

C. P. R. Extension in British Columbia

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iron and stone ones, and giving employment to a large number of men. The enlargement of the wharf at Vancouver will be proceeded with at once. Nothing will be done with the general offices in the city pending the action of the Northern Pacific in its constructions, should that road reach the city. Work will commence on the Vancouver and Salu Island tramway as soon as the weather is propitious. The line will run along Granville or some parallel street to Hastings street, which vicinity will be the terminus. The Australian steamship service will not be put until after fast Atlantic service is established. The C. P. R. is negotiating with a view to operate the Spence's bridge and Nicola railroad after its construction. As soon as the people themselves decide the best route for running their line north from the trunk line into Cariboo, something definite will be done. From Kamloops along the Thompson river seems the most feasible route. Steamship service will be put on Okanagan Lake very soon. The outlook for the Okanagan country is very promising. There will be a line from Revelstoke to the Upper Arrow Lake. When actual development of the mines take place we shall, in short, do everything in our power to build up and develop trade between the coast cities, the mining camps and the wholesale centres. In Kootenay the C. P. R. has secured the control of the Galt road running from Dunsmuir in a southerly direction towards the Crow's Nest Pass, and 100 miles from it. This road will be extended in the spring and will also be carried in a northwesterly direction through Nelson and will eventually accommodate the miners in all parts of Southern Kootenay."

Brief Business Notes.

A move has been made in Victoria towards acquiring the charter and tramcar system of the Street Railway Co. of the city.

Sir Arthur Cowell Stepney has purchased a valuable property near Elgin, British Columbia, from Shanzou & McLachlan, 600 acres, and paid for it \$30,000.

The chartered banks in Vancouver give notice that on and after March 1, they will only accept American silver at 20 per cent. discount.

The German ship Katherine, 1630 tons, Captain Spille, has loaded her cargo of lumber at Moodyville, and sailed for Iquique. She has on board 1,318,773 feet of lumber, 827,811 feet of rough, 483,209 feet of t. and g. flooring, and 10,753 feet of clear lumber. The cargo is valued at \$14,100.

The steamship Empress of China, due from the Orient on the 15th inst., has 1,150 tons of freight, 20 saloon and 400 Chinese passengers on board. The cargo is divided as follows: 800 tons of merchandise for overland points; 96 tons of silk for New York, 50 tons for Vancouver, and 50 tons for this city.

It is probable that the Revelstoke smelter will be in active operation before next winter. A. H. Holdich, chemical engineer, has received a communication from the office of the Smelter Co. in London, England, authorizing him to inspect the premises at once and forward a report as to repairs and additions required to put the smelter in complete working order.

The Treatment of Customers.

The whole duty of the dealer to his customer is not summed up in honest dealing, polite attention and prompt delivery of goods. It is required of merchants that they should at least provide sufficient room between the store counter and the merchandise to allow patrons to move about without being crushed by contact with each other, or without having clothing soiled by coming in contact with goods dur-

ing the busiest hours of the day. Some stores have so narrow a space between the counters that Saturday evenings are a trial to the patrons, a few people uncomfortably crowding the space and preventing others moving about to examine the articles which they wish to purchase. The appearance of a jam in a retail establishment will cause many women to avoid the place, even if the prices are below the range of neighboring stores, and the most desirable class of patrons is most likely to be thus repelled and driven to rival establishments. This objectionable feature of too many retail grocery stores, viz., want of sufficient room for customers, seems to be due to the high rentals of eligible store property in many cities. In New York city there are few jobbing houses that are not greatly hampered during the busiest season by want of space in the shipping and packing departments, and the attempt to do business in too cramped quarters is, in this case, as with many New York and Brooklyn retailers, to be attributed entirely to the high rents of business buildings. The result is, as regards the retail trade at least, that floor space that should be devoted to the accommodation of patrons, and which would enable the clerks to move about more quickly while waiting upon customers during rush hours, is covered with piles of goods, only a narrow pathway being left open between the door and counter. Such establishments are rightly denominated "stores," the term "to shop," as used by the fair sex, not strictly applying to trading with this class of retail establishments—they are simply places for the storage of goods, the sale of which cannot but be conducted with more or less difficulty.

The contrast between a store crowded with goods in the manner alluded to above and the best arranged establishment, is very unfavorable to the former. The most modern style of grocery store, with its surplus stock stowed away under counters, on shelves and in the basement, and a clear view afforded right through the store from end to end, invites new custom, while the over-crowded store repels it. If to the advantages of a clear floor be added seats for waiting customers, such as are to be found in some of the leading grocers' stores, the attraction for the best class of customers is irresistible, if other things are equal. The dealer who compels his female customer to stand while waiting a clerk's leisure, or while her orders are being filled, has hardly mastered the secret or art of selling goods. An old dealer who retired from business a few years ago, said to the writer recently: "If a customer is standing a salesman will have great difficulty in selling her a new brand of goods which his employer is eager to push; but give her a comfortable seat and, with a little tact, the clerk can sell her articles which she is not actually in need of." A little reflection will convince the reader that our friend has not exaggerated the advantages of the grocer who provides a sufficient number of seats for his patrons.

This feature of the retail business—the arrangements for the comforts of patrons who visit their merchant's place of business—is as important as the demeanor of the proprietor and his assistants towards the said patrons, or the method employed in the delivery of goods. It is a source of much complaint that too many grocers' customers do not personally make their purchases, but send servants or children with their orders. In this contingency the dealer has no opportunity to make sales of new articles of merit, the messengers not being empowered to make purchases on their own responsibility. If retailers wish their lady customers to visit their establishments they should make proper preparations for the accommodations of the desired visitors; not expect them to run the gauntlet of greasy butter tubs, dusty flour barrels, and toppling pyramids of canned goods, or to be hustled about by strangers while forced to stand for perhaps many minutes. Make a place worth a visit and purchases by proxy will become less common.—*Merchant's Review*.

Export Cattle Prospects.

Discussing the above subject the Montreal *Gazette* says:—"The shippers have about made up their minds that the British Government does not intend rescinding the order of last fall, scheduling Canadian cattle, and will go about making arrangements for the season 1893 with their minds made up in that direction. The *Gazette's* report from Ottawa published this morning convinced the shippers that it was no use hoping any farther. No good is expected to result from the conference between Mr. Gardner and the representatives of Scotch feeders and dock boards to-morrow. First, because the Government cannot afford so fall out with the English agriculturist, and second, because the Government has already too much important business on hand. The trade was never in such a hopeless position before. There are, at least, 60,000 head of fat cattle in the country which must be exported. These cattle must be shipped from Montreal, and at whatever rate the steamship companies choose to ask, the shippers being debarred from exporting via United States ports owing to the recent quarantine order. The feeders of distillery cattle will be the heaviest losers, these stores being bought at pretty high prices last fall. One effect of the state of affairs which now exist will be that Canadians who heretofore made a business of shipping Canadian cattle will go into shipping Americans, which can be landed in the British markets more advantageously than the Canadians. No stockers can be shipped out of Canada this year, which means that the farmers will have to hold over their young stock for another year."

Wheat at Duluth.

Wheat has ruled dull and steady here to-day, says the *Market Report* of November 16, opening easy at 3c below yesterday's close. All trading in May wheat up to noon was at the opening figures. Business was fairly active for May in small lots of 5,000 to 10,000 bus; no such round lots traded in as was the case here yesterday. Receipts here are unusually light. Mills are doing but little and trading and demand for cash wheat is almost nil. The afternoon session ruled very dull, but quite firm and the close was firm at practically yesterday's figures, except track No. 1 northern, which was 3c lower. Cash No. 1 hard closed steady and nominally unchanged at 69½c. Cash No. 1 northern Track wheat 3c lower. Regular, steady and unchanged from yesterday at 67. Cash No. 2 northern steady and nominally unchanged at 61½c. Cash No. 3 wheat nominally unchanged at 56. Rejected wheat closed nominally unchanged at 50½c. February wheats dull with nothing doing, both grades closed nominally unchanged from yesterday. No. 1 hard at 69½. No. 1 northern at 67. May No. 1 hard without transactions, closed nominally unchanged at 74½. May No. 1 northern opened easy and 3c below last night at 71½, ruled very firm and steady and fairly active with numerous sales in small lots all at the opening figures. It closed firm with sellers at 72, practically unchanged from yesterday. July wheats were dull and neglected, without transactions both grades closed steady and unchanged from yesterday. No. 1 hard at 76½. No. 1 northern at 74½.

Millstuffs firm and unchanged at \$13.00 for bran and \$13.50 for middlings.

Bar and laundry soap were advanced another 3c at Toronto last week, and the discount on toilet soaps was reduced 10 per cent. This is owing to the scarcity of tallow. The manufacture of lard compound is now taking fully one half of the usual supply of tallow. The latter has advanced fully 50 per cent. since December, and it would cost 9½c to lay down here. It is not improbable that there will be a further advance.