welcome to FOYS

CITY • PRAHRAN • COLLINGWOOD • CHADSTONE
You have been selected to commence work on

in the Department

Your Floor Controller is

Your Department Manager is

Your Supervisor is

Your Sponsor is

FOY AND GIBSON LIMITED
PERSONNEL DEPARTMENT
TRAINING CENTRE

INDUCTION TRAINING
Welcome to Foy & Gibson Limited, a Company that has won an honoured place in our community for its service, merchandise and fair trading.

Retailing is one of the world’s most complex businesses, with a long and varied history. The degree of success of our Company depends on the efforts of each one of us.

You will find this booklet of value in introducing you to the conditions and amenities which apply within the Company. A more detailed knowledge can come only from actual experience of your job. In the meantime, you will find your sponsor and others around you ready to help in every way.

You have joined a great and virile industry. We hope that, in it, you will find a rewarding and satisfying career.

J. N. WATT,
Managing Director.
COMPANY HISTORY

The Foy & Gibson Story embraces a period of almost a century. In 1859, a young Irishman — Mark Foy — arrived in Melbourne, imbued with a zeal to “make good” in the infant colony. After a preliminary but thorough training with Buckley and Nunn, he established his own retail business in the period 1866 to 1868 in the goldfields towns of Bendigo, Greytown, Castlemaine and Spring Gully Creek. Before very long, however, the young trader realized that goldfields trade was largely short term, with the result that all of his assets were profitably realized, and the proceeds diverted to the opening of a single retailing venture in the (then) populous city of Collingwood.

Immediate success followed the opening of the first Collingwood Store in 1868. Exercising his undoubted gifts of capacity, initiative and drive, Mark Foy soon developed the Store into a thriving business and, in the next fifteen years, Smith Street became one of the principal shopping venues of the growing, sprawling and prosperous Melbourne.

In 1882, William Gibson arrived from Scotland, to embark on a brief business career with local retail houses in Melbourne and, for a short period — New Zealand. Mark Foy in the meantime had delegated much of his active association with the Collingwood Store to his son, Francis, because of his advancing age, and was eagerly looking for a suitable partner for the young man. Gibson filled the bill, preliminary discussions proved quite satisfactory and a partnership agreement between Francis Foy and William Gibson became operative on 6th March, 1883.

The partnership was successful for only a brief period. Despite a mutual respect for each other, there were differences of temperament, and a conflict of policy caused largely by the dual control operating in the Store. In August, 1884, the partnership was dissolved by mutual agreement, William Gibson became sole owner, Francis Foy removing to Sydney, to establish in that city an entirely independent venture under the name of Mark Foy.

Six years later, Samuel Gibson and John Maclellan — nephews of William Gibson — were admitted to partnership with their uncle, and the accession of these two gentlemen, under the guiding hand of William Gibson Senior, saw a great impetus to the trading activity, and spheres of influence of the firm. In 1896, a Store was opened in Perth, and in the same year, a huge bulk Store erected in Fitzroy. A modern factory was also built in Collingwood to provide for the manufacture of socks and knitted articles.

To cope with the subsequent phenomenal increase in trade, and to facilitate the direct placement of orders with English and European suppliers, a London Office was established in 1897. The famous Eagley Mills commenced its history in this period, and Foy & Gibson was successfully launched into the manufacture of blankets and woollens of all descriptions. It speaks volumes for the soundness of that day’s administration, when it is recalled that many of these progressive moves had taken place in that period following the collapse of the Great Land Boom — a period of industrial stagnation and great economic distress. And the firm continued to progress! In
1902, the Prahran Store was opened (under the name of Maclellan and Coy.); in 1903 a Store was opened in Brisbane (since closed) and four years later a similar project launched in Adelaide. The Eagley Mills progressed remarkably, and a great emporium was erected on the Fitzroy side of Smith Street, with connecting underground links between it and the original Collingwood Store. The firm had been changed into a Proprietary Company in 1904, but there had not been any change in control nor trading policy and certainly no diminution of its remarkable progress.

The advent of the First World War created understandable difficulties, but these were readily surmounted. The same period, however, saw many casualties in the top bracket of executives, culminating in the death of William Gibson himself in November, 1918. Management became vested in the surviving nephew, John Maclellan—who proved equal to his great responsibilities. With the generous assistance of men like A. F. Fullard, and other zealous lieutenants, Maclellan proved his mettle. To offset the growing trade rivalry of progressive City Stores, a magnificent site was purchased in Melbourne in 1926. Although trading actually commenced in the existing buildings two years later, it was not until 1936 that a building was finally erected to adequately house all of the City retail activities of the firm.

The progress of expansion proceeded with vigor. In 1938, the famous firm of Ackmans was purchased, in 1944 a controlling interest was acquired in the State-wide, and interstate, stores of O. Gilpin Limited (subsequently sold to G. J. Coles & Coy. Ltd.), and in 1946 Foys was converted to a public Company. In 1952 an amalgamation was affected with the Colac firm of Bilsons Pty. Ltd., with subsequent trading under the dual name of Foy-Bilsons Pty. Ltd.

An event of outstanding commercial importance took place in 1955, when a controlling interest in the long-established firm was acquired by the vigorous and progressive firm of Cox Brothers (Australia) Ltd. The new control soon demonstrated its dynamic drive! The City Store was modernised to the most up-to-date standards, streamlined merchandise gave a new impetus, display was improved immeasurably, and the whole organization revitalised to a new peak of efficiency.

The story of Foy & Gibson does not end at that period. The same drive and vision that distinguished the early founders of the firm are just as evident today with the contemporary administration. In addition to such forthright moves as participation in the Chadstone Shopping Centre, and the recently-acquired control of such famous provincial firms as Bright and Hitchcocks, Geelong; Myer's of Bendigo; William Bowring & Coy., Mildura; Morsheads, Ballarat; and Partons, Dandenong, the principles of fair trading, public service and continuing progress remain as the constant objectives. Firmly entrenched in public esteem, and with the certain knowledge that it has played, and is playing, its part in the progress of the State, Foy & Gibson maintains its onward march—resourceful, efficient, and thoroughly worthy of the sound principles on which it was founded, and which are capably carried out in this modern age.
ORGANISATION

Victoria

Foy & Gibson Limited is a wholly owned subsidiary of Cox Brothers (Australia) Limited. It is directly administered by the Board of Directors of Foy & Gibson Limited.

Foy & Gibson Limited comprises: Head Office, located at Collingwood, stores in Melbourne, Prahran, Collingwood, Chadstone, and Dandenong, which trades under the name of Partons, also country stores at:

- Colac — Foy-Bilsons Pty. Ltd.
- Geelong — Bright & Hitchcocks Pty. Ltd. and their branches at Queenscliff, Terang, Portland and Camperdown.
- Bendigo — Myer’s (Bendigo) Pty. Ltd. and their branch at Shepparton.
- Ballarat — Morsheads Pty. Ltd.

OVERSEAS

London

A Buying Office is maintained by Cox Brothers (Australia) Ltd. in order to tap world sources of merchandise supply.

PERSONALITIES

Foy's Melbourne Central

Chairman of Directors  Sir Frank Richardson
Managing Director     Mr. J. N. Watt
Merchandise Director  Mr. A. J. Thomas

Secretary (Also a Director)  Mr. F. A. Houghton
Personnel Controller       Mr. F. A. Neate
Training Manager           Mr. I. G. Beith
Salaries Office Manager    Mr. R. Alexander
Staff Sister               Sister S. Collins
Advertising Controller     Mr. T. Watts
Display Controller          Mr. K. Bandman
Works & Services Controller Mr. G. H. Bridges

STORE ROUTINE, RULES AND PRACTICES

Training

This is an essential requirement at Foys, and is to your advantage. All new employees undertake an Induction Training programme, designed to prepare them to commence work in the Store or Office, and to become fully effective as quickly as possible.

Further, all sales staff receive expert tuition in Salesmanship.

In addition, specialised training is available, for selected personnel, to fit them for promotion.

Periodic rating of staff is made, and where appropriate, special training is given to overcome defects.

Your Salary

This is available each Thursday as you enter the Store. Pay week is Friday to Thursday; adjustments for overtime or short time are usually made one week in arrears, but occasionally, may be up to two weeks in arrears.

Part-time staff may collect Salaries between 11.30 a.m. and 12 noon on Thursday.
Any salary queries should first be referred to your Supervisor; where necessary, adjustments will be made at the Salaries Office between 4.00 p.m. and 4.30 p.m. on Thursdays.

Salaries not collected by 9.15 a.m. in the Store, may be collected also between 4.00 p.m. and 4.30 p.m. on Thursdays, at the Salaries Office.

The Company does not provide advances against salary.

**Hours of Work**

Monday to Friday — 9.05 a.m. to 5.30 p.m.
Saturday — 9.05 a.m. to 12 noon. Staff time book must be signed upon commencing and finishing work.

**Lunch and Tea Breaks**

Full-time staff only.
Week-days — 15 minutes' absence from the Department each morning and afternoon, and one hour for lunch according to roster. No tea break on Saturday mornings. No tea or meal breaks for part-time staff.

**Business Dress**

To present a neat, attractive and business-like appearance, we encourage our women to observe the traditional black frock, or black skirt, with white blouse and black cardigan. Jewellery should be small and simple.
For our men, a dark lounge suit, white shirt, with quiet tie and socks, is the accepted form of dress. Basically, the dress chosen should present a business-like appearance.
In our work, footwear is of prime importance from the aspects of appearance, comfort and foot health.

In this regard, scuffs and other casual shoes are not acceptable.
“Foy’s” badges must be worn at all times whilst on duty in the store.
Where Company uniforms are worn, they should be worn to completely conceal clothing underneath, and should be kept clean and in good repair.

**General Behaviour**

We consider it inappropriate, and indicative of poor self-discipline, to use staff Christian names whilst on duty in the store.
Use of Company ‘phones for private purposes is not permitted, except in emergency circumstances, and then only with the permission of your Supervisor or Department Manager. To chew, eat, make-up, comb hair, manicure, lean on fixtures, or call out, whilst on duty, is not permitted. Smoking is not permitted either whilst on duty or whilst moving around the Store, and must be confined to Cafeterias or rest areas.

**Care of Stock**

Care of all stock throughout the Store, as a whole, is the responsibility of each of us. In your department you may be given responsibility for a specific section of stock. This does not release you from responsibility for stock elsewhere, in the department or in the store.
Your sponsor will show you the department routine for the care of stock.

**Telephones**

There is only one way to answer a telephone in the Store. That is to answer, clearly and brightly, with a
greeting appropriate to the time of day, followed by the name of your department and then your own name, e.g., “Good afternoon, Notions Department, Miss Foy speaking.” “Good morning, Notions Department, Black speaking” (for men).

To make a business call ask Switchboard for “A line please;” then dial your number.

After leaving a message to have your call returned, should the called party be unavailable, always ensure, as far as practicable, that YOU are available when the call is returned, or that someone in your department knows what the call will be about.

There are direct lines to Collingwood and Prahran Stores. House 'phones must be used for inter-department communication.

Public 'phones are located at Roof Top Cafe on 5th floor; opposite main elevators, Ground Floor; Cosmetic Department beside escalator, Ground Floor; and, for customers, in the Ladies' Lounge, on the 1st Floor. Company telephone numbers are: City, 3-2040; Collingwood, 41-4151; Prahran, 51-1201; Chadstone, 569-0401.

**Elevators, Escalators and Stairs**

Staff are not permitted to use Elevators, but must use Escalators or Stairs only.

There are only two exceptions to this rule:
(1) When escorting a customer,
(2) When carrying cash.

Goods must not be carried in passenger elevators.

A goods lift is provided specifically for that purpose.

**Customer Accident/Illness**

Refer immediately to Staff Sister, and advise your Supervisor or Department Manager. Do not enter into discussion with the customer.

The Staff Sister is located in the Medical Centre, at the entrance to the First Floor Annex. House Telephone number on telephone index under “First Aid.”

**Staff Accident/Illness**

When on duty, refer to Supervisor and then report to Staff Sister.

Any proposed absence from the floor, for any reason, must be reported to your Department Manager or Supervisor before you leave the floor.

**LEAVE**

**Annual Leave**

Your entitlement is three weeks annually.

Approval of time of taking leave will be given after consideration of Store needs, although every effort will be made to comply with your request.

When the leave roster has been prepared, a formal request for leave must be given to your Supervisor, on the appropriate form, at least 6 weeks prior to the proposed commencing date of the leave.

Accommodation and travel reservations should not be made until approval of the leave request has been received.

**Sick Leave**

Entitlement, in most cases, commences after three months' service, on the following basis:
(1) During the first year—3 1/3 hours' ordinary pay for each complete month of service.
(2) During any subsequent year of service—40 hours' ordinary pay.

Sick pay can be accumulated without limit, from year to year. A Medical Certificate, or other satis-
factory evidence, is required after any absence due to personal illness. Should sickness, or any other cause, prevent your attendance at the Store, you, or someone for you, must advise your Supervisor as early as possible on the first day of absence, giving some idea of the reason for, and possible duration of, the absence. On return from Sick Leave, report to the Staff Sister for a “check-up.”

**Special Leave**
Requests will be considered individually with due regard to circumstances. Discuss with your Department Manager or Floor Controller, who will refer to the Personnel Controller.

**Workers’ Compensation**
Payment is generally made at the rate specified by the Act, although in certain cases, considered individually on their merits, the Company may pay full normal salary.

**Change of Address**
Notify the Personnel Department, through your Supervisor, on the special form, of any change of name, address or telephone number immediately this takes place.

**Your Sponsor**
During your early days in the Store, your Departmental Sponsor will assist and advise you, particularly in regard to stock variety, care, location and prices, Store systems and the location of various Store service departments, so that you will become, quickly and easily, an effective member of the “Foys” team.

**Security**
Cases of suspected shoplifting should be reported immediately to both Department Manager and Supervisor, or, in their absence, request switchboard operator to turn on clock light for Store Security. Do not attempt to deal with the suspect yourself. Other threats to individual or Store security should be discussed with the Personnel Controller.

It is inadvisable to borrow or lend money between members of Staff.

**Fire**
Automatic sprinklers will control or extinguish a fire should one occur, and summon the Fire Brigade at the same time. **DO** remain calm, **DO NOT** rush about or call out.

**Safety**
This is of vital importance to each one of us. We must all think and work safely, thus eliminating many factors which cause accidents to ourselves or others. Should any situation appear dangerous, from a safety viewpoint, correct it or report it to your Department Manager, or Supervisor, to enable it to be corrected. In addition, do not do anything that will endanger yourself or others, in any way.

**Lost and Found**
Report immediately to your Supervisor. Lost property unclaimed after six months will be returned to the finder. Change left by customers must be taken to the Cash Office at the end of the day.
Lost Children

Report and conduct them to your Supervisor immediately. After checking on the floor concerned, they will be taken to the Enquiry Desk, Ground Floor. In addition, an announcement will be made over the Public Address system.

STAFF FACILITIES AND AMENITIES

Staff Dining Room

This is provided on the 5th Floor adjacent to the Roof Top Cafe; full meal service is available at reduced prices. Any food brought into the Store for immediate consumption must be eaten in the Staff Dining Room only.

House Purchases

A House Purchase Card is available immediately from the Personnel Department, only for all permanent members of staff, including permanent part-timers. This authorises you to obtain staff discount, generally 12½ per cent., which is applicable to all your purchases, including reduced and sale lines, but excluding food, confectionery and cigarettes. Purchases may be made for cash, charged to your entry account, or by any other credit facility, provided that you pay for them from your income. House purchases may be made only for yourself, your dependents and your own home. Discount is available only on production of an authorised House Purchase Card.

Staff Shopping time, for purchases within the Store, should be arranged, with your Department Manager or Supervisor, before 10.30 a.m., or between 4.00 p.m. and 5.30 p.m. on week-days. Only urgent purchases may be made on Saturdays, and these must be made before 10.00 a.m.

No member of the Staff is permitted to leave the Store on Saturday morning, for any reason, without express permission from a Controller.

House Purchase Cards and Foys badges must be returned at the time of collecting final salary when leaving the employ of the Company.

Staff are invited to open Budget or Entry Accounts, after a probationary period of three months; further information is available from the Accounts Office.

Staff Entrance and Exit

This is through the Ground Floor, Gibsonia House, 226 Swanston Street, and must be used at ALL times when entering or leaving the Store.

The only exceptions to this rule are when leaving after the Store closes, if no parcels or bags are to be collected, or when entering or leaving the Store before 8.30 a.m., Monday through Saturday, or after 6 p.m., Monday through Friday, and 12.30 p.m., Saturday, in which cases the Store Swanston Street door may be used.

Special permission is required to enter the Store before 8.30 a.m., and departments before 8.50 a.m., or to remain after 6 p.m., Monday through Friday, or 12.30 p.m., Saturday.

Personal Parcels

Parcels, suitcases, brief cases, carrying bags and similar carriers, must be left at the Despatch in Gibsonia House on entering the Store at any time.
Any purchases you may make in the Store must have a check seal, signed by a Supervisor or Department Manager, attached at the point of sale. They must be forwarded to the Despatch by the selling department in sufficient time to be collected by the staff member on ceasing work on the same day.

All such parcels, bags and cases may be collected from the Despatch on leaving the Store. After ceasing overtime work, these articles are available from the Swanston Street door, if prior arrangements are made with the Despatch by you or your Supervisor.

Gifts from friends, relatives or other staff are to be treated as house or external purchases as appropriate.

**Notice Boards**

These are under the control of the Training Department; they are located at Staff Entrance and Staff Dining room. Information of interest to you will be posted thereon from time to time.

You should check the notice boards periodically.

**Social Club**

Recreational and social activities are arranged by this Club.

Watch the Notice Boards for information about forthcoming events.

**News Service**

A monthly newsletter is issued to staff in all our Stores.

**Foy's Mutual Aid Fund**

This plan operates to provide limited financial assistance to members in case of ill health, or hardship.

Membership applications and further information are available from Fund Advisors throughout the Store. Your Supervisor will indicate the nearest Advisor to you.

**Superannuation Fund**

This Fund, a joint contribution scheme, is available to all male members of staff, 21 years of age or over, with two years' service.

**Voluntary Group Assurance**

Once each year, staff will have the opportunity to make proposals for Voluntary Life Assurance Cover; in appropriate cases these policies may be transferred to the Superannuation Fund. Your Supervisor will obtain further information for you.

**Commonwealth Social Service Benefits**

These include Sickness, Unemployment, Widows, Aged, Invalid and other benefits. As rapid application for these is advisable, in appropriate cases, advice on your entitlement to Commonwealth Social Service Benefits, under varying circumstances, is available from the Personnel Department.
Customer Services and Repair Facilities

Most of these are available to members of Staff.

Make customers aware of:

Accounts Office—Payment of Accounts, Cashing cheques, Credit Facilities, e.g., Entry Accounts, Foys Family Budget Account, Hire Purchase, Lay-by.

Blinds and curtains—measure, quote and fix.

Christmas gift wrap bar.

Clothing alterations.

Cosmetic demonstrations and advice.

Delivery service—All merchandise free-of-charge within metropolitan area, outer suburban areas and nearer country centres. Drapery, clothing and similar items, free-of-charge anywhere else within Victoria—household items, customer pays freight. Delivery and packing also arranged inter-state or overseas by post, rail, ship or air—customer pays freight.

Demonstrations at home.

Dining facilities—Roof Top Cafe, Carioca Bar.

Door-to-Door traveller service.

Floor Coverings—measure, quote and lay.

Garages erected.

Gift and Trophy Orders.

Knitting and Sewing Machines.

Ladies' Lounge and writing room.

Lawrence Dry Cleaning Service.

Lifts and escalators.

Lost and Found Department.

Mail Order.

Mannequin Parades.

Medical corsetry service—men and women.

Melbourne City Council Kindergarten—Creche.

(Heffernan Lane).

Minit Tipit Heel Bar.

Pay on Delivery (Cash on Delivery).

Personal Shopping Service.

Pharmacy.

P.M.G. Post Box.

Public Telephones.

Purchase cards for multiple shopping.

Retiring rooms.

Robere Hair Salon.

Roof Top Fun Park and Christmas Festival.

Security service.

Social Snaps.

State Savings Bank Agency—Banking facilities; payment of electricity accounts.

Telephone Orders—Pay on Delivery, Entry.

Watches and Clocks.
CASH REGISTER OPERATION—

THE ELEVEN STEPS
1. Repeat amount of sale to customer.
2. Repeat back to customer the amount tendered.
3. Place amount tendered on change plate.
4. Clear register, check for total (TL), and record sale carefully.
5. Operate register, and check indication.
6. Take out receipt (check), and place on change plate.
7. Build up change from drawer.
8. Check change (count on to change plate).
9. Place amount tendered in register drawer and close.
10. Count change back to customer.
11. Hand to customer wrapped parcel with receipt inside.

NOTE:
(a) Register first — wrap after.
(b) Change first — parcel last.
(c) Avoid "No Sale" transactions.
(d) Voids — place in drawer after authorisation by Manager or Supervisor.
(e) Duty stamp on receipt for all transactions over £2.
(f) Shopping Voucher sale:
   (i) Note "V" on receipt.
   (ii) Not more than 4/11 cash in change.
   (iii) "Delivery Only" — handle as such; do not alter.
   (iv) No duty stamp for amount over £2.
THE CUSTOMER IS YOUR FIRST CONSIDERATION.

These elementary guides will assist you to uphold Foys great reputation as the Store with outstanding customer service.

1. Study your customer and learn how to serve various types of people courteously and efficiently. Always address them as “sir” or “madam,” unless you know them by name.

2. Know your stock, and be prompt in your presentation of what the customer is seeking to purchase.

3. Complaints from customers must be dealt with in a pleasant, courteous manner. Always refer to the Departmental Manager or a Supervisor.


5. Look the part! A well groomed appearance instils confidence in the customer and in yourself.
REMEMBER! A CUSTOMER—

- is the most important person in this business, in person, by mail, or by telephone;
- is not dependent on us—we are dependent on her;
- is not an interruption of our work—she is part of it;
- is not a cold statistic—she is a flesh-and-blood human with feelings and emotions like our own, and with biases and prejudices;
- is not someone to argue or match wits with. Nobody ever won an argument with a customer;
- is a person who brings us her wants. It is our job to handle them profitably to her and to ourselves;
- is not an outsider to our business—she is part of it;
- does us a favour when she calls and we are not doing her a favour by serving her;
- is deserving of the most courteous and attentive treatment we can give her;
- is the lifeblood of this business—don’t cut it off.

A SIMPLE RULE

Put yourself in the customer's place, and give to EVERY customer, without exception, a desire to return to our Store because of your friendly and helpful service—remembering our aim is:

"TO SELL GOODS THAT WON'T COME BACK TO CUSTOMERS WHO WILL."
Library Digitised Collections

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Foy & Gibson

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