

At 27 years old, Mark Cullen oversees operation of five Weall and Cullen outlets in the Metro Toronto area. — Jackie Steffler

Shoppers are sharper today, Cullen insists

By JACKIE STEFFLER The recession has changed

people - they're smarter shoppers, says Mark Cullen, general manager of the Weall and Cullen Nurseries Ltd.

But the 27-year-old, adds that nursery and garden centres must keep pace with the new consumer demands. He started running the family business in

His father, Len Cullen, established the business in 1947. "It started with a family-like image," says today's manager. "Dad always made himself available to people, and I've inherited that philosophy - integrity continues to exist."

Mr. Cullen's duties include co-ordinating the five garden centres, as well as visiting the business' 150-acre tarm in Brooklyn, north of Whitby. He operates from the Markham office on Steeles Ave. at Kennedy Rd.

"People know more now than they used to," Mr. Cullen notes. "There was a time in the early '70s when gardening was coming into its own, and you'd just, have to have the product and the means of getting it to the consumer."

Realizing that "people are hungry for information - I know this from my newsletter", he approached production manager and talk show host Jim Kidd at CKEY radio, and suggested a gardening program:

Every Friday, between 11 a.m. and noon, the Unionville resident becomes a radio per-

sonality and answers questions. from the many callers.

"The phone-in response has been most encouraging," he says. "And if I don't know the answer to a particular question, I'll make sure I have for the following week."

· As for distributing printed information, Mr. Cullen produces a newsletter about 10 times a year and sends it to 36,000 people. "Also, five years ago, most nurseries didn't have the catelogues they now do," he adds.

In addition, according to Mr. Cullen, his company is the only one in the Toronto area to boast a lath house, an open area for. shrubs and trees with a roof of wood slats, covered by plastic.

The lath house carries tear sheets - pieces of paper with written plant care instructions.

Mr. Cullen estimates that 76 per cent of the homeowners, at least in this area, do gardening.

"Ten years ago, gardening was the most popular pastime," he notes. Now it's second. Spectator sports on television are first."

There is a trend toward home improvement in general, Mr. Cullen adds. For instance, even he and his wife Mary are planning to build a greenhouse this

Meanwhile, his father Len is building Cullen Country Barns behind the Steeles Ave. centre. "They'll be the largest barns in Ontario - maybe even in Canada," says the younger Cullen. The structures will feature stores and antiques from old



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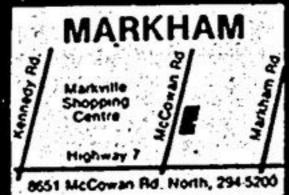
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