



TRANSCRIPT

Article from St Michael News December 1960

St Michael NEWS

MARKS & SPENCER LTD.

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FROM THE CHAIRMAN'S OFFICE

Once again... warm personal greetings

Once again it is my pleasure to send warm, personal greetings to our staff at Head Office and in the stores.

We are continuing to transform our stores into fine modern shopping centres. Many of you have seen how your own store has changed in character and appearance. The greater selling area now available has enabled us to display a more extensive variety of ST. MICHAEL goods. I know that you are as glad as I am to note the speedy reaction of the public; how they have welcomed these impressive changes which make shopping so comfortable and agreeable. In our rebuilding plans we naturally take into account your comfort and well-being by the provision of new and delightful staff quarters, which I hope give you pleasure.

Every week over 7,000,000 customers shop at Marks & Spencer for fine quality goods at prices they can afford. We at Head Office concentrate our efforts in ensuring that ST. MICHAEL garments and foods give customers satisfaction. I am happy to say that in this way, over the years, we have gained a worthwhile reputation with the public which we value most highly. We seek not only to retain but to build up the goodwill and the confidence that the public have in us, for it is upon them that our success depends. In this effort you are playing a significant part, for your courtesy and helpfulness to the customer have become legendary.

To the growing number of Pensioners who are honoured members of the Marks & Spencer family, I send a special greeting.

To all who share in our efforts I send, on behalf of the Board, our warm good wishes for Christmas and the New Year.

Simon Marks

Photograph of Sir Simon Marks

This picture is taken from an article on Sir Simon Marks which appeared in the *Daily Mail* series, "The Taste Makers." Said the writer, Pearson Phillips: "Sir Simon Marks ... has probably done more for the cause of social equality in this country than any other single individual. He has brought quality to the masses. He has ornamented the streets with prettily dressed girls. He has made typists look like duchesses. He has even attracted the custom of duchesses.

"Since the post-war flowering of Marks & Spencer all women have become equal next to the skin."