## Crate & Barrel



Photo by Joann Carney

"You almost have to have been in one of the stores in order to understand The Crate & Barrel. The Crate & Barrel's environment is what the advertising is all about. The advertising backs up the way the customers feel about the store.

"I think the greatest strength they've had over the fifteen-plus years is the attitude of the employees and the friendliness of the sales transaction in addition to the merchandise. There's a warmth to the store that got them where they are today. They've got the merchandise to back that up of course. That's what I've tried to get into the communications, warm, informative, not stand-offish or elitist about the high quality design pieces they sell.

"Gordon Segal is very, very selective about the merchandise. That's why they can carry the variety of items they do. So you can really walk in and buy everything for an entire home, minus the furniture, (and they are gradually moving into furniture) even though they are not huge stores."

Tom Shortlidge has been doing the advertising and graphics for 'Crate & Barrel' since 1968, six years after Gordon Segal had opened the first store on Wells Street in Chicago's resurgent 'Old Town' area.

After graduating from the University of Kansas, Shortlidge was working at Young & Rubicam in Chicago. "Not making enough money to support the kind of lifestyle I wanted to be leading, I took a part-time job at the Crate & Barrel in the evenings and weekends. I only worked there about seven months, but during that time I became friends with Gordon Segal and later I would occasionally stop in on a weekend. One Saturday he asked me to evaluate some packaging sketches. The existing packaging was woodsy looking with stencil type styles and the new sketches were based on ligatures of CB. I said the charm of the name was not 'CB.' And that neither the new nor the old looked like his store. I was not looking to redesign his packaging but that was what I felt. He cogitated on this for a couple of weeks and then called and said 'Why don't you do something? Since you feel so strongly that it should be 'Crate & Barrel,' would you show me what you have in mind?' And I did. And the packaging you see now is a result of that and it hasn't really

changed since then. Later he said, 'Since you've done the packaging, how about taking a crack at some ads?' I didn't decide to become a one-man creative band. It just grew naturally and I began writing the ads and catalogs and for a long time, out of budget necessity, I did the illustrations, too. People are constantly amazed at the amount of exposure we get with a very small advertising budget."

Tom handles the copywriting and art direction on his own time, on a freelance basis, with strong back-up from the internal people at Crate & Barrel. An arrangement that has allowed him to remain a creative resource and not become a moon-light agency.

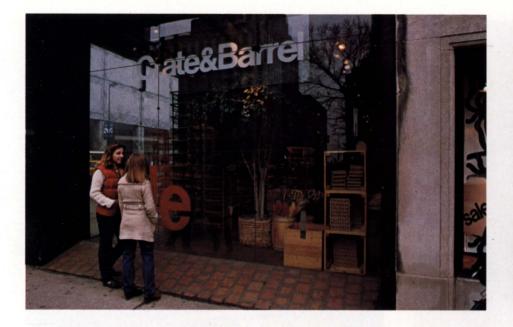
Tom is now the Creative Director and a partner at Hackenberg, Norman, Krivkovich and Partners, a Chicago agency. And he carefully keeps his free-lance work and his job role separate. "Crate & Barrel has come to understand that working with me means keeping strange hours. Saturday morning and Monday night meetings, etc. It has occasionally become frantic."

There are now six stores in the Chicago area and a new store will open soon in the West-suburban 'Woodfield Mall.' There are two more in Boston plus a factory outlet store.

Shopping Mall developers and Chambers of Commerce from all over the country have been after Segal to open more 'Crate & Barrels' for years. He has been careful about not expanding too fast so as to maintain control and not dissipate the Crate & Barrel image. When he has turned them down, they have often spawned a knock-off. None of the attempted copies have ever approached the standards of quality nor achieved the distinctive character of the Crate & Barrel stores because no one else has been able to match Gordon Segal's commitment to the excellence of the merchandise, the store design and the friendly helpfulness of the sales people or Tom Shortlidge's strong, compelling communications. It's a unique operation with a very distinctive image and no one has yet discovered how to clone a Segal, or a Shortlidge either.

-Larry Klein

Michigan Avenue Store in Chicago. Photos by Joann Carney.







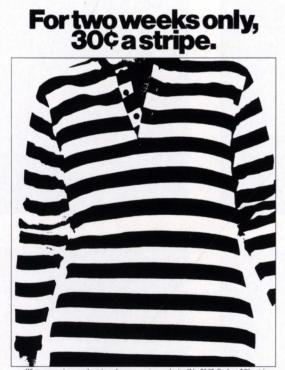












A man was see above are the stripes of a mathematical stripes of a mat

The Marimekko SummerT-Shirt Sale. At all Crate and Barrel stores. Aug. 21–Sept. 5.





There are Crate and Barrel stores at 1510 N. Wells and 850 N. Michigan in Chicago, Plaza Del Lago in Wilmette, Oakbrook shopping mall, Hawthorn Center, and Northbrook Court. All will be open until 9:00 P.M. (Old Town until 8:) Monday through Friday from Thanksgiving until Christmas, Saturdays until 6 and Sundays until 5.



#### Crate & Barrel

Deep Dish Pizza Set is first of new Crate & Barrel branded packaging. Illustration by Bill Biderbost. Photo by Joann Carney.

Packages designed by Shortlidge in 1968 are in current use. Photo by Joann Carney.

Newspaper ads for Merimekko T-Shirts and Christmas. Christmas illustration by Alex Murawski.

Ad for Folding Chair in Bag has photos by Michael Vollan.

Crepes Pan ad illustrated by Shortlidge.

Chicago Snow scene photo by Bill Sosin.



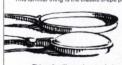
#### It's strange that in centuries of trying to improve the crepe, no one thought to improve the crepe pan.

he time they originated in European ries ago, those paper-thin pancakes s" have been pampered, perfected, fussed with.



They ve been stuffed with fish, fowl, fruit, cheese, nuts, and vegetables. They ve been splashed with exotic sauces and smothered under heavy creams. They ve been splashed with exotic sauces and smothered under heavy creams. They ve been the dream of thousands of rustrated cooks. What they haven't been is easy to make. Crepe cooking has always been considered an at best left to the master chef. Crepe cooking has always been considered an at best left to the master chef. Crepe cooking has always been considered an at best left to the master chef. Crepe cooking has always been considered an at best left to the master chef. Crepe cooking have seemed to rely on the mystical, and often disappointing, process of wirling, flipping, and prying the delicate crepes without them burning, breaking, or sticking. Unlin dw. New. crepe cooking an rely on a piece of equiperts the delicate crepes and the set of addied the Age and childing of the set of the set

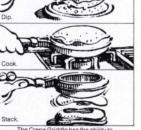
This familiar thing is the classic crepe pan



This unfamiliar and somewhat weird looking thing is The Crepe Griddle

The griddle is made from a cast aluminum alloy that insures extremely even heat distribution This is then covered with a baked porcelain enamel finish for durability and appearance. The handle is made from selected hard-woods and sealed with a dishwasher-proof resin.

What all those manufacturing details mean is that The Crepe Griddle has eliminated the intricacy and mystery of crepe cooking. The griddle is first seasoned. This takes less than an hour and won't need to be repeated for the life of the griddle. Thereafter, just dipping the griddle into the batter replaces the complex pan and batter manipulations. manipulations. The optical is dipped dome-side-down into the batter to the desired size of orape. It's turned dome-side-up and moved over the heat. After 20 to 30 seconds of cooking, it's removed from the heat and stacked on a plate. It's never more complicated than that. 00 



The Crepe Griddle has the ability to cause a thin, even film of batter to adhere to the hot surface as ince crepe bakes through. The evenness of heat and the thinness of batter allows the crepe to bake five times faster than with traditional crepe pans. And without loss of moisture. The crepes are lighter, more delicate, and effordless.

The crepes are lighter, more delicate, and effortless. Besides coming with the ability to make all your grandest dessert dreams come true. The Crepe Griddle also comes with a book of recipes that should make your breaktast, lunch, dinner, and appetizer fantasies a little more spectacular. The Crepe Griddle is available at the Grape Griddle is available at it's strange that for centuries, it took raning, co-ordination, and a lot of luck to perfect the crepe. Now all it takes is \$16.95.

Crate&Barrel Chicago, Wilmette, Oakbrock Lin awthorn Center

81

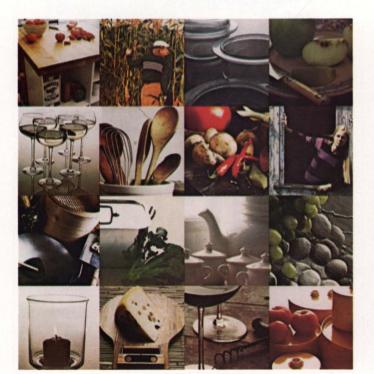
### Introducing a collection of foods for Christmas that you'll never find at the local supermarket.

in port, and Italian plums in Burgundy that can be ordered by mail. There are foods that can be given as hostess gifts. There are foods to accompany a holiday ham or turkey. And there are foods that any gourmet cook on your gift list will never forget. You come to The Crate and Barrel to find things you'd never find at department store. This Christmas, you can also come to The Crate and Barrel to find foods that you'd never find at your local supermarket.



The Gourmet Food Gift Collection. At all Crate and Barrel stores.





# Who we are

Profit Sharing Plan stems and Procedures

.

Agel











23

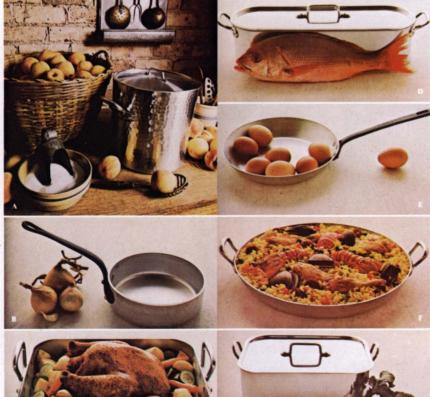
A. Boda "Grape" platter (opposite page). Frosty-looking and handsomely-textured, this dramatic serving platter has a bunch of grapes embosed in its hand-blown glass surface. C23-A. S22.50 (12 lbs)
 B. Swedish crystal pltcher. This 3 qt. pitcher is the right size for sangria or Bloody Marys. An ice ip and large handle make it easy to pour. C23-B. \$13.95 (10) lbs)
 C. Dartington Irish coffee glasses were designed especially for Irish coffee. The confortable handle keeps hands away from the warmth of the glass and the footed stand keeps the heat away from table tops. Set of 2. C23-C \$5.95 (2 lbs)
 D. Swedish crystal salad bowt. Many people think this is the most compatible surface to serve a cod, crsp salad from. This hand-blown crystal salad bowt. Many people think this set light. 9" diameter bowt. C23-D. \$13.95 (15 lbs)
 E. Durand glass starter set. The most sparking thing about this glass dinnerware may be its inexpensive price tag. Imported from France, the set includes four 9" dingen hurricane lamp. This classically-simple hand-lown 7" high hurricane lamp. This classically-simple hand-lown 7" high hurricane lamp. C5. Swedish crystal taendrop and captains decanter. The eardrop decanter on the left is clear and simple to dramatize the color of the wine inside. C23-G1.514.50 (6 lbs). The captain's decanter on the left is clear and simple to dramatize the color of the wine inside. C23-G1.514.50 (6 lbs). The captain's decanter on the left was originally designed with a wide. filt botom to keep it purpit through rough sailing voyages. It has a ground glass stopper. C23-G2.518.95 (6 lbs)

7

Heavy gauge alumi

6

Incary gauge aummunitim cookware, our heavy gauge copper cookware, our heavy gauge aluminum cookware is made for us in France.
Like the copper, aluminum conducts heat extremely well.
Aluminum cookware is light, easy to clean, and will never rust.
Aluminum is an excellent cookware for everyday use.
Because of its excellent heat distribution, aluminum is also used in many specialty cook ware iterns.
A. Hammered aluminum stockpot. This 10 q. high marmite can be used for making homemade stocks, boiling a lobster, steaming clams, simmering a ham, or making chili for a large crowd. CeA.
S23.95 (6 lbs)
B. Saute pan. A serious cook will make more use of a saute pan than any other. This heavy gauge aluminum pan is versatile, cooks without the risk of sticking, and will last a lifetime.
It is large enough to brown several pieces of meat or bicking and the same time, deep enough that liquid ingredients can be adde while making sauces, and the sides high enough to prevent spattering, 8" diameter. Cast handle. CeB.
S45.0 (8 lbs)
C. Roasting pan. Can be used for baking, gratinéeing, suces, and the sides high enough to prevent spattering, 8" diameter. Cast handle. CeB.
S5.0 (8 lbs)
C. Roasting pan. This rectangular roasting pan can be used for baking, gratinéeing, roasting, and serving. Large handles let you remove the dish from the oven easily. CeC.
S19.50 (9 lbs)



D. Fish poacher. If you prepare fish often, a fish poacher can be extremely useful. The long narrow shape accommodates a large fish and cuts down the amount of court bouilon needed to cover the fish. A rack inside holds the fish and enables steam to envelope and self-baste it thoroughly. Cr-D. \$26.95. (5 lbs)

steam to envelope and self-baste it thoroughly, C/-D. 526-95. (5 lbs) E. Fry pan. The excellent heat retention and distribution of aluminum again are the most important ingredients in this fry pan. The extra long handle lets your manipulate the pan easily. The sloping sides enable a spatula to get at the cooking food easily. C/FE. 95-90 (21 bs) F. Paella pan. This shallow pan can be heated quickly and evenly and was designed for the complex Spanish speciality of chicken, lobster, shrimp, clams, nussels, chorizo sausage. expetables, rice, seasonings, and saffron. C/FE 51:595 (31 bs) dl set at the lowest level for cooking such vegetables as com and artichokes. With the rack set above the level of the water. it can be used to steam vegetables like asparagus and broccoli. It can also poach chubs of fish in court bouillon. The rack is easily lifted out when the food has cooked. C/FG. \$19.95 (10 lbs)

84 Communication Arts May/Jun 1979



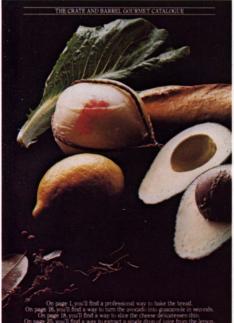


Christmas catalog has black & white cover and heavy use of color photos inside. Cover photos by Patrick Migneux (France) and merchandise photos by Richard Tomlinson.

Two color Christmas catalog has descriptive copy on left hand pages and photos on right. This photo features a well known Chicago chef from 'The Bakery Restaurant' with merchandise. Photos by Richard Tomlinson.

Christmas catalog photos by Dennis Menarchy.







Calphalon cookware. Calphalon aluminum cookware i probably the most unique new cook-ware to have appeared in the last decade.

en it was first introduced, it ilable only to restaurants and onal chefs. uniqueness of this cookware

The ur with its appearance. It has a me charcoal finish, called lon, which is produced by an chemical process. his process creates a non-stick e which, because the finish is al to the metal, will not be end by roking or stirring.

by poking or stirring. hed this way, the alur y some foods. The h n-stick surface also eaned spotlessly in inder maning ly part of th

The aluminum used is ex ge, ut the pa

nt and easy with Calpha e all of the re ing prop . It will not d ght taste that

The lids are heavy gau num and the handles

iron. All in all, our new Calphalon kware is unquestionably one of the investments you'll ever make in

your Kitchen. A. 2½ of saucepan. With lid. C6A, \$24.95 (\$2.75). B. 3 ct. saute pan. With lid. C6B, \$51.95 (\$3.00). C. 1½ of saucepan. With lid. C6C, \$28.95 (\$2.50). D. 8\* skillet. C6-D. \$15.50 (\$2.50).

