

Meet The Managers

Katie Barnes:

Katie was born in Toronto and lived in Stratford for the majority of her youth. She attended Sheridan College for two years and graduated with a Visual Arts Diploma.

While living and working in the Greater Toronto Area, she had the pleasure to be involved in such projects as The Toronto Santa Claus Parade, The Opera Ball, The Brazilian Ball plus creating and producing The Sheridan College Annual Fashion Show. Her training to be a soft and hard goods stylist came from Net Work Studio and Holt Renfrew.

After moving to London in 1992, Katie started a free-lance display business and as a display artist her clients included; Braemar, Eatons, Sears and Life Styles. She has managed not only her own business, but also a retail store called The Red Balloon, which sold children's imported fashions. Katie has two young daughters, Kayla and Gillian, and says most of the time they are little darlings!

"I am thrilled to have joined Junior Achievement and hope to be a true and important asset," said Katie.



Janice Rivard:

Janice has an extensive retail background. After graduating from H.B. Beal majoring in TV and radio, it was right into retail. She began as a sales associate for several stores and eventually was promoted to store assistant manager. While working as assistant manager, Janice had an opportunity to explore and grow within the retail world.

"While climbing the retail ladder, you need to take something from each experience and grow from it," said Janice. "Most retail skills are transferable. It's a matter of adapting to new policies when upper management changes."

Janice has a keen eye for consumer service and prides herself on always being aware of the customers needs. As a result of Janice's past work experience, she has created The Basic Retail Training Program for Last Word student volunteers. This program is a step-by-step introduction to the world of retail. Last Word - The Library Store is a starting point for many student volunteers looking to volunteer 40 hours for high school.

Janice is a part of the team that recruits both students and adults to volunteer at Last Word. The adults offer life learning skills to the students. With Janice's previous retail work experience and knowledge, she is an invaluable member of the Junior Achievement Team, working to develop our students and volunteers.

About The Basic Retail Training Program

The Basic Retail Training Program is certified and a tremendous asset to the student's resume. Under the direction of Janice, participants receive new-found skills of communication and customer service. The Program is designed to show students how the retail world actually works.

While training, they are taught the five basic steps of retail along with customer service skills. To have an understanding of the business world, students follow a basic dress code. This gives them an opportunity to look their best at all times, since the student is constantly networking with the public.

The Basic Retail Training Program is a great way for a student to develop communication skills. Once the 40 hours has been completed, a certificate is rewarded to the individual. Last Word has seen many students return and report they earned an interview for a job or better yet, "got the job".

Next Issue
Last Word will
feature
Andrew McKie,
a graduate of the
Retail Training
Program and NOW
employed at
Last Word!!

What's New at Last Word

Back By Popular Demand!

Seracon, Provence and Italia Organic Window Garden
Easy-Gro Herbal Teas and Tisanes
Give your own Forget-Me-Not or
Plant your own Lucky 4 Leaf Clover

In the Consignment World Books at Last Word

A Story to Tell: *By A. Hosien*
Simply May Court: *By The May Court Club of London*
Cooking with the Seasons:
Recipes from the Covent Garden Outdoor Farmers Market,
By Christine Scheer
Ballyhoo 2001: *By James Reaney*
Dead As I'll Ever Be: *By Pamela Evans*



New Day for Last Word!!!

Last Word was featured on The New PL, New Day Morning Show with Cheryl Weedmark on June 24th.

Pamela Evans, an author who penned "Dead as I'll Ever Be", along with Philip Tong, a local painter, musician John Noubarian and artisan Mary Mummery featured their consignment products, all available for purchase at Last Word.

As well, Janice Rivard and students enrolled in the Last Word Basic Retail Training Program were on hand to promote the store and share the great experience and rewards of volunteering at Last Word!

Last Word is always looking for both student volunteers and adult mentors. Please contact the store for further details! 439-9706



Cheryl Weedmark, host of New Day speaks with Janice Rivard and students

Bargain Shoppers!

**Last Word
Feature of the Month
50% Off
All Gift Bags**

July Big Event at Last Word

Design a Beaded Bracelet!

July 19th at The Last Word
With Mary Mummery

Coordinate your favourite outfit with a custom designed bracelet. Be all the rave with your girlfriends and classmates. 10 am to noon and 2 to 4 pm.

The cost to join the fun is only \$15.00 (age 8-14).

To Register: Please contact Katie or Janice at Last Word 439-9706.

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The Last Word
▲ Newsletter

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