



Rugby referee and Warehouse team member Gareth Scott is the same age as The Warehouse. A full time member of one of the South Island store development teams, he's pictured here in Alexandra where he and his colleagues were fitting out the new store.

At twenty years young Gareth Scott is the same age as The Warehouse itself

she gave birth to a healthy and strong little boy, Gareth, who weighed in, ready for his own game of rugby, at 3,230 grams (7lb.2oz.).

While baby Gareth grew and thrived in Invercargill, things were going pretty well for the baby Warehouse in Auckland, and by the time wee Gareth was six months old - in May 1983 - The Warehouse was preparing to open its third store.

The Warehouse formula had proven successful in Takapuna and Papatoetoe and now it was West Auckland's turn. A small (1,000 square foot/90 square metres) empty warehouse was leased - on the corner of Henderson Valley Road and Keeling Road - and at least two new people were needed to set things up, install the shelving, and arrange the stock.

One of the two people chosen to set up the new West Auckland store was Gloria Melville (then Gloria Moxon). Gloria is still with The Warehouse which means she's the company's longest-serving team member.

Te Aroha-born Gloria had turned thirty the previous month. It was a bit of milestone so she decided to take a break from retail having worked for the Lynn mall branch of Martin's Toys since she had moved to Auckland ten years earlier.

'Christmas is the busiest time in toys and I remember that, after ten Christmases at Martins, Christmas 1982 was the last straw,' said Gloria. 'I absolutely needed a break.'

But Kevin Housley, a former Martin's Toys manager, had other plans. He had been engaged by The Warehouse to start the new Henderson store, and he needed help. He remembered Gloria, he knew she was available, so he got on the phone.

'He gave me a ring and asked me if I'd like a couple of days work helping him set up this new shop,' recalls Gloria with a smile. 'Imagine it? A couple of days.'

That 'couple of days work' for Gloria has stretched to a career of nearly twenty years.

'But I've loved every minute of it,' she says. 'And it's not over yet.'

After moving with the original store to four more Henderson locations - each store bigger than the one before - Gloria, by now a support manager, ended her Henderson phase in November 1988 when she was asked to use her support-manager experience in a number of new and existing Auckland stores including those in New Lynn, Silverdale, Takapuna, Birkenhead and Milford. Then, in 2001, she successfully applied for the position of personal assistant to area manager Alex Grant. She says it's a role that really suits her because she spends half her week working with Alex in the Auckland support office and the other half 'hands on' at one of the area's nine stores.

'That means I can continue to draw on and reinforce my years of store and support manager experience,' she says.

Gloria really enjoys the time she spends in the stores.

'The Warehouse gets into your system,' she says, adding that she thinks it's important to keep in touch with the real world of team members and customers.

'I'm really hot on customer service,' she says. 'Because it doesn't matter how big we get, how many stores we have, it's the individual customers who pay our wages, keep so many people busy, and support so many families throughout the country. It's been that way with me and The Warehouse for nearly twenty years and I'm sure it'll never change.'

Yes, as you'd expect, Gloria Melville is a confirmed and dedicated Warehouse team member. She's especially proud to wear her red jacket emblazoned with her rare 'fifteen years' badge (complete with her 'customer service' endorsement), a badge that she says will have to be

Gloria Melville, the company's longest-serving team member (started May 1983), has reason to smile with pride. Now personal assistant to area manager Alex Grant, at the Auckland support office, Gloria and three colleagues - Jan Newton (also May 1983), Gale Heard (August 1983), and Rebecca Screen (November 1983) - will next year be amongst the first people in the company after Stephen Tindall to receive a twenty-years service badge.



upgraded to 'twenty years' next year.

'I'm really looking forward to that,' she says.

She'll be joined at that 2003 presentation by three colleagues from 1983 who, like her, are still Warehouse team members: Jan Newton, who joined the Henderson store just nineteen days after Gloria - 23 May 1983 - and is still there, Gale Heard who started at the Takapuna store in August 1983 and is now at the Birkenhead store, and Rebecca Screen, who started at the Papatoetoe store in November 1983 and is now at the Thames store. Together with Aama Bullivant at the Auckland support office - who started in July 1985 and is therefore a relative 'newcomer' -

Warehouse Group of today comprising 234 stores.

Meanwhile, Gareth Scott of Invercargill, who was born the day after The Warehouse's official opening day in 1982, is now a strapping young member of The Warehouse store development team based in Christchurch. And while Gloria looks forward to receiving her Warehouse 'twenty years' badge, Gareth is looking forward to celebrating his twentieth birthday.

Like Gloria, Gareth admits that The Warehouse gets into your system. He started as a student part-timer in the Invercargill store when he was at Southland Boys' High. He later volunteered to join the store development team that

A 'couple of days work' that stretched to nearly twenty years for the company's longest serving team member

these long-serving Warehouse loyalists serve to represent the many thousands of New Zealanders who have worked at The Warehouse over the past two decades and have thus been part of its unique culture. Men and women of all ages and every race, in towns and cities from Kaitaia to Invercargill, who have helped, in some measure, large or small, to grow The Warehouse from one small store and a small team of enthusiastic people in 1982 to The

spent three months refitting and extending the Invercargill store. He says he liked the work, spent another two months with the team fitting out the new Eastgate store in Christchurch, and is now a permanent full time member of one of the South Island store development teams led by project manager Maurice Haley.

Maurice says he has a lot of time and respect for Gareth.

The Warehouse store, in Alexandra, during construction. The store opened on 19 September 2002.



'He's a conscientious young bloke who's very willing to learn,' he says, 'and his cheerful good-natured outlook on life means he's always happy and smiling.

'I'm sure he'll do well for himself.'

Gareth's first love, though, is rugby, and although he was a keen player as a schoolboy he soon decided that he wanted to be a referee. That meant getting really fit, and swotting the law book until he knew it backwards. He worked hard at both objectives so that by the time he was fifteen he was refereeing junior teams. Nowadays he referees games in

Southland up to Premier Development and says that he is determined to qualify for senior football next year and to eventually referee in both national and international arenas. Meanwhile, though, he says he's happy working with The Warehouse store development team which is presently fitting out a new store in Alexandra.

As an enthusiastic team-member, Gareth is one of more than sixteen hundred part-time and full-time people twenty years old or younger - the next generation of Warehouse team members - who represent the future of The Warehouse in Australia and New Zealand and who will be charged with carrying its people-based culture well into the twenty-first century.

Incidentally, the result of the 1982 rugby game that Jackie Scott missed because of Gareth's arrival was New Zealand Maori 66, Spain 3. ■



Gareth Scott, pictured here (left) in the Alexandra store with his team leader, Maurice Haley, is one of more than 1,600 part-time and full-time people twenty years old or younger who represent the future of The Warehouse in Australia and New Zealand.

Plenty of great movies to choose from in November 1982

It's more than likely that many of the people who discovered The Warehouse at the end of 1982 enjoyed a movie in the days and weeks before Christmas. And, as this shows, they had plenty of choice including some titles which have since become movie 'classics'. Movies playing in New Zealand in November 1982 included Victor Victoria, Apocalypse Now, Chariots of Fire, Arthur, and E.T. The Extra-Terrestrial.

Today 10.30 am, 1.45 pm, 5 pm, 8.15pm

Apocalypse Now

(R18)

DOLBY SYSTEM

3 SHOWS TODAY

CHARIOTS OF FIRE

Today 11 am, 5.45 pm, 8.30 pm
Saturday 2 pm, 5.45 pm, 8.30 pm (G)