer has a slow start that prevents splatters, no matter what you're mixing. Push the QuickBurst button for an extra punch of power at any of the seven speeds. It also features a lockable swivel cord, a snap-on storage case and a trigger-release that makes mixing easy from start to finish. The attractive metallic silver color with chrome bands looks great in any kitchen. Also new this spring is the Professional 5-Speed Hand Mixer, right. This electric mixer has the same slow start that prevents splatters, a QuickBurst at every level and a snap-on storage case. It comes in an attractive metallic red color with chrome bands.



Featuring a newly-designed 3.5-inch feed chute, the **Breville** Juice Fountain Cold XL, below can extract 70 fl.oz. of nutrient rich juice up to 5x faster than a 'cold press' machine. Cold Spin Technology allows juice to flow up and through the stainless steel cutting disc. An Italian-made mesh filter ensures no significant temperature increase. The extra-large wide chute feed can juice whole fruits and vegetables without pre-cutting. With nine task controls and timer, the new Fresh & Furious blender, right, is small but mighty with a 'One-touch' program for instant smoothies and ice crushing. The blending power of Breville's KINETIX performance combines the functionality



of a blender with the versatility of a food processor. The blade design and high torque motor delivers quiet and efficient performance. Engineered surgical grade stainless steel ensures the blades stay sharper, longer. The new

Breville Sous Chef 16 Peel and Dice, below, offers three wide chute sizes and an extra-large dicing feature that eliminates the need to peel or slice foods. The new Sous Chef 16 comes equipped with a range of sizing and cutting tools for precise and consistent cooking results.



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Blend - Mix - Chop



shown below, is ideal to chop vegetables, fruits, nuts and fresh herbs. It features a 300-Watt motor for fast and smoother results. It has a brushed stainless steel exterior, and an ergonomic handle design with rubberized finish for optimal grip and comfort. Ricardo recipes are included.



The **Ricardo** hand blender is perfect for soups, smoothies, sauces, vinaigrettes, pestos, baby food and more. The trigger control adjusts speed of use, squeeze for faster blending and hold for continuous speed. The ultra-sharp blades allow for mixing, liquifying or pureeing at just the right consistency. The 8-inch stainless steel blending arm can be used directly in the pot, a bowl or the blending beaker. The 2.5-cup chopper attachment,



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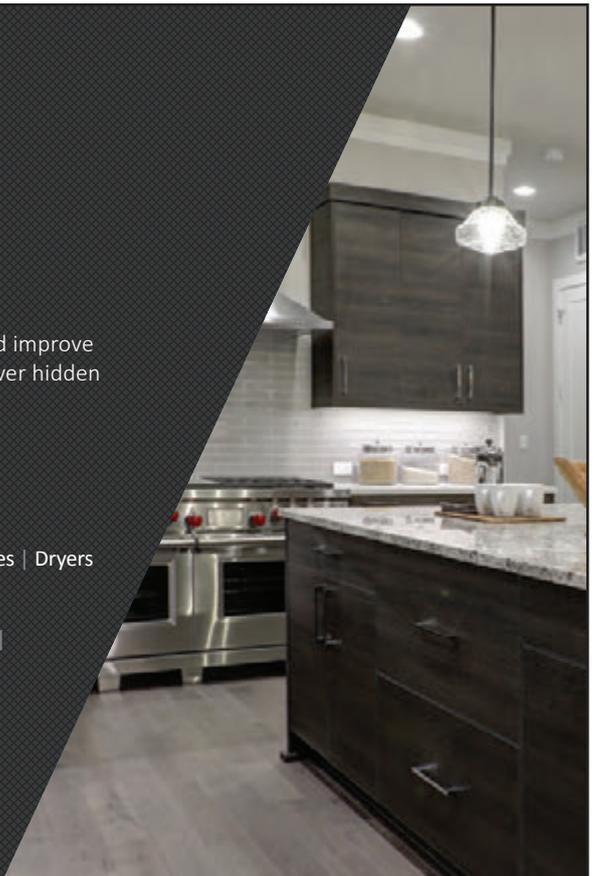
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Stovetop Cookware



The new C4 Copper Collection from **All-Clad**, left, features 100% pure copper bonded with durable stainless steel for exceptional results and superior surface recovery. The four-ply bonding goes all the way to the rim of the pan, with two layers of pure copper for rapid heat conductivity. Also new is All-Clad D3 Compact collection, above. The multifunctional 3-ply stainless set is thoughtfully designed to nest and store neatly in small spaces.

Heat two foods in one pan with this 2-in-1 divided sauce pan from **Nordic Ware**, below. Made of cast aluminum, it offers even heating plus a durable non-stick coating for



easy clean up. Cooks can sauté up to three foods in Nordic Ware's new 12-inch skillet with this divided cast aluminum sauté pan, above. Dividers make it possible to heat a main dish and two sides simultaneously. It can also be used to separate sizzling toppings for fajitas too. Both have stainless steel handles and are made in the USA.



Swissmar is launching **TECHNIQ** cookware in a variety of shapes and sizes for roasting, frying or braising. Each pan has an induction base and features new Stratanium non-stick coating with a rough, reinforced, multi-layer structure that is hardened twice at 420°. Shown above is the Windsor pan with an extra rounded edge designed for whisking. Below is the Bistro multi-purpose pan.



Stovetop Cookware



Le Creuset is unveiling a new line of Toughened Non-stick Cookware. The extensive assortment, shown left, includes 24 pieces and two sets. From fry pans, stockpots, and braisers to crêpe and griddle pans, there's a size and shape to suit every type of cooking need as well as accessories such as splatter guards and glass lids to fit each diameter. The entire line is easily adaptable to all stovetops, including induction, and is oven-safe to 260°C/500° F. Composed solely of superior grade, environmentally friendly 100% PFOA-free reinforced coating, Le Creuset Toughened Non-stick Cookware is built to resist flaking and peeling even in the harshest of conditions. The health-conscious coating lends itself to releasing food flawlessly, inaugurating a seamless cooking experience.

Cuisinart's 8-piece Vintage Hammered cookware set is designed with a traditional hammer exterior. The tri-ply stainless steel cookware has a pure aluminum core that offers unsurpassed durability, quality and results. Heat Surround technology evenly distributes heat along the base and side walls, while riveted handles provide a comfortable grip. Suitable for all stovetops, each piece is induction-ready and oven-safe up to 500°F (260°C).



Frigidaire, a trusted brand in the kitchen for over 100 years, has partnered with **Meyer Housewares Canada** on an array of cookware products. The 10-piece set above is made from solid stainless steel for maximum durability with an encapsulated bottom pad for fast, even heat control. Tempered glass lids feature a no-drip, easy pour strainer and the riveted stainless steel handles are ergonomically designed for comfort and safety.

Meyer has also teamed up with Chef Michael Smith to launch the high quality SuperSteel clad cookware, below. Made in Prince Edward Island, SuperSteel features a tri-ply design throughout the entire pan, providing even, consistent heat distribution. It's made using two heavy gauge layers of stainless steel, each fused to a heat conducting aluminum middle layer, for an incredibly durable and heat efficient cooking vessel. Both oven and dishwasher-safe, it's suitable for all cooktops and features Meyer's lifetime guarantee.



International Home + Housewares Show

March 2 to 5, 2019 • McCormick Place, Chicago

In addition to more than 2,200 exhibitors showcasing thousands of new products for all areas of the home, the sold-out International Home + Housewares Show offers education and insight into business practices and trends that are shaping our industry.

One key reason for international buyers to visit the Show is to find innovative new products and brands to differentiate their product offering and concepts. Kitchenware and housewares are generally driven by innovation and design, so every year at the Show, there are a lot of innovative products and ideas introduced – literally thousands of new product launches.

Recognizing a key trending category, the 2019 International Home + Housewares Show will provide retailers with the latest developments in the smart home movement. The IHA Smart Home pavilion expands this year with more than 30 exhibitors of smart home brands and connected products presenting the future of housewares. The Smart Talks educational stage in the pavilion features presentations, panel discussions, interviews with industry leaders and more all Show days. In addition to the IHA Smart Home pavilion, more Smart Home products can be found throughout the Show, especially at the Show's strong Wired + Well Expo with over 300 exhibitors showcasing kitchen, household and personal electrics.

Some of the other highlights in the offering of the 2019 International Home + Housewares Show include:

- **New Exhibitor Preview**, held just before the Show opens on Saturday morning from 8 to 10 a.m., featuring 90 new-to-the-Show exhibitors. Another opportunity is the Trending Today Preview, run concurrently with the New Exhibitor Preview. For 2019, the Trending Today Preview will focus on the specialty beverage movement, highlighting the various types of craft beverage trends, including coffee, beer, cocktails and water, along with specialty glassware and accessories, craft beer & cocktail kits and more. Also water filtration is a big part of the specialty coffee culture.

- The **Discover Design Expo**, located in the North Building, features design and trend leaders of the latest in high design from Europe and around the world. Exhibitors cover all Show categories. On Sunday evening, buyers are invited to stop by the Toast to the Trends networking reception to meet with Discover Design exhibitors and housewares industry colleagues from around the world.

- Located in the Clean + Contain Expo, the **Inventors Corner** brings the raw edge of creativity to the Show. The Inventors Corner Pavilion features 60 booths showcasing new housewares innovations and just-ready-for-market inventions. The Inventors Corner also features the Inventors Revue, where start-up marketers present their creations to a panel of experts and seasoned inventors offer presentations on how to succeed as an inventor.

The keynote sessions of the Show offer expert updates on key consumer

and lifestyle trends. Lee Eiseman of Pantone will again give two presentations: on Monday she reveals Pantone's 2020 colour palettes in an engaging, highly visual program that demonstrates the strongest trends in colour and styling families. In her Tuesday session Lee will further delve into the philosophy of colour and how it affects retail and consumers' purchasing habits.

Tom Mirabile, IHA's and the industry's trend expert, will explore the consumer and retail shifts that are reshaping the home and housewares industry. Representing Euromonitor International, Erika Sirimanne discusses how hyperconnectivity is impacting consumer behavior and how digital disruption is transforming housewares retailing across the globe.

The Show's Innovation Theater will feature over 20 presentations on international lifestyle trends, consumer purchasing habits, design, retail best practices and more.

There is plenty to keep show visitors intrigued after hours as well. On Saturday, March 2, 30 national Global Innovator (*gia*) retail winners and dozens of new product designers will be honoured at a gala *gia* dinner. Five global honourees will be selected for recognition during the evening as well as the recipient of the Martin M. Pegler and Digital Commerce awards.

This year, Canada will be proudly represented by G. D'Aoust & Cie, a successful Montreal department store.

The *gia* program was created by the

Trade Show Preview

IHA and International Home + Housewares Show to foster innovation and excellence in home and housewares retailing throughout the world. Since the launch of *gia* in 2000, there have been more than 430 *gia* retail award winners, from 47 countries on six continents. *Home Style* has been proud to sponsor the Canadian *gia* winner since the programs inception 19 years ago.

Canada Night 2019 will be held at the Intercontinental Hotel on Sunday, March 3, from 6 to 8 p.m. It's a unique opportunity for Canadian buyers and sellers to network in a purely social environment after the show. All qualified retailers are invited as guests and tickets are available to sales reps and vendors by contacting Nicole Gamble at the CHHMA - ngamble@chhma.ca.

Networking After Dark Reception is a Show party free of charge for all international Show visitors. Food, drinks,

music, international networking – plenty of fun! Taking place at McCormick Center at 5.30 to 7.30 pm on Monday, March 4, this event is hosted by the International Business Council (IBC), a group of IHA members actively engaged in international business.

The Chicago Retail Tour on Wednesday, March 6 allows international visitors to experience first-hand leading retail stores in the area. The tour begins with a complimentary continental breakfast and U.S. Retail overview. Throughout the day, the tour will visit some of the most exciting housewares retailers in suburban Chicago.

And no tour of the IHHS is complete without a visit to the Cooking Theatre. Food Network celebrity chef Robert Irvine will make his debut in the Cooking Theater and Ayesha Curry and Emeril Lagasse return to the stage during the 2019 International Home +

Housewares Show.

Also set to appear are Cooking Theater veterans Rick Bayless, Lanie Bayless, Ming Tsai, Fabio Viviani and Greg Wade.

The chef demonstrations will begin at 10:30 a.m. on Saturday, March 2 and continue through Tuesday, March 5. During the four Show days, 25 national and local celebrity chefs will be demonstrating their culinary talents using products that can be found throughout the Show. The Cooking Theater, located in the Dine + Décor Expo in the South Building, is jointly sponsored by KitchenAid and WellnessMats. To view the latest participating chefs along with the scheduled dates and times, visit <https://www.housewares.org/show/cooking-theater>.

More information on the Show, as well as free online pre-registration is available at www.housewares.org.

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Trend spotting in Chicago

Consumers are searching for ways to customize their homes with housewares that let them create personalized items, décor and dining experiences. Many are interested in products that help them express their own individuality, such as specialty craft beverages, smart home appliances that can be customized to their personal needs, and specialty cookware that allows them to re-create restaurant-quality meals or ethnic foods and flavors.

Products highlighting these and other top trends will be on display at the 2019 International Home + Housewares Show at McCormick Place in Chicago.

The consumer's desire for "distinction" is one of the major movements identified by trend research company Trend One in its *Mega Trends 2021* report. They said consumers are increasingly searching for personalization of products, services and experiences.

According to the *Forbes* 2019 cookware trend report, consumers want options to personalize their cookware or tableware collections as they enjoy a variety of different cuisines.

As consumers search for ways to express their own personalities, the specialty craft and beverage market has also grown in popularity. In fact, 65% of restaurants responding to the National Restaurant Association's annual What's Hot Survey said craft, artisan and locally produced spirits are the key alcoholic beverage trends for 2019.

To help retail buyers identify the latest products in the specialty beverage category, the Housewares Show will offer the "Trending Today Preview: A Marketplace for Specialty Beverages & Accessories." Held on Saturday, March 2 before the Show opens, Trending Today will feature 60 exhibitors highlighting various types of craft beverage trends including coffee, beer, cocktails, tea and water.

One new product example is the new JURA D6, which easily prepares coffee classics and specialties to professional barista standards. Offering a new twist

on cappuccino, the D6 is compatible with JURA's new exclusive coffee app to ensure quick interface functionality from a smartphone or tablet.

A continuing trend is the consumers' desires for healthier eating, as well as convenient cooking and meal preparation. Consumers want more fruits and vegetables, more homemade meals, less processed foods and more exercise.

Products such as multicookers, fryers, toaster ovens, food storage items and specialty gadgets are leveraging the tailwinds of consumer needs regarding health and wellness, according to Housewares MarketWatch.

Cooking at home is also more convenient today because of the availability of premade meals and online grocery delivery. Market research company Mintel predicts "elevated convenience" will be one of the biggest food and drink trends for 2019. This trend focuses on a new wave of shortcuts such as individual meal kits sold at retail, foodservice-inspired packaged beverages, and a new generation of prepared meals, sauces and sides.

As smart technology expands in the housewares category, smart home products, especially assisted-cooking items, help consumers create restaurant quality results at home. The global smart home category, which was estimated at \$24.1 billion in 2016, is expected to reach \$53.45 billion by 2022, according to Zion Market Research.

Artificial intelligence and voice control for assisted cooking, as well as replenishment and home delivery, are huge trends in the smart home market.

Bold, bright colours are expected to be popular in 2019. Pantone's 2019 Colour of the Year, Living Coral, is described as an animating and life-affirming coral hue with a golden undertone that energizes and enlivens with a softer edge. The Etsy Trend Guide believes burnt orange will be popular in 2019. Etsy describes burnt orange as an earthy, desert-inspired hue that is grounding and natural.

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CHICAGO PRODUCT PREVIEW



The Good Cook Meal Prep collection from **Bradshaw Home** makes it easy to eat complete meals on the go. Featuring five different configurations, the containers are lightweight and easy to transport. With 10 units, each set is perfect for a week of meals. The multi-compartments separate flavours and side dishes. The containers also have handy volume measurements and are colour-coded with the lid. Each set also features a bonus Meal Prep Solution Starter Guide with hundreds of recipes and tips for consumers.

Visit Booth S1837-S1843



Nordic Ware will show Bundt measuring cups (set of 6 above) and Bundt measuring spoons in new colours in Chicago.

The dishwasher safe tools are made in the U.S. The company will also feature the Norwegian Krumkake Iron, left. It creates traditional wafer thin Scandinavian cone cookies. The cast aluminum base has been enhanced with a larger well to capture excess butter.

Visit Booth S2200



Smart Home technology is a key trend again this year in Chicago. **Aspara** will be displaying the Smart Veggie Grower, above. This hydroponic smart growers helps consumers grow fresh, ready-to-eat veggies and herbs right on the countertop. The connected control system uses a combinations of LED grow lights, an automatic watering system and advanced sensors.

Visit Booth SH30 (Smart Home)

The **Hamilton Beach** Professional Digital 1.7-litre Kettle boils water ultra-fast for tea, pour-over coffee, hot chocolate, soups and more. Digital controls, six pre-programmed settings, an LCD readout and programmable start time offer maximum control in this stainless steel kettle. The lid opens with the push of a button and the unit lifts off the base for cord-free serving.



The new CHI Touchscreen iron is made with titanium-infused ceramic soleplate technology. The advanced touchscreen control lets users select temperature by fabric type, temperature or the symbol on the clothing tag. With over 400 steam holes, this powerful iron steams out wrinkles fast. Matte chrome accents give it a sleek, polished look.

Visit Booth L12102



CHICAGO PRODUCT PREVIEW



NUCU bakeware is both strong and lightweight. Sheet pans and cookie sheet are constructed of commercial-grade aluminum that provides even heat distribution. The gold, non-stick coating provides exceptional durability, is easy to clean, and helps prevent overbrowning. The line is designed to enhance baking results. All dishwasher safe.
Visit Booth S4113



The Nature multi-use lantern was designed by Anton Bjorsing for **Sagaform**. It features a carrying handle in oak and a stainless steel rim. It can be used as a candle holder, wine cooler or ice bucket.
Visit Booth S1707



Now Designs makes grocery shopping waste-free with reusable cotton product bags. A set of three different sizes allows you to fit a variety of fruits and vegetables while the printed bag weight guarantees correct amount. Also new is the Tea for Me set. Made from durable stoneware, each set has a removable lid that serves as a cup when turned upside down.
Visit Booth S523



Peugeot will be featuring the Kronos mechanical coffee grinder, above. This contemporary mill offers 43 different grind settings to appeal to craft coffee lovers. It has an ultra-efficient mechanism and stainless steel wheel and bowl.

The iconic beechwood Paris Mill by Peugeot maintains its traditional shape but is now available as an electric mill. It operates using rechargeable Lithium-Ion batteries, combining the action of a manual mill with the convenience of an electric mill. Available in natural or black lacquer.
Visit Booth S2267



CHICAGO PRODUCT PREVIEW



Danby's new Parcel Guard is the smart mailbox. While traditional mailboxes have been used for decades, the demands of today's homeowners have changed. More online shopping means more parcel deliveries. Parcel Guard keeps all online deliveries safe until the owner gets home. No more worrying about parcel theft or weather-damaged boxes. The delivery driver simply places all packages inside Parcel Guard's anti-theft drop slot and the owner receives notification that the package is secured. The Parcel Guard app not only allows you to easily track deliveries, you can lock and unlock Parcel Guard from any smart device, anytime, anywhere.

Visit Booth L11135



Ricardo will feature this fun ice cream sandwich maker. It's made of silicone for easy release and makes four sandwiches. It includes a spatula for spreading batter and ice cream inside the mould. It's also dishwasher-safe. Ricardo recipes are included.



The **Salton** smokeless grill, above, can be used indoors thanks to new technology. The Heating Coil provides precise cooking with variable temperature control while the Cross Flow Fan guides smoke away from surface for a virtually smoke-free experience! The grill is completely detachable and easy to clean. Also new from Salton is this cordless percolator, below left, and glass kettle with tea steeper. The percolator brews 4 to 10 cups of robust coffee and has keep-warm and auto-shut-off functions. The stylish tea steeper offer 7 pre-set temperatures and a 360° swivel base with cord storage.

Visit Booth L13112



The new Ricardo pressure cooker has a unique LED digital control panel that displays the cooking process. It's easy to use with 10 preset functions, a 6.3 quart capacity and non-stick pot.

Visit Booth S462 (Atlantic Promotions)



CHICAGO PRODUCT PREVIEW

Adjustable from 4.5 and 6 inch lengths to 10.5 inches, the Final Touch GoSip by **Product Specialties** is a versatile, reusable straw set. The two included silicone connectors can be used to connect the straws and as a soft sip tip that is comfortable on teeth and lips. For on-the-go use, simply clean with the included brush and insert into the vented compact case that easily slips into any pocket, jacket or purse. Available in Glass and stainless steel.

Visit Booth S220



Trudeau is launching a new boxed gadget line. It includes this ultra-sharp, compact chopper with non-skid base, below, plus an ABS plastic slicer with an adjustable blade and safe knob for slicing. It comes with a bonus silicone garlic peeler.



The **T-fal Easy Fry Prestige XL** hot air fryer, right, uses an optimized air flow and upper heating element to fry food that's crispy on the outside and tender on the inside. It can serve up to six people. Also new is the **Access**



Travel Steamer, above. The quick 45-second heat-up and optimal steam output is perfect for last minute touch-up. The water tank is easily refilled and it features dual voltage function and comes with a travel pouch. For the kitchen counter, T-Fal introduces the **Soleil Range**, below. The coordinated, contemporary, ivory-coloured appliance line includes a 2-slice toaster, a 4-slice toaster and coffeemaker. The toasters feature extra wide slots, three illuminated settings, seven browning levels and a removable crumb tray. **Visit Booth S4406 (Groupe SEB)**



Trudeau will also be unveiling a new line of kitchen tools. The veggie brush, above left, features nylon bristles to gently, efficiently scrub dirt away from potatoes or carrots. It has an integrated potato eye remover. The orange peeler, above right, is a 3-in-1 tool that peels all citrus fruits in three easy steps. All the new tools are dishwasher-safe.

Visit Booth S2246

Danica honoured at CanGift awards

Danica/Now Designs was one of several companies honoured on Sunday, January 27th at the 2018 Retailer, Supplier & Sales Representative of the Year awards. The event was held at Sketch Restaurant at the Congress Centre right after the Toronto Gift Fair closed.

Danica CEO Sushil Arora, right, accepted the award for Best Medium Supplier from the Canadian Gift Association. *Photo courtesy Frost Photo.*



Chef Michael Smith with Bay buyers Katy Cournoyer, left, and Diana Zottola, right.

Meet & greet with Chef Michael Smith

Despite a massive snow storm that forced the cancellation of his wine and cheese reception, Chef Michael Smith braved the cold to make an appearance at the Meyer booth. On Monday, January 28th, Chef Smith spent two hours discussing his new cookware line with housewares buyers and retailers visiting the Toronto Gift Fair.

The partnership comes following Meyer's acquisition of Paderno in 2017. The new line will be manufactured in P.E.I., home of Chef Smith.



... with Ashlyn, left, and Laura LaMarche of Sarnia Home Hardware.



... with Sigrid Wolm of Kitchen to the Table.

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30th anniversary photo contest

Identify these people from the past to win!



The first reader to correctly identify all of the people in the four photos above, and the company they were with, will win the beautiful Bambino Plus espresso machine from Breville, shown right. Please email your answers to: *Home Style Photo Contest* – laurie@homestylemag.ca. The prize will go to the person who can provide all the names, or the person who can provide the most names, by April 1, 2019. (Note, none of those pictured are still in the business.) Please note this contest is only open to those retailers and vendors currently working in the Canadian housewares industry.



The Breville Bambino Plus doesn't compromise on the four key elements of café-quality coffee. It delivers barista-quality performance using a 54mm portafilter with 19 grams for full flavour and automatic milk texturing. With a three-second heat up time and precise espresso extraction, you can go from bean to cup faster than ever before.



Coffee pleasure –
freshly ground,
not capsuled.



Benefits at a glance

- Ultimate coffee quality thanks to the AromaG3 grinder and Pulse Extraction Process (P.E.P.®)
- 4.3" high-resolution colour touchscreen display with sophisticated operating concept for intuitive navigation
- Redeveloped professional fine foam frother for speciality coffees with the best milk foam quality
- One-Touch function for 15 speciality coffees – from espresso to latte macchiato



NEW
S8

with cup warmer and cool control 0.6L



With its harmonious clean lines, the stylish S line exudes quality and precision in every way. It combines the best of the compact class with elements of the premium segment, including a hint of the GIGA. The impressive range of specialities and the stunning result in the cup satisfy even the most demanding coffee connoisseurs. The operating concept is based on simplicity and intelligence.

A1



Piano Black

ENA Micro 90



Micro Silver

E8



Chrome Piano Black

J6



SWISS SAUCE Brilliant Silver

Z6



SWISS SAUCE Aluminium Aluminium Black

GIGA 5



SWISS SAUCE Aluminium Piano Black

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Meet Canada's Fastest Growing Air Fryer*



10 years ago, T-fal revolutionized the Canadian Low Oil Fryer market with the introduction of ActiFry and remains the category leader. Today, T-fal adds to the assortment and introduces a new collection of Air Fryers to the market with Easy Fry XL. Introduced at the end of 2018, Easy Fry XL has quickly become the fastest growing Air Fryer in the market. Our commitment to healthy cooking for Canadian consumers continues and at the same time offers versatility for frying, grilling, roasting and baking a wide variety of recipes.

Learn more at www.t-fal.ca

*NPD Canada, Air Fryer category, 2017-2018 YTD dollars market share

T-fal®