

Customer service, layout of store are people-friendly

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it was becoming more casual," said Ms Hartley. "But it's switching to more formal again."

Since its inception, Delacourt's has offered gifts and bridal registry items at competitive prices.

Entering the store is like walking into a tiny wonderland of crystalline glasses and graceful figurines.

Even practical items such as plates and flatware take on an elegant cast in the store, which is distinctive in the historic downtown for its navy blue awning.

What isn't found on Delacourt's shelves can be ordered, and free delivery is offered, largely within the Halton area.

"We do a lot of special orders," said Ms Hartley. "If we don't have it, we'll try to find it."

Gift-wrapping for all purchases is free.

Customer service is key, with Ms Hartley and staff on hand to supply as much or as little attention as needed.

"We'll spend as much time as they want," said Ms Hartley. "A

"We change merchandise a lot and we try to keep our floor fairly wide open."

Laurie Hartley

bridal registry can take between half-an-hour and three hours."

But staff can also accommodate customers who are looking to grab their purchases and go.

They're the people who come in with a shower/anniversary/Christmas or birthday to buy for, and are eager to have it gift-wrapped and out the door as soon as possible.

Even the layout of the store is people-friendly.

"We change merchandise a lot and we try to keep our floor fairly wide open," said Ms Hartley. "We have a lot of people coming in pushing baby buggies."

Fairly wide aisles make shoppers feel comfortable by minimizing the oops factor.

"People tend to feel intimidated coming into a store with a lot of breakable stuff," said Ms Hartley.

Brand names available at the store include Royal Doulton, Denby, Wedgwood, Pimpernel, Waterford, Oneida, J.G. Durand, Lenox and Noritake.

Children's gifts are also in stock, including Peter rabbit, Winnie-the-Pooh and Bunnieskins.

Whenever possible, Canadian companies are sought. Recently, merchandise from Milton's All Fired Up was added by popular demand.

"We're getting a lot of requests for it, which is how we get a lot of our stuff," said Ms Hartley.

Over the past few years, linens have been brought to the shelves, including tablecloths, napkins, placemats and table runners.

The shelves are always bursting with merchandise, which is changed regularly.

And helpful employees are always pleased to help a shopper find what they're looking for, said Ms Hartley.

"We try to get them something they're happy with in the right price range," she said. "We have a full range. We help them figure out what it is they want that fits their budget."

Like many downtown stores, Delacourt's dispels the myth that prices will be lower in major department stores.

"Our prices are excellent," said Ms Hartley. "Our prices are almost always less."

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Notice of Liquor Licence Application


Ontario

The following establishment has applied to the Alcohol and Gaming Commission of Ontario for a liquor licence under the **Liquor Licence Act**:

Application for Additional Facilities
Szechuan Wok
201 Main Street East, Milton. (indoor area)

Any resident of the municipality may make written submission as to whether the issuance of the licence is in the public interest having regard to the needs and wishes of the residents. Submissions must be received no later than **October 20, 2000**. Please include your name, address and telephone number. If a petition is submitted to the Commission, please identify the designated contact person.

Note:
The AGCO gives the applicant copies of all objections.

Submissions to be sent to:
Licensing and Registration Department
Alcohol and Gaming Commission of Ontario
20 Dundas St. W, 7th Floor,
Toronto ON M5G 2N6
Fax: (416) 326-5555
E-mail at licensing@agco.on.ca