Drapers, Hose
etc Silkets
Sectional Cut 4

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Abstract of Occupations from Census Dictionary

Section 40. Par 200. Dealers in Wool + Worsted Goods

Cloth Warehousemen, Woollen Warehousemen. Sort. Merino. Mungo. Shoddy. Stuff Top. Woollen. Flock Woollen Rag. Woollen Waste, Woollen Goods, Cloth Flannel Noil Worsted, Worsted Waste. Yarn – Merchants. Dealer. Stuff Jent. Woollen Jent Dealer. Tab Dealer.

Par: 204. Silk Merchant. Dealer.

Silk Mercer. Salesman. Importer. Warehouseman. Silkman. Gauze. Ribbon. Small Ware, Warp Waste – Merchants Dealers.

Par: 212 Cotton. Linen etc Dealer.

Calico Print. Calico Print. Warp. Weft. Jent. Flock, Waste Yarn Twist. Merchant. Dealer. Salesman. Tab Dealer. Lace etc Merchant Importer.

Par 225. Manchester Warehouseman.

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Section 41. Par 226. Draper, Linen Draper, Mercer.

Woollen Draper. Drapers Assistants. Shop Walker. Baby Linen maker dealer. Infants Shop maker. Linen Woollen Warehousemen. Dress Material Buyer. Tailors Draper.

Par: 238 Hosier Haberdasher.

Bay Hosier. Mens Mercer: Mens Stock Maker. Scarf. Tolder Maker. Stock. Stock Foundation – Maker: Hosiery Agent. Tie Neckt Necktie Sash. Cravat. Handkerchief Maker. Button Hemmer Trimmer. Bow maker. Dressing Gown Maker.

Chapter II. 3

Draper, Hosier, Silk Mercers etc. (Section 2)

Persons Represented.

Census Enumeration

	Females -19	Females 20-	Males -19	Males 20-54	Males 55-	Total
Draper Hosier	4234	9179	3542	11546	680	29,183.
Silk Wool etc Mch	15	62	188	1315	163	1.743.
	4249	9241	3730	12863	843	30,926

Enumeration by Families.

Sex	Male	6143	Heads of Families 7241.
	Female	1098	
Birth Place	In London	40% 2875.	
	Out of London	60% 4366.	
Industries	Employers	30% 2195.	
Status	Employed	61% 4420	
	Neither	9% 626	

Remarks.

Total Population concerned.

	In Family	Heads	Other Occupied	Unoccupied	Servants	Total
Total	7241	8756	15288	3092		34,377.
Average	1	1'21	2'11	'43		4'75.

Distribution.

East	North	West	South	Total
3583.	9647	8244	9452	30,926

Classification

Number living in families		
3 or more than 3 rooms	1092.	3'2%
2 + under 3 "	2320.	6'7%
1 + under 2 "	4810.	14'0%
less than 1 " more 4 rooms / 2 or more persons per room / 1 sleeper	18023.	52'8%
less than 1 ---	3939.	11'5%
with 2 or more sleepers	1101	3'2%
Servants	3092	9'0%
		100% 34377.

Distribution

East Inner 3176 Outer 753	3929	
North Inner 1354 Outer 8926	10280	
West Inner 797 Outer 4879	5676	
Central Inner 1572	1572	
South E. Inner 544 Outer 5231	5775	
South W. Inner 1635 Outer 5510	7145	
		34,377
Inner 9075 26%. Outer 25,299 74%.		

Details of Occupation.

Drapers Assistant, Shopwalker, Baby linen maker Necktie scarf, sash, handkerchief, cloth, hemmer trimmer. Bow maker. Dressing Gown maker Cloth flannel, merino jersey, woollen waste jam dealer.

S. O. J. 19 C. 10% 21-94. 90%

Status as to Employment (according to Census Enumeration)

Census Divisions.	Employers Male	Employers Female	Employed Males Under 20	Employed Males Over 20	Employed Females all ages	Neither Employers nor Employed Male	Neither Employers nor Employed Female	Total
Draper, Linen Draper, Mercer	1545	312	3103	8418	8480	356	250	22,464.
Hosier, Haberdasher	405	181	439	1369	3961	135	229	6,719.
Silk Merchant, Dealer.	79	1	29	179	12	9	1	310.
Manchester Warehouseman	34	-	42	304	.	4	-	384.
Cotton Linen, dealer	72	2	23	111	29	29	6	272.
Dealers in Wool + Worsted Goods	139	2	94	492	20	26	4	777.
Total.	2274	498	3730	10873	12502	559	490	30,926
	2772		27,105.			1049		

Proportion of Employers to Employed 1 to 10.

See next page for Social Classification by Districts

Social Classification Analysis by districts

Enumeration by families	East		North West		Central		S East		S West		All London	
	No	%	No	%	No	%	No	%	No	%	No	%
4 or more persons to a room	48	1.2	139	1.3	86	1.5	45	2.8	38	.7	43	.6	399	1.1
3 & under 4 — " — " —	216	5.5	140	1.3	89	1.6	103	6.6	33	.6	91	1.2	672	1.9
2 & " 3 — " — " —	455	11.5	724	7.0	323	5.7	210	13.4	224	3.9	365	5.1	2301	6.7
1 & " 2 — " — " —	832	21.1	1451	14.1	762	13.4	329	20.9	564	9.8	909	12.7	4880	13.9
Less than 1 — " — " —	134	3.3	409	3.8	215	3.8	64	4.2	176	3.0	245	3.4	1246	3.6
Occupying more than 4 rooms	1094	27.9	2898	28.1	1343	23.7	277	17.6	2208	38.2	2425	34.0	10245	29.9
4 or more persons to 1 sect	598	15.4	1956	19.1	1181	20.8	242	15.4	1224	21.2	1331	18.6	6532	19.1
Less than 4 persons to 1 sect per room to 2 sects	302	7.7	1355	13.2	738	13.0	163	10.3	635	11.0	786	11.1	3939	11.5
Less than 4 persons to 1 sect of 5 or more to 3 sects	41	1.0	230	2.2	184	3.2	16	1.2	120	2.1	252	3.5	843	2.4
Less than 5 persons to 3.	-	.	70	.7	103	1.8	6	.4	34	.6	45	.6	258	.7
Servants	209	5.4	948	9.2	652	11.5	114	7.2	516	8.9	653	9.2	3092	9.0
Total.	3929	100%	10280	100%	5676	100%	1572	100%	5775	100%	7145	100%	34377	100%

Extracts from Evidence given before Parliamentary Committee on Shop Hours Regulation Bill 1886

Committee was ordered on Feb 18/86 & Reported on May 18. 1886.

Abstracts from Special Report.

Your Committee are agreed that the practice of keeping open shops until a late hour of the evening prevails extensively; that while shops used by the wealthier classes generally close at a comparatively early hour, in neighbourhoods where the shops are frequented by the working classes, they are kept open until very late, especially on Saturday. It follows that in such cases all the persons employed, including young persons, must be kept on their feet for a great many hours, and that where shops are crowded and ill-ventilated, such prolonged labour must be exhausting and often injurious to health, especially in the case of girls.

Your Committee have had evidence that in wholesale warehouses, the packing and entering clerks are often detained till very late at night, especially at the busy seasons. The apartments in which the work is carried on, in the department mentioned are often underground, and even in the day

daytime lighted by gas. In those departments too, apprentices and other young men are commonly employed, and work of this description, if so prolonged, Your Committee can readily believe to be exhausting and injurious.

Again your Committee find, that in shops to which workrooms are attached, young persons who could not be employed in the latter beyond the statutory hours of the Factory & Workshop Acts are called upon to serve after their tasks in the workrooms have been finished. Your Committee have introduced into the Bill a provision designed to put an end to this practice.

It appears to be very common for the employed & perhaps especially the apprentices & young persons to be detained for some time after the shops have been closed to customers, to clear up, put away the goods, & to pack up articles purchased & in many cases these young persons have to come earlier in the morning than the others to prepare the shops for the day's work.

. . . . . .

Your Committee have evidence that in many localities, the desire of the great majority

of shopkeepers to close early has been frustrated by the dissent of some few individuals; while in many cases the large establishments are induced to keep their doors open longer than they otherwise would do, for fear of their customers being diverted to smaller shops in the same trade.

In conclusion, your Committee being satisfied that the hours of shop assistants range in many places as high as from 84 to 85 hours per week; being convinced that such long hours must be generally injurious, & often ruinous to health; & that the same amount of business might be compressed into a shorter space of time, recommend this Bill to the favourable consideration of the House.

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over

Mr. T. Sutherst.

Abstract from Evidence

Mr T. Sutherst (Chairman, Shop Hours League) gave evidence as to the number of shops open late on Friday evenings: summarised it is as under:-

District	Number of Shops	of which there were open
Battersea	200	140 at 10 pm
Bermondsey	400	320 at 10 "
Lambeth	450	350 " 10 "
Poplar	150	120 " 10 "
Whitechapel	600	475 " 10 "
Islington	250	200 " 9.30
Stoke Newington	300	225 " 9.30
Hackney	200	150 " 9.30
Edgware Rd	150	140 " 9.30
Hammersmith	250	200 " 9.30
Kentish Town	175	120 " 9.30
Borough	178	125 " 9.30
Brompton Rd	200	180 " 9.15.

These figures are the result of personal inquiries.

Mr Frank Debenham of Messrs Debenham & Freebody, Wigmore Street

Messrs D. & F.'s trade is wholesale & retail drapery. The firm employs about from 400 to 500 persons of whom 68 are porters and 26 domestic servants.

Mr J. Debenham cont^d

(~~page 8 omitted~~)

Hours of Work. Shop + warehouses 7 am to 6 pm for 6 months and 7 am to 7 pm for six months. Occasionally exceed these hours. Close at 2 o'clock on Saturdays. Business usually begins at 8·30; only the junior apprentices and porters come in at 7 am. Immense improvement has taken place, especially as regards hours, even in the best houses. Can recollect when hardly any married men were employed, except in a few wholesale houses. It was quite the exception to have a married man in the retail trade. Now one-third of the men in D. & J.'s employ are married.

Apprentices. Our apprentices are mostly boys; a few girls. They pay a deposit, which in the case of the boys is repaid. Work four years without wages but are boarded + lodged.

Re. Mr J. Sutherst's Evidence. Think he has taken extreme cases. Thus in Edgware Road there are 400 or 500 shops and he assumes that Mr S. has taken those that are really late houses.

Mr Thos Layman 102 High St. Southwark. – employs about 40 assistants. Some work 9 hrs, others 10 hrs and others 12 hours a day – Saturdays 13 or 14 hours. In two houses the hours are longer. "That is quite beyond my control."

Mr Richd Stapley of Messrs Stapley & Smith, London Wall.
Manufacturers of Drapery

Entering clerks, all young persons, have long hours, especially in the spring and autumn. These lads aged from 15 to 21, usually work in the basement. During spring and autumn they are often kept until 12 at night. Could get young men from 5 or 6 different wholesale houses to give evidence that for two months in spring and 2 months in autumn hours range from 8·30 am until 2 am the next day, and in most cases until 10 to 12 pm for at least 2 or 3 days a week.

The firm employs about 200 persons. Ladies and children's outfitting. Cut out and send work to factories and outworkers.

Mr J. C. Barr, Draper, St Georges Church, Boro' Sd. has taken an interest in early closing since 1872. In that year, the South London Drapers Assn was formed. About 250 joined – employers only. All agreed to close at 8 pm on September 2nd 1872. but the arrangement fell through in a short time. The shops of the 20 Committee men were the only ones to keep closed. The collapse was caused by the small trades not keeping their promises.

Mr Charles Williams, Clothier, High Street, Borough – Concurs that

the shop assistants work 80 to 85 hours. He leaves home at 7·30 (Grosvenor Street, Camberwell) when the shops in Walworth Road are opening. Get home at 10 pm and they are still open and are open on Saturdays until 12. He should like a limit of 72 hours a week obtained by working one long and one short day. Mr W. has done little trade, when he has kept open after 5 pm on Thursday – he advised his customers of the early closing hour. A fortnight ago (March 1886) when the riots took place, the shops in the neighbourhood closed at 1 pm. on the Wednesday. He closed with the others and told his men about 4 or 5 o'clock that they might go but that he should keep open the next day. He did so but did no business after 6 pm.

This man's son was sent into a City house, where he was paid £12 a year but slept at home. He was kept very late on "Show day" – until 12 pm. He remonstrated about it & the lad was allowed to leave earlier.

Mr Fredk Schoolbred of Messrs Schoolbred & Co. Employs about 700 shop assistants. Work from 8·30 to 6 for 4 months in winter, until 6·30 for 4 or 5 other months and until 7 pm for 2 or 3 months in summer. (Two o'clock on Saturday)

Mr A. J. Marshall of Messrs Marshall & Snellgrove.

Employ 550 assistants of whom 56 are under 18 years of age.

7 6 hrs.
prop. rest

Mr A.J. Marshall (contd)

Of these 56 under 18, 20 are apprentices. They come into the shop to dust from 7 to 7.30. Twenty minutes are allowed for breakfast but all must be behind the counter at 8.15. Hours ~~are~~ Open at 8.15, close at 6.30 in winter, at 7 in summer and at 2 on Saturday. Everything is finished at 6.30; begin to clear up at 6 pm. In January & July when the Annual Sales are ~~on~~ the boys in the entering rooms work longer. These lads during the first week in July worked on Monday until 12 pm; on Tuesday to 12.15; Wednesday until 11.15; Thursday 10.50; Friday 10 pm; Saturday 6.30. Their usual hours are from 8.15 until 1 pm; 40 minutes for dinner & 20 minutes for tea; leave off at 7 pm. A limit of 72 hours would suit for all but the entering boys.

Mr John Rutter of Rutter Bros. Has several shops in the Walworth Road and employs about 40 hands. Hours 8.30 am to 9 pm for 5 days a week & 8.30 pm to 10 pm on Saturdays. It takes 30 to 45 minutes to clear the shop after closing. This time would have to be added to most shop hours in the drapery trade.

Managers for departments are difficult to find; want men of tact: it is easy enough to fill the — place of ordinary salesmen. ~~place~~

Mr Wm Parker. Commercial Traveller. The Average wage of young assistant until 18 years of age is £12 a year; afterwards £20 to £25. Should think there is no trade in which the salaries vary so much as in the drapery.

Was told by a gentleman on Saturday that within two minutes walk of Marshall & Snellgrove, there were two drapers, who keep open until 10 for 5 days & 12 pm on Saturday. This man was obliged to keep open late to keep his trade together. Would willingly have closed at 8 & 10 pm. and asked these two parties to agree to this but was told to mind his own business

Mr David Evans of Messrs D. Evans & Co. Wood Street and also a Director of the Fore Street Warehouse Company.

Fore Street trade is manufactured silk.

Hours. Juniors begin at 7.30, breakfast at 8.15 pm. & back into warehouse at 9 am. Leave off at 5 pm in the winter and 6 pm. in the summer, unless there is more work than can be done in the times. Entering boys are never kept later than 10 pm. "Go to supper at 10 and get lazy". Tuesday is the day "for making a point" in the wholesale trade.

Mr E. H. Howell of John Howell & Co., St Paul's Churchyard. Employ about 300 hands of whom about 30 are lads under 18.

Mr E. H. Howell (contd)

Hours of Work. 8·30 to 5 pm for 4 months, 6 pm for the remainder of the year, except in the busy season (about 4 months) when they work late, sometimes until 12 pm. Has a medical club in the house for those over 18.

Mr T. Crisp, Messrs C. Crisp & Co. Seven Sisters Road. The closing hours general in this district are 9 to 9·30 pm. 5 nights a week and 10 or 11 or even 12 on Saturday. Think these hours are much too long.

Mr J. J. Nassent. Fancy draper, Woolwich. In Woolwich, there are 31 drapers' & milliners' shops within half a mile of the Town Hall. They employ 64 males & 107 females behind the counter. They are thus ~~distributed~~ distributed:

		M.	F	
4 shops employing males only	..	8	–	8
18 " " females only		–	53	53
17 " " males & females		56	57	113
Total	...	64	110	174

Suburban tailors would suffer by a curtailment of of hours of business. One told him that half his trade ~~is~~ would be ~~gained~~ gone if he closed at 8 pm.

Mr John Barkers General Stores, Kensington. Close for 6 months at 6·30; for 2 or 3 months 7 or 7·30. The remainder of the time at 8 pm.

Over

Mr Ambrose Pomeroy, Draper, has shops at Southwark Park Road, Bermondsey New Road, Upper Street, Islington and Marchmont Street. Employs 20 or 30 hands.
In Bermondsey most of the shops are open 84 to 88 hours.

Mr J.R. Coomer of Coomer Bros, Lavender Hill. General Drapers. Mr J.R. began at age of 12 as apprentice. Worked 12 hours a day and until 10 on Saturday including meal times. Is in favour of 74 hours limit because it gives 2 hours extra on Saturday.

Young women are taken at 16 to 18 years of age and give 2 or 3 years.

Mr Thos Sutton, now with Moseley & Gray, Manchester Warehousemen; in the calico department.
Hours are from 9 to 6 pm. Some of the employers work to 8·30 and even 9 oclock when busy. The goods being heavy, can get them off quicker than fancy goods which require careful packing.

Diseases that affect warehousemen most are indigestion and general lung complaints. He was persuaded by his brother – a surgeon – to leave a situation because his health would not

stand

83½ hrs

80 & 81 hrs

79½ hrs

Mr H. J. Turner (cont'd)

Mr Thos Sutton (cont'd) 16.

stand it. "The fibrous particles given off from the goods will ruin it" & his health.

Mr W.H. Berry. Entering clerk aged 21. In the busy season worked from 8 am on an average to 11 pm. Got board & lodging for two years, £5 the next year & then £10. & afterwards £25 at the end of 4 years. Warehouse closes at 6 pm.

Mr Barber, Draper's Assistant, Lambeth Walk.

Has been 14 years in the business. Hours have generally been from 8 am to 9.15 or 9.30 and 12 pm on Saturday in most places. Meals, 20 to 30 minutes are allowed for dinner and the same for tea. Assistants are liable to be called down especially during the season.

Miss C. Wilson Draper's Assistant, Lambeth Walk.

Hours are 8 am to 9 pm. Saturday, 11 & 11.30 pm. Had to give 3 years to learn during which time she received her food. Then was paid £15 a year. Has 30 minutes for dinner & 30 minutes for tea. Sometimes called down on Saturdays and Mondays.

Mr H Johnstone. Drapery. Southwark Park Road.

Hours – 8 am to 9.30 for ~~four~~ three days – Monday to Wednesday. Thursday close at 5 pm. Friday 10 pm and Saturday 12 pm.

Mr H.J. Turner of Messrs Spencer, Boldero & Turner, ~~Lisson~~ Grove

The firm employs 650 assistants, who sleep and board on the premises.

premises, of whom 80 are under 18 years of age. Thinks that to compel small drapers to close at 8 pm and at 10 pm on Saturday would ruin them and tend to concentrate the trade in the large establishments. Some assistants do not object to long hours if paid for them. Some (like ours) whose shops close at 2 pm on Saturday will hire themselves out for the late Saturday night trade.

Their firm works longer hours in the season – until 10.30 and 12 pm. but assistants working these hours can have a half day off. The busy time comes from March to June. at different times in the week, usually Tuesday & Wednesday. Work late about 70 days in the year.

Extracts from the Report and Evidence given before the Parliamentary Committee on the Shop Hours Bill 1892. Committee was ordered Feb 24/92 & reported on June 16/92.

Special Report. (Extract) "Your Committee have amended the Bill by limiting it to the same protected classes as those to which the Shop Hours Act of 1886 applied. The proposal to extend to adult women the limitation as to hours, which that Act provided only for persons under 18 years of age, is one which we do not at present feel justified in adopting. Those of its advocates who have appeared before us have in many cases admitted that they advocated it because they hoped it would make inevitable the general early closing of shops, without regard to the age or the sex of the persons employed." as witnesses

"The Committee have been assured by several witnesses that from the difference of wages and the greater aptitude of women for certain departments of business, there would be no danger of women being thrown out of employment by the provisions of the Bill.

Other witnesses have expressed apprehensions as to the effect likely to be produced on women's chances of being employed in shops by restricting the working" hours

67 mo.

"hours of women without interfering with the hours of men".
..... "The results of the legislation of 1886 afford us no means of judging whether these apprehensions are or are not well founded. It is admitted that this Act has remained generally unenforced and even to a great extent unknown".

Abstracts of Evidence.

Alderman John Barker. Large drapery business at Kensington. Also provision store. Everything that people eat or wear. Hours Shop is opened at 7.30 am & closed at 7.30 on 5 days of the week. 2.30 pm on Saturday. Female assistants begin at 8.30, having breakfast before they come into the shop — e.g work 61 hours including meal times. For dinner and tea 1 hr + 10 minutes are allowed, making actual working hours 55½ per week. This statement allows 30 minutes for clearing up at night. Sale work begins at 10.30 or 11 — . The Hours in outlying districts of London are much longer than those of the principal shops in the centre of London.

Holidays. Fourteen days after 12 months service; may take longer at their own expenses.

over

Wages Females including board average £50 to £250 a year. Men's wages are higher. There is no rule in the trade. If you get clever assistants either male or female, they can command larger salaries. All our women, except those married, sleep on the premises. Most of them go to their friends from Saturday to Monday, now we have the half holiday. Only 70 out of 700 were indoors yesterday e.g. Sunday. Some shops still work more than 74 hours a week. We have employed more women since the hours were reduced.

Mr Edwin Jones. Jones & Higgins. Peckham.

Employ about 300 persons of whom about 100 are females. Of those engaged in serving the proportion of the sexes is about equal. About 150 to 180 would come within the scope of the Act.

Hours 8.30 to 7.30 for 5 days; 4 pm on Saturday. In summer months - June to August - work to 8.30 pm. This would be 62½ hours in winter and 67½ in summer. These hours include meal times; 35 minutes are allowed for dinner and 20 minutes for tea; breakfast is taken before coming into the shop. Salaries Average of women considerably lower than that of the men. Young ladies average £20 to £30

Qualifies subsequently – 30%.

*At Jones Bros, Holloway Road.

Mr Edwin Jones (contd)

£30 and board & lodging. Large majority live on the premises; some do not, these occupy the better positions. Women must be employed & are better for many depts. than men – such as lace goods, flowers and feathers, ladies underclothing, millinery. With small shopkeepers, wages is a consideration and they can get a young lady 50% less than a young man.

Miss Lucy Payne (p 65) Draper's Assistant. Has been an assistant for 10 years. Worked in Fulham, Chelsea, Hammersmith & Holloway*. At Holloway worked from 8·30 to 7·30 on five days and until 5 pm on Saturday, or 64½ hours. At Chelsea the hours were 8·30 am to 9·15 nominally but it was very often 10 pm before they closed & on Saturday 11 or 12, whilst before holidays they were often in the shop until 1 am. About 83 hrs. These were the usual hours in the neighbourhood. The hours at Fulham & Hammersmith were similar. Meals. At Chelsea had 20 minutes for dinner & 20 min. for tea. At Holloway – 10 minutes for lunch, 30 minutes for dinner & 25 minutes for tea. Get 14 days holiday after being a year in the service. This is general in all shops.

Wages. Highest amount paid to ordinary females for sewing is £25 & board & lodging; a man gets about £60 and

Miss Lucy Paynt (cont^d)

and board & lodging. Training. After having two years experience Miss P. went to a place at £10 and rose to £18 in three years. Then to another situation at £20 & rose to £25. thence to Holloway at the same salary. This is the highest salary; may add to it by premiums. Miss Paynt is now out of a situation – health broken down. It is due to over-work. She was in good health when she started. Spoken sharply to, if ~~rest~~ you rest during slack time even when department is straight. Have to make work then.

Mr W.P. Jones of Messrs Jones Bros. Drapers. Employ 350 to 400 persons in the selling department; about half are women. The average wage for young women in his establishment is £26 or with premiums. £42. Average of men £50, with premiums £65. Board & lodging additional in each case. This average does not include apprentices.

Hours. 8 to 7.30 p.m. for six months and 8 to 8.30 for six months. 5 pm on Saturday. 30 minutes for dinner & 20 minutes for tea.

Mr R. Jones. Assistant in drapery & furniture trade. In some of the shops, a register is kept of the times assistants enter & leave the house whether day or evening.

over

Table showing Hours of Opening & Closing Shops & approximate Total of Work Hours per week in the Old Kent Road, S.E. for the week ending Feb 27. 1892.
[Handed to Committee on Shop Hours Bill by Mr D.C. Cornes. Result of a Canvass in the Road]

Trade.	No. of Shops	Open at each day	Close at Monday Tuesday & Wednesday	Close at Thursday.	Close at Friday	Close at Saturday, & Sunday	Work Hours per week.
Baker.	24	7.30	10	10	10.45 - 11.30	12.15 - 1.15	91.
Boot & Shoe.	27	8 - 8.15	10	10 at 5, 17 at 10,	10.15 - 11	11.45 - 12.30	80 - 89
* Butcher	26	7.30 - 8	10	10	10.30 - 11.15	12.15 - 1.15	86 - 91
Cheesemonger	15	7.30 - 8	10	10	10.30 - 11.45	12.15 - 1.15	86 - 92
China & Glass	2	8 - 8.45	10	1 at 5, 1 at 10	10.30 - 11	12 - 12.30	80 - 89
Confectioner	20	7.30 - 8	10	10	10.30 - 11	12.15 - 1	86 - 91
† Draper.	22	8 - 8.45	9.30 - 10	17 at 2, 1 at 5, 4 at 10	9.30 - 10.30	11.45 - 12.45	75 - 87
Furniture Dealer	7	8	9.30 - 10	4 at 5, 2 at 10	9.15 - 10	11.15 - 12.15	80 - 86
Grocer.	22	8	9.30 - 10	3 at 5, 18 at 10	10.15 - 11	12 - 1.15	80 - 88
Hatter	4	8 - 9	9.30 - 10	3 at 5, 1 at 10	10 - 10.30	12 - 12.45	78 - 87
Hosier	6	8 - 8.45	10	10	9.30 - 10.30	11.45 - 12.45	80 - 87
Ironmonger	6	7 - 8.30	10	1 at 5, 4 at 10	10 - 10.30	11.15 - 12.15	80 - 90
Milliner	8	8	10	3 at 2, 1 at 5 4 at 10	9.30 - 10.30	11.45 - 12.45	80 - 87
Oil & Colour	16	8	10	10	10.15 - 11.15	12 - 12.45	86 - 88
Stationer	5	8 - 8.45	9.30 - 10	1 at 2, 4 at 9.30 - 10	10 - 10.30	11.15 - 12.15	80 - 86
Tailor & Outfitter	10	8 - 9	9.30 - 10	5	9.30 - 10	11.15 - 12.15	75 - 81
Watchmaker	8	8 - 9	10	1 at 5, 7 at 10	9.30 - 10	11.15 - 12	80 - 86

* And Provision Dealer. † One closes at 5 Saturdays ‡ One closes at 5 Wednesday

June 21/95
Sat

Confirmed by Mr Stacey — Evidence (Shop (Early Closing) Bill Report p. 10

Mr W. P. Jones, Messrs Jones Bros, Drapers
Silk Mercers, Grocery, Provision etc. Stores.
Holloway Road. N.

[See summary of Evidence on Shop Hours Bill p 22. Also Evidence of Mr Lindsey Payne]

Mr Jones received me cordially and quickly grasped the objects of the enquiry: the following is the substance of an hour's conversation with him & Mr Walmsley.

Extent of Business. Have 43 departments; business includes drapery, silks, grocery, provisions, furniture, ironmongery etc. The conversation was mainly limited to the drapery & its branches.

Workers may be roughly divided into three classes:—
Shop assistants, dressmakers & milliners. Mr Jones was only familiar with the conditions of the first class but would introduce me to the manager of the other depts who would give any information. See Interview. Dressmaking Notebook.

Hours worked are from 8 am to 8 pm. In the winter to 7.30 pm. Saturdays 4 pm. All the shop assistants live & board on the premises. They go to their meals in three parties. One week a party has breakfast before commencing work & the next is in the shop at 8 am & goes to breakfast at 8.20. Most of the assistants go away from Saturday to Monday — stay with friends. Mr Jones thinks that these hours are much too long and

35

Thinks that eventually the large shops will close at 6 pm.

and also unnecessary but at present are forced upon them by their competitors. If they were to close earlier now without regard to others, a loss of business would result; on the other hand if all closed the business could all be done by 6 pm and the dealers would derive ~~bad~~ benefit from the shorter hours whilst the service rendered would be better.

Mr J. favours compulsory early closing. He thinks that if an Act were passed compelling shops to close at 8 pm + 10 on Saturdays, the large shops would still further reduce their hours + close at 6 pm. The small shopkeepers would still get the advantage of the extra two hours as now. It is only the selfishness of the people, who will not shop until the last minutes that keeps the shops open now.

*Reduction of hours in the wholesale trade is undoubted but Mr J. does not think much progress has been made in the retail trade. There is a tendency for the employees to shift into the large shops that work shorter hours. Mr J. thinks that the smaller shopkeepers still form the great majority of the trade.

Earnings of shop assistants would vary from £35 to £85 a ~~year~~ year and they make £20 to £40 a year in premiums. Should think the average earnings of their ~~people~~ men £65 and young ladies £45 to £50. Will give a return of amounts.

Method of Learning. Young ladies are not engaged as learners. They must come as efficient saleswomen; qualified assistants. Young men come as apprentices and are bound for 4 years. They start at 14 to 16 years of age. Everything is found for them except washing and clothes. This the firm reckons worth £30 a year. At the end of their time they receive (about) £20 a year as a start. Their progress depends entirely upon themselves & one will make more ~~poo~~ progress in twelve months than others in two years. They will start in the warehouse and gradually work their way. In 18 months or 2 years they should get to the counter.

Supply of Labour. There are a good number come to London in the spring and autumn, when the arrangements are made for the season. For their trade, a country experience is better than that acquired in town. More general knowledge is gained. Men who have been in wholesale houses are no good to them while on the other hand the men trained in the retail houses make the best men for the wholesale trade. Of those trained here, about 2/3rd remain with the firm; the trade is growing.

Mr J. then gave a glowing eulogy of the retail draper, especially his adaptability to all positions in life, which he attributed to the course of training undergone. It was this quality that accounted for the fact that most of the large London emporiums had grown up around a drapers' shop. Seldom was a similar business built up with another trade as a nucleus.

Early Closing. Mr J. & Mr W. had worked hard on behalf of early closing and at one time succeeded in closing all the shops from Islington Upper Street, right away up the Holloway Road ~~but un~~. The streets looked deserted; but unfortunately it was only for one week. One firm opened and then others gradually followed suit and the results of all their work was lost. Mr Stacey (Early Closing Ass.) could give information about this.

Condition in Shops. Their young ladies were allowed to sit down when not serving. There was work that they could do then. Mentioning about the charge brought against employers, that assistants were obliged to make work so that they might not be

seem unemployed. Mr W. said that of course, in such shops as theirs it was necessary that they should always appear busy even if much business was not being done; this was one of the great arts of the trade. There was a great deal to do when the assistants were not actually ~~using~~ serving and this was done but work was not made merely for the purpose of keeping them employed. It was much better that they should be doing something for their own sakes.

Gl1
Jan. 24/98.

Mr Johnston – Messr John Barker & Co. Ltd
High Street, Kensington – W.

Spent three or four minutes wandering through the departments in search of Mr Johnston's office – boots, drapery, upholstery, vegetables etc. & at last found it: a small room ~~just~~ partitioned off from the wine & spirit department but untenanted. Presently Mr J. came up. He was very busy but ~~he~~ would give information if I did not keep him long.

The firm employs 1400 or 1500 people of whom about 800 have their meals in the house. 500 are lodged as well as boarded, the remainder being married people mostly, making over £200. They have a considerable number of married people & do not object to them marrying if they are in a position to keep themselves comfortably.

Hours. The young ladies have breakfast at 8 am. and come into business at 8·30. For dinner 30 minutes is allowed, the assistants

12

going in 4 or 5 parties. In the summer, the shops close at 7 pm and at 6·30 in the winter. Saturdays 2 pm. For tea 30 minutes is allowed.

Holidays All bank holidays and those who have been a year in the service have a fortnight.

Learning. Young ladies are only taken when qualified. Young men come for 3 or 4 years. Usually pay a premium. Have a Siamese now, sent over by the Siamese Government, who is learning; has paid a premium of £150 guineas.

Salaries. Taking the young ladies first: Juniors. None receive less than £30 salary & commission. (Reckon the commission as one third of the salary.) Seniors £60 to £150. Then Junior £40 to £50. Senior. £100 to £150. Board Lodging additional. I asked for a return of the wages paid in the drapery department. Mr Jo looked at the form & remarked "Of course, you only want it roughly, do you?" I expressed my willingness to leave the form to be filled up at leisure. "~~You had better~~" "Better do it now or you may never see it again." He then

filled up the form slowly, evidently counting the number up as he went along. The result was as under:

				Subdividing we get Men	Subdividing we get women
£200 + over –	80	all men		80	
Less than £200 + over £150	60	1/3	women.	40	20
£150	80	1/3	"	54	26
£120	70	1/2	"	35	35
£100	120	1/2	"	60	60
£80	250	2/3	"	84	166
£50	150	4/5	women.	30	120
£30	50	5/6	"	10	40
	860			393	467

These figures are given as including premiums: these are reckoned as part of the wages & they could not give them apart. These figures are certainly not exact enough for inclusion in a return of salaries.

<u>Dressmakers.</u> These are an inferior class to the other employees. They have a separate entrance and never mix with the others. The fitter is the principal and she is assisted by first hands. The dressmakers are taken on by the day and have no characters. No questions are asked.

Milliners are more on a par with the shop assistants. Can get a smart milliner at £25 a year. They are salaried - paid monthly not weekly.

Supply of Labour. Assistants are engaged in the spring and autumn. Most of their young ladies come from other London shops - probably 5/6th of them. Nearly all the men come from the country. In March & September the firm makes arrangements for the coming seasons and it is at these times that the men come to London. A large proportion of their assistants come from Wales, few Irish, a fair number of Scotchmen and of course of Englishmen but the noticeable feature of this immigration is the Welsh. Cannot explain it.

Changes of employees are few. Some stay for long periods. Have many who have been 10 or 12 years with the firm. Does not think there are more than 60 or 70 who have not been ~~more than~~ 2 years in the service.

Clubs. There are a large number of clubs in connection with the firm: cricket, football, boating tennis clubs. There are also Bible classes,

debating society,
choral associations, a glee union, etc. These are all managed by the employees themselves. When asked, the ~~mos~~ old members of the firm take the chairs or otherwise assist ~~to~~ in order to show their sympathy with these movements.

Lodging. Most of the assistants are lodged in houses in the neighbourhood. In each of the houses where the young ladies are lodged, they have a sitting room & piano. The men also have their rooms. There are separate dining halls and common rooms.

Early Closing. Thinks this movement has almost reached its high water mark. In time the large establishments will be closed at 6 pm. Does not think the small shops will affect the question much. They are becoming more independent of them.

Mr Carne – at Peter Jones. 2-14 Kings Road Chelsea.
Draper and General Store.

Had an introduction to Mr J. who deputed Mr Carne to see me.

Staff. Employ between 300 & 400 people, the bulk of whom are shop assistants; of these assistant about half are female.

Hours. The shops are open from 8 am to 8 pm. for four months of the year; during the other 9 months they close at 7.30 except on Saturday, when the time is always 4 pm. The ~~longer~~ later closing is for 2 months in summer – June & July & two months before Christmas. The first party come down at 8 am. to dust and get the shop ready for business. This is known as "squadding" At 8.30 the young ladies & a second party come in, having had their breakfast, the squadding party then go away to breakfast (30 minutes). For dinner 30 minutes is allowed & the same for tea but 40 minutes is usually given.

Training. Girls are taken as apprentices and give 3 years or if they pay a premium, two years only. The lads give 4 years or if a premium is paid

one

one year less. What a lad becomes depends upon his progress whilst an apprentice; occasionally they have had to send a lad away ~~to~~ after a year as he was not suited to the trade - simply wasting his time. The training in the linen drapery develops the lad's faculties: There is so much drive and push in the business. It is to the development of these faculties that Mr C. attributes the growth of large stores from linen drapers' establishments. Mr Jones was originally only a linen draper's shop.

Salaries — Mr C. would not speak about without consulting Mr Jones. They were paid by salary and premium. [Gave Mr C. the forms & asked for return respecting drapery only].

Discipline is maintained by a system of fines but they are not heavy. The amounts are devoted to the library.

Clubs. There are various clubs connected with the house for promotion of various sports. cricket etc.

Mr A. Branch. 10 Morna Road. Camberwell S.E.
Manager to a Hosier having three shops: one in the Strand & two in the West End.

Hosiers differ from drapers in that the former deal in ties, collars, socks and other articles of gentlemen's wearing apparel, whilst the latter deals in articles and materials for ladies wear or things that ladies would purchase. The assistants in hosiers' shops are usually men while in drapers' they are usually women. The hosiers' business is sometimes combined with that of the outfitter or hatter or with both.

The trade is learned by apprenticeship. Youth give three or four years to learn; the longer period if a premium is not paid. His governor used to have £60 with his apprentices but now the usual amount is from £20 to £30, which amount is returned to the learner as a weekly allowance, commencing at about 2/6 a week and increasing so that by the end of the term, the lad will have received the money back. All live in the house & have their board & lodging. ~~and~~ When out of their time they would start at £20 a year or if they lived out

of the house about 16/- a week. There is an increasing tendency for the juniors to live out of the house. ~~By juniors~~ "Juniors" are those who have recently completed their apprenticeship.

Remuneration is always by salary and premiums, those in the house being paid monthly and those living out weekly. Premiums are paid on articles bought in quantities usually at a cheap rate. These premiums make a considerable difference in the earning. Mr Brand has had 15/- in a week while 5/- or 6/- is common.

The salesmen are classed in order of seniority, first, second etc, and the first salesman has a right to the first customer, number two not serving whilst ~~than~~ No 1. is disengaged. As a result, the first salesman usually receives the largest amount of premiums.

Hours of Business. In their three shops (West End trade) the hours are (1) 8·30 am to 10 pm. every night except Saturday when close at 12 pm. Each assistant half a day off a week leaving at 1 pm; some go each day and the shop is not closed. (2) Second shop, hours are the same except that they open at 8·45. (3). Third shop, commence at 7·30 am, close at 8 pm except Saturday, 8·30 pm. Here the assistants have one evening a week, leaving at 5 pm.

The usual hours in the trade may be taken as from about 8 am to 9. or 9.30 pm or better class trade 8 to 8 or 9 to 9 p.m.

Early Closing. Few hosiers adopt early closing, the usual practice is to give half a day off in turn.

Meals. Those going out have an hour for dinner and 30 minutes for tea, whilst those who are boarded have 45 minutes for dinner & 30 minutes for tea. Of those living on the premises one party will come in to the shop at 7.30, dusting etc, the other will have breakfast at 8 o'clock, usually 30 minutes allowed & come into the shop after breakfast when the ~~p~~ early party will go to breakfast. About 9 o'clock, one will have 30 minutes allowed for 'dressing', the other going when that party returns, After this the men are supposed to be dressed for the day. Supper is taken after business hours.

Busy time. In this business (Shand) trade is brisk from 1 to 3 pm. when men are out to lunch; it then drops off until about 6.30 & then is brisk for two hours. During the morning there is not much trade, only casual customers.

Wholesale Houses. Terms etc. Very little is bought direct from manufacturers, partly because in many cases cash would be needed and also because it is easier to

go

go to the wholesale houses.

The Usual terms are monthly account. The large houses give 3 months credit, dating from the first of the month. 3% discount is allowed for a month & 2½% for three months. The practice of forward dating invoices is decreasing. Under this plan goods purchased would be dated as sold two or three months hence, thus giving the purchaser a chance to sell them before the payment was due. It was often done before stocktaking, when goods have been over bought; thus goods may be sold in December & the invoice dated March.

Stockkeeping. Each assistant is made responsible for a certain part of the stock such as ties, scarves etc. If any line runs short it would be the duty of the responsible assistant to inform the manager & if any article ran out of stock the assistant would be held responsible, as he should have informed the manager that the things were wanted.

Present Tendency. There is a tendency to increase the number of juniors in a shop now. This is a move in the wrong direction Mr B. thinks, as a junior cannot serve customers properly. He may sell a thing that is asked for

for but cannot have the knowledge of goods and
different market that is needed to serve some
customers, Americans etc.

GLA
July 1/95

NW ~~W G~~ Higgins. Messrs Jones & Higgins.
High Street & Rye Lane, Peckham.
Linendrapers, and General Furnishing Stores.

Employs about 350 persons in the distributive part of the business, e.g. as shop assistants etc. There are also other trades carried on in conjunction with the business, which employ a number of men.

Hours are from 9 am to 8 pm for the greater number, Saturday 4 pm. At 7.30 am the squadding party (juniors & apprentices) comes in with the porters. A few come in at 8.30 am, these would include some young women and girls. The later parties would have breakfast before coming into the shop. For dinner 35 minutes is allowed & for tea 20 minutes, the assistants coming ~~down~~ in parties.

Apprentices. Boys and girls are taken. The boys give 4 years if no premium is paid & the girls three years without a premium. In cases where premiums are paid the time is shortened by one year. The majority however work the longer time. Reckon the cost of boarding & lodging at £30 to £35 a year. At the end of their term, "those who are desirable to retain" would be paid, youths £25

and girls £15.

Premiums. In some departments commission on sales are given and in others premiums on special lines. There are cases in which large quantities of materials have been bought cheaply. It is then offered at a reduced price & a premium given: thus they bought 400 & 500 pieces of a material which usually sells about 5d a yard. This they are offering at 2 3/4d a yard and the assistant gets 1/4d a yard on the sales.

The amount of premiums earned depends upon the smartness of the assistant but there is not much difference caused by the distinction between first & second salesmen etc as in a shop of this kind most of the assistants are constantly engaged & one stands as much chance of premiums as another.

Early Closing. Mr H. is in favour of closing early on Saturday; does not think it necessary to have shops open late, at all events so far as the dry goods trade is concerned. Working men are being paid on Friday – his weekly servants are paid on that day. If a compulsory half holiday is adopted of any other day – Wednesday – it will be very

inconvenient

inconvenient & would disorganise his business. They employ a number of employees, who already have the Saturday off holiday, and as it would not be possible to keep one part of the staff working without the other, the holiday would have to be changed to the day selected & this would not be liked either by shop assistants or other workers, all of whom prefer the saturday half holiday.

Wages. Mr H. promises to give a return of wages & salaries paid. It will include premiums as these are always included in the amounts stated in Salaries Ledger.

The Business Premises. Mr H. then took me over the premises. One portion of the building is quite new & has been built specially for the drapery business. The buildings are very large and extend back a long distance from Rye Lane, there being a yard at back with a second range of buildings behind it.

Going upstairs in the new block, we came first to the men's reading room and library

This room is lofty and well lighted from both sides. It is about 35 or 40 feet long and contained chairs of various kinds, & three large writing tables with all needful accessories. On one side ~~the~~ wall space was occupied by the bookcases, (sliding glass doors) filled with ~~some~~ hundreds of volumes of well bound books, amongst which I noticed the last edition of the Encyclopædia Britannica. This library is supported by a small subscription (6d a month I think) & the fines of the establishment. (See page 48). Along the same passage are the mens lavatories. These were fitted up in modern style, W.Cs, urinals, washbasins, etc, all ventilated & lighted from above. In appearance they were equal to the accommodation at some of our large London clubs. Beyond this was a passage leading off to the kitchens. Everything was on a large scale. The walls covered with glazed white brick & the ~~two~~ ovens, washing troughs & all cooking appliances steam jacketted all the cooking being done by steam, which is found to be cheaper and safer than gas or fires. Returning to the main passage, another door leads into the dining hall, along which three tables run from

end to end. At meal times the gentlemen sit on one side & the ladies on the other. Just outside there is a large dinner gong and this ~~marks~~ marks the point beyond which the male assistants are not permitted to go. toward the front of the house.

Further along are the ladies lavatories & then upstairs is their sitting room with tables pianos etc, It is about the same size as the men's & in the same block. Above this are the ladies bedrooms. These vary in size, a few contain only one single bed & the most in any room is ~~six~~ three double bedsteads, thus sleeping six persons. Only a few of the rooms had double beds & these Mr H. said they were replacing by single beds as quickly as they could. The usual thing seemed to be three single beds in a room. On these floors there were also baths hot & cold water, lavatories fitted in the same way. The beds looked comfortable, good counterpanes, linen sheets & two mattresses.

<u>The Separation of the Sexes</u>. Mr H. believes strongly in separating the sexes. Mixed houses are bad and responsible for most of the evil connected with dupery

houses. The assistants are as a whole, moral and well-behaved and his young ladies would compare favourably with any in Society. He has only known two cases of immorality during his forty years' experience. On the other hand he has always been very careful and regards the assistants as under his charge and himself as responsible for them to parents & friends. In mixed houses, though there is not anything necessarily wrong, there is always temptation.

The Young Mens Quarters. The young men sleep in four large houses in a street (Hanover Park) adjoining the the business premises. Beside the general sitting room and library on the business premises, the men in each house (about 28) have a separate sitting room, looking out upon the gardens which, as the houses are old, are very large, the centre ~~forming~~ being a grass plot large enough for two tennis courts. The Bedroom fittings are similar to those in the ladies room, except that there are no double beds & that the cupboard accommodation is less. In each room there are three single beds. A printed code of rules is placed in each room; they relate mostly to

details

affecting health & cleanliness; thus one was that the last one to enter the room at night should see that the window was open a few inches at the top unless the weather is foggy, whilst another forbad the introduction of blacking into the bedrooms, the latter being enforced by a fine.

Fines. Fines are only used to enforce house rules. There are no fines for faults in the shop. If any employee cannot or does not ~~work~~ properly he or she has to go.

Other Parts of the Establishment. There are a number of workshops connected with the establishment; bootmaker, tinsmith, carpenters etc; two large stables and sheds for the vans. The porters and drivers have a room of their own where they can cook food & sit when not out with the vans.

Whilst walking around several subjects came up incidentally. One thing on which Mr H. was emphatic was that perfect ~~th~~ truthfulness in everything was a strict rule with them in all cases. If an assistant were known to misrepresent any goods

to secure a sale he would have to leave.

Most of their employees remained a long time. They had some from 3 months to 20 years. There were a ~~few~~ many Welsh in the trade: at one time their house was almost a Welsh house; that was due to the fact that his partner was a Welshman. It was not the case now. A considerable number of assistants came from the provinces; twice a year they made arrangements for the seasons.

S.G.T.
July 2/95

Mr Arthur J Lewis, Messrs Lewis & Allenby.
Regent Street & Conduit Street. Silk Mercers & Furriers.

Learners. They take very few apprentices. A certain number of lads, who start in the counting house. Usually come from the London Orphan Asylum. These lads have their board & lodging and a little pocket money (about £10) in the first year. Mr L. does not believe in keeping a lad without money: it lays them open to temptation to petty peculation of stamps etc in the counting house. They take a few young ladies but it in connection with the dress making and millinery; ~~& these~~

Shop Assistants usually come to them trained. They want the best they can get in the show rooms. Most of the engagements are made at the end of January and the end of August when they are arranging for the coming season. They have a large number of applicants, both from London & the provinces. Always prefer the country applicants; they usually get a better experience in the large country houses.

Nationality of Assistants. A large number of Welsh lad come into the trade, partly because many of the employers are

Welsh

Welsh. His father was Welsh. They came up because there was nothing to do in Wales: they had no previous training. Many that come up to London houses were farmers' sons.

Conditions of Business have changed very much. It is done with a greater rush and shorter hours have made it more costly. They are compelled to employ more assistants than would have been necessary under the earlier regime. Then the assistants have lost the personal interest that used to be taken in the employers business. He can remember when they (e.g. assistants) were delighted that business was doing even though it meant extra work for themselves. Now very little interest is taken and they would not trouble about anything but would put on their coats when the time came for closing.

He attributes much of this change to the action of the Early Closing Ass^ns which have led the assistants to regard themselves as aggrieved. Will not subscribe to the movement. "~~They~~ We do what we think right.

Hours. Close at 7 pm + 2 pm on Saturdays. Some commence at

at 7.30. All have meals on the premises – Dinner 45 minutes & tea 30 minutes.

Salaries are high. Of the men; Buyers get £300 to £400 a year; Superintendents £200 and Assistants £60. Of the women, fitters are the most highly paid and ~~can~~ receive as much as £400; shop girls eg. assistants £70 to £150. They would start at £30. Those receiving high salaries do not as a rule live on the premises but would have their meals. Reckon that Board & Lodging costs £30 a year for each person. The average for several years has been about that amount.

Assistants remain for long periods, too long in fact. "We have men who have been here 30 years," and it is difficult to deal with old servants. You cannot discharge them nor go on raising their salaries. A well-known philanthropist once ~~told~~ said to him, "Never keep a man more than seven years."

Premiums are not given. Regard this as a bad custom.

custom. It induces assistants to press the sale of goods to people who do not want them.

Clubs. There are cricket, football, swimming and dramatic clubs connected with the firm.

The men live in the Conduit Street house and the ladies in Regent Street. None are allowed to sleep away without special permission from the Superintendent.

Dressmakers. They keep a certain staff in the house, fitters etc, who are paid by salary. The others are paid weekly wages - no piece work. These are not quite such a good class as the assistants.

Mr L. is evidently proud of his staff. of assistants. Many of them are accomplished ~~ladies~~ & all come from middle class families. Some are clergymen's daughters. All are an extremely well-behaved class. He does not remember a girl having gone wrong in his time - now 50 years.

Comparative Advantages of Large & Small shops

Hours, Meal times &c

Mr Richd Lane, Drapers' Assistant at Messrs T. Allin & Co, 122-4 Lambeth Walk S.E.

Recognises two classes of shops: the large stores and the smaller shops where the employer is in the business.

If a young fellow has a good berth in a shop like this (Low class cash trade) it is much more pleasant than in a big house, where you have to serve behind the counter. By a good position he meant either shop walker or manager. Does not think the large shops are a good thing for the assistants. In the small shop you get more comforts and are better looked after. In the large shop you are left to yourself & you cannot know everybody. If you are ill it is only "So & So is ill" and you are remain. In the large houses there are clubs and everything of that sort but the heads of the firm are much more strict. Here if you wish to get away for half a day an arrangement is easily made; in a large house you have to fill up a form or make a special application.

Hours Have to be in the shop at 8 am; close at 9 pm.

pm. except on Thursdays (2 pm) and Saturday (11 pm). Generally get out of the shop 5 or 10 minutes after closing time as they do not stay to put everything away. The clearing up is done in the morning.

Meals are taken in two parties. The first goes to breakfast at 8·30 & returns at 9 o'clock; ~~the~~ has dinner from 1 to 1·30 and tea from 4·30 to 5 pm. The second party has breakfast from 9 to 9·30, dinner from 1·30 to 2·30 and tea from 5·30 to 6 pm. The parties change each week, so that assistants get 30 minutes rest after dinner in alternate weeks. Supper is taken after business hours except on Saturday, when 30 minutes are allowed between 8 & 9 pm.

Dietary. Breakfast, plain consisting of bread & butter with tea or coffee; Dinner, Hot meat and vegetables three days a week & cold meat, vegetables on three days, A second course of pudding, pie, or some other pastry every day. Tea the same as breakfast. At dinner & supper beer is allowed; those who do not drink it can have gingerbeer instead. There is a better feeling now between governors & assistants: at one time if an assistant did not

work

wish for beer he could leave it. No substitute was offered. Now milk is provided in most of the large houses. More than half the assistants in their house are abstainers but this would not be the case in the trade generally. Mr L. prefers the catering in a small house to that in the large – the food is better served.

House arrangements. Doors are locked at 11 pm. every night except Thursday when they can be out until 12 pm. It is usual ~~to have~~ in the trade to allow assistants out until midnight once a week. Have their meals in a room in the basement. This room is a low roofed apartment with a table running nearly the length of it ~~and~~ just leaving space for a bagatelle board behind the door. Walls coloured & general aspect cheerless. Against this absence of comfort in the surroundings must be set the large liberty which the assistants possess. Mr Lane took me down into this room without any demure when I called altho it was during the shop hours simply telling someone that he was going.

Training &c. Mr L. learned his business in the country, served 4 years & then came to London. Was at

Jones &

to shopwalker, then to buyer & lastly to manager. After that a man would start in business on his own account. Chances are best in a small house, if the governor takes an interest in the young people.

Jones & Higgins. It is one of the best houses in the trade or ~~and~~ was when Mr Jones was in it. Had an idea that it was not so good now but had no definite reasons for thinking so.

Qualifications of a good assistant are that he should be a good stockkeeper – keep the stock clean and have sufficient of every price. Must also be steady.

The Prospects of an Assistant are very good if he is careful. He has nothing to buy but his clothes and can save money if he wishes to do so. He is a teetotaler and coming from the country did not care for the usual amusements and so ~~f~~ saved £200 in the first few years. Greater number however want to see about, go to the music halls etc & so don't save. The first promotion would be

Age Limit. After a man has reached 40 he stands very little chance of obtaining a berth in the retail trade. e.g. behind the counter. He should then command a better post and if he does not it is his own fault. Such men have to turn to other things: a great many become buses or tram conductors.

Salaries Assistants when out of their time get £70 a year

a year. Young ladies would rise to £30 and the young men to £50. These would be the limits in ordinary shops. In addition there would be premiums, which might be taken at from 5/- to 10/- a week.

Shop assistants do not remain long in a place as a rule. Six to 12 months is the usual thing. Not many of them go by the half day excursions. Mostly patronised by the public. Booked about 600 to Brighton last week but only about 15 were assistants (e.g. known to be.)

Great proportion of the young men in the trade come from the country.

Shorter Hours. Don't think the assistants are keen about this question. They are afraid to say anything about it as a rule.

Shop Arrangements. Stocks is divided amongst the assistants, each having some part for which he is responsible; one will keep flannels, another calicoes, and so on. If a particular line becomes low he will report to the buyer, who is responsible for that branch. At the end of the year each department is dissected, to show the profit made. In this shop they have two buyers, one for heavies and another for fancy goods.

SL4
July 8/95

Influence of Public Opinion in Suburban Shops

4 days 12½hrs = 50
1 day 5½ 5½
1 day 13½
Total 69 hrs

5 days 15hrs = 75
1 d. 16 16
91 hrs.

Mr James H. Wilson. Linendraper
39 Broadway, Crouch End. N.

In Suburban shops the conditions are modified by the influence of public opinion and this acts to improve the condition of the shop assistants. It is felt here in Crouch End and in this respect suburban places are more like provincial towns than London. Here the absence of trams and buses breaks down the connection with the great city. The assistants become known to the customers and a sort of personal relation springs up. Thus a few days ago a lady sent 2 baskets of roses to the shop for the assistant. This is of course exceptional & only quoted to show the tendency.

Hours are long. Work from 8·30 am to 9 pm in the summer after the holiday season e.g. August, close at 8·30 until Christmas & then at 8 pm until the spring season comes round. Saturday close at 10 pm, Thursday 2 pm. Hours in the 70's were much longer. He learned his trade in the early 70s (about 20 yrs ago) at Hitchin. The hours were 7 am to 10 pm. & 11 pm on Saturday. The lady had

had to return to the shop 3 nights a week and work until 1 or 2 o'clock. The governor used to travel & on his return his book had to be entered up in the ledger and was then available for use in the shop. The lads had to make up the orders, which were despatched early next morning. There were no holidays except Coronation Day & Good Friday and yet nobody thought they were badly treated. Sunday used to be spent in bed.

Salaries are usually paid monthly. Mr W. pays all weekly. His staff is as follows:

One man – £2 10 – a week & premiums about £20 a year.
Three young men – 15/6, 10/- & 10/6 a week respectively.
One Young Lady (a buyer) £60 a year. e.g. 25/- a week
Two " " First hands in depts. 15/- & 13/- a week
Other Young Ladies – 3 @ 11/6, 1 @ 9/- 1 @ 8/6, 3 @ 6/-
Young Lady Clerks (2) 11/- & 7/9. 1 @ 6/-
Apprentices 1 Y. Lady 2/6. 2 lads 6/- each. These are not supposed to be earning anything.

All these have board & lodging. There are also three lads (about 14) porters, who get 8/- 8/- & 7/- and live at home.

HOW TO SELL GOODS.

Be industrious; exert yourself actively to show the best variety you have of the goods asked for and to find what will suit, giving your whole attention to your customers, letting them see that serving is a pleasure and not a trouble to you.

Be patient; preserve perfect equanimity, especially if your customer appears exacting, fastidious, or trifling. Sincere effort on your part to please will always win in a remarkable short time.

Be polite; under no circumstances speak to or treat a customer with impoliteness or indifference; to do so is to make an inexcusable mistake. Your politeness to customers is money to the firm, and one of the considerations for which you are paid a salary.

Be considerate to poor people; do not try to sell them a more expensive article than they can afford to buy, or you may annoy them, and they will avoid us in the future; never try to sell to anyone what you know will not suit them; it is in all cases to our interest to please our patrons, and better to lose a sale than risk losing a customer.

Be attentive to small purchasers and they will come to us when they have larger purchases to make.

Be truthful; never resort to deception in representing the goods we sell, win and deserve the confidence of customers, give your advice and recommendation intelligently and in the strictest good faith, with an earnest purpose to subserve the interests of the purchaser.

Have the price marked in plain figures upon all goods, and arrange all stock so as to look fresh, varied and attractive.

To successfully introduce goods not asked for, assistants should be able to perceive quickly the sort of person they are serving, and decide as to what articles are most likely to be purchased and then show the goods in such a manner that the customer can examine them without feeling called upon to purchase; persuasion to buy should not be tried unless the customer is interested in the goods and disposed to purchase. The art of introducing goods may be acquired to a great degree of perfection, and when acquired, adds immensely to the value of the services of the salesman or saleswoman possessing it.

JAMES H. WILSON.

Most of his assistants remain for a long time; two or 3 years. Young ladies leave to get married. His business is increasing and so does not have to discharge any, any except those who do not suit. Rarely advertises for assistants. Get the travellers to recommend and when a good one is recommended, he makes a place for her or him. Most are Londoners.

Thinks that the business depends upon having good assistants and encourages them to build up a connection of their own and to retain them makes their life as pleasant as possible. Never had any fines. Has printed rules as below & finds that fines are unnecessary. Each assistant has a copy.

There are also special rules for cashiers etc, which are written in a book & copies given to those concerned. Each assistant as also a copy of "How to sell goods" pasted in their chatbook.

AY, 12 JUNE, 1895. Leader

THE LAW COURTS.

"UNIVERSAL" WHITELEY

IN COURT OVER A CASE IN WHICH AN ASSISTANT WAS ANXIOUS FOR WAGES AND DAMAGES.

Frederick Smith, a shop assistant, claimed £6 7s. 4d. at Marylebone County Court yesterday from Mr. William Whiteley, of Westbourne-grove. This amount represented a month's wages and damages in lieu of a month's notice. Smith said that when he entered the defendant's service in March he was told that his salary was to be £40 a year. He lived in the house. In the beginning of April his wages were reduced by £15 a year, but he was promised a commission on sales at the rate of 1½ per

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NO SECURITY REQUIRED.
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NO NAMES ON VANS.
COUNTRY ORDERS CARRIAGE PAID.
Founded 1863.
FURNISH ON OUR THREE YEARS' SYSTEM.
NO DEPOSIT REQUIRED.

£10 worth	per month	£20 worth	per month
£20	£1 11 0	£30	£1 7 0

Mode of Learning. ~~The~~ Formal Apprenticeship is going out of date. They seldom have indentures. Take young ladies for three years & no binding agreement. Then they can leave if they like & the employer can get rid of them if they do not suit. Thinks this is the best plan. The knowledge that the engagement is on these terms makes the assistant more careful of the employer's interests, and increases their desire to learn quickly. Then when the assistant has obtained a knowledge of the business, the employer is obliged to pay them or they will go where they can get their value. Three out of 5 of Mr W's apprentices are now receiving a salary.

Engagements. The custom of the trade is that the assistant may be discharged at a minutes notice. Thinks it a very unfair thing. It is not legal and an assistant can recover the month's money. If a man demands the month's notice, it is paid but his references suffer. The firm might mention it in the character or simply make no response. [These statements conflict with the decision in the case reported, which is cut from the Daily Leader.

Domestic arrangements. The young ladies live in one house & the young men in another. They have a piano in the sitting room & 20 volumes a week from the local

local library. On Sundays they are allowed to have a friend to tea ~~only~~ or sister. or if they know that a young woman is bona fide engaged the young man may come. Sleep 3 or 4 in a room, double beds. Some of the girls are sisters & so would be together. Have no clubs but seek to make the life like home. The residents would ~~object~~ resent the shop assistants joining local clubs.

<u>Shop Assistants & Dressmakers</u>. There is a great difference between the shop assistants and the work room hands. e.g. dressmakers. Attributes it to the factory acts. Don't like the factory inspector to visit. Does not consider the work girls like the assistants as they are protected by the Act & Mr. W. seemed to think that the responsibility for them was removed from his shoulders and placed on the factory inspectors'. The dressmakers are a distinctly lower class than the assistants; girls who would be domestic servants but object to the confinement. The assistants are middle class girls and many of them well educated. In the room in which we were talking, there were two lambrequins with hand painted landscapes suspended on the walls. These were the work of one assistant.

The prospects of an assistant getting on in yrs were very poor. He had one man there for a fortnight. He did not suit him; he saw when the man came first that he would not suit and only took him for a short time. Sometime after he had an application for his character and gave it & a little while after a letter from the man saying that he was unable to stay where he was as in addition to the long hours during the week they worked half a day on Sunday so that he only got home to see his children for a short time on Sunday afternoon. The firm was described thus on notepaper.

R. Johnston Wholesale & Retail Draper.

37 & 37a Chalton Street & Chapel Street, Euston Rd NW

and at Walworth and St George's East.

Mr Thos Oakman. 63 Ashburnham Grove Greenwich, S.E. Employed at Handley & Johnstons 274 Southwark Park Road. Linendraper.

Mr Oakman is a middle-aged man, and holds a responsible position at Messrs Handley & Johnstons.

He would classify the shops as low, medium, and high class, the difference being in the class of goods that form their trade. He should reckon their own as a low class trade, Pryne Bros, Lewisham & similar shops as middle class and the Regent Street & other large shops as high class. There is really a gradation from the highest class to the lowest. Their own trade, dependent upon clerks & artisans' families ~~would took~~ is much superior to that of the Bermondsey New Road, which is dependent upon day workers. In a sale at the latter place, a flannel at 1 3/4d, bought for the occasion ~~would~~ might be a line; at their place, a job lot at 3 3/4d would take its place.

This difference in shops to a large extent restricts the movements of a shop assistant.

One

One who had been employed in a good house would ~~hesitate~~ not go into a low class house, whilst one from ~~the~~ such a house would not be taken in a first class house unless under exceptional circumstances. Mentioned the case of a young fellow, who having finished his apprenticeship, had a berth at Swan & Edgar's obtained through the Y.M.C.A. He went in and nothing was said about salary and soon after when he asked about it was told that they should not think of paying any salary; he should think himself lucky in getting into such an house at all. The conditions favour the country lad. He comes up with his papers and a letter possibly from the clergyman saying that he has known him for so many years, he is respectable & has served his time etc. Very likely he has been in a small village shop but the London firm know nothing of the country shop, & take him on whereas a lad coming from a larger London shop, might not stand a chance; the employer knowing the shop might think "We don't want anything of that class.

<u>Learning</u>. Lads can learn better in a small establishment. He should learn the haberdashery first; with this the trimmings

trimmings are often included. This department give them a good insight into details that otherwise they might never learn. "A good haberdasher will be a good draper". He would then go to the Hosiery if they had such a department & afterwards the Manchester, which in some shops would be divided into several departments. The last would be the 'Dresses' e.g. Dress materials, which is the best. Young ladies would learn the haberdashery & then go into the fancy, e.g. lace, feathers etc.

<u>Apprenticeship</u> usual, 3 years for boys and two years for girls. Girls can often be put to the counter at once but not lads. The latter can however be made useful in many ways. Agreements are usual but they are not so long as they were: they are usually one-sided. The lads have little option; it is take it or leave it. Present agreements are just as binding as the old. Don't think the employer would like another system.

<u>Hours in Shop</u>. Usual hours are from 8·30 am to 9·30 pm. ordinary days. Close at 2pm Thursday, 10pm Friday, and 11pm Saturday. In that shop, they get more people come in after 8 pm than all day. Think all the evils in the trade arise from the long hours.

They have now got public opinion in favour of shorter hours. "Sentiment is with us but practice is against us". The 'Voluntary' E.C. Assn is not opposed to legislation. It thinks that legislation will have to finally clinch the nail home. The Parent Society had given up voluntary work & they wanted to get all they could by any means and opinion was not ripe for legislation. Now the Parent Assn has taken up voluntary work. "Thinks the Parent Assn has done more voluntary work within the last 4 years than ever before". Would like an extension of the present Act. The reduction of the hours say from 74 to 68 – one hour a day. It would involve closing. As a matter of policy, it would be important to keep on. If you let the young people go, the staff would be disorganised & then a feeling dissatisfaction would grow amongst those remaining.

Engagement. Does not think the system of no notice to terminate engagements works badly. In the smaller houses it is a matter of give & take & is seldom acted on. The cases of hardship are those of young ladies coming from the country but they would soon know the class of house they were in and arrange accordingly. In their house if an apprentice got out of his time came & said he wished to leave in the

morning nothing would be thought of it. Had a case a short time ago of a young fellow who went out on Thursday, got a lift & the letter asking for his character came on Friday. On the other hand, if he (Mr Oakman) were to do like that "the fat would be in the fire with a vengeance". Thinks a young fellow can claim a months notice.

Diet. In some houses the catering is done by contract – so much per head. Has known the sum as low as 5/- on the other hand as high as 8/- & then they did not have good living. There were only 20 or 25 in family. It depends greatly upon the personal supervision. One evil is that the time – usually 30 minutes is not sufficient. You go & sit down at the table & for those who are last served the time is practically reduced to 20 minutes. The young ladies do not seem to mind – or some of them – for you see them leave the table and go back into the shop before the time is up.

Resting. Their young ladies get 30 minutes to rest in the

afternoon. Thinks this important & that it pays, in the increased brightness of the assistant in the evening. The young men can generally get at rest. There is a piece of stuff to go back into the window or other excuse & he gets a set down on a bale of something, having previously arranged with another to take his place. These things are known but are not seen by the one in charge, of course so long as the business does not suffer.

Salaries. Young men start at £15; have known them start at £12. and rise to £40. Make premiums 7/- to 10/- a week for good juniors to lead hand.

As a rule in small shops the principal does his own buying; he may let one department slip into the hands of one of the assistant but would not pay extra. It would be useful to the young woman to say that she had bought such & such goods for her employer.

Buyers in large houses would get £100 or £120 a year and Shopwalkers £100 to £150. There is also generally a commission or bonus of some kind.

Age Limits. A man at 40 behind the counter must have made some slip. Old drapers get into all kinds of businesses.

Houses differ greatly. At Roberts, Islington, an assistant cannot call her life her own.

Morality. Does not think it is so worse than in other walks of life but thinks the women are worse than the men.

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