

We were careful to keep the moisture in the case between 60-65 degrees, keeping the case tightly closed when not in use, consequently the stock is always in perfect condition and now we have the reputation of being the only store in town, whose stock is not all dried out during the winter time, this, of course, has helped the trade greatly and the cigar department has grown until it is the best paying side line in the store, doing nearly three times the business it did before. During the winter months, when your store is heated by artificial heat, cigars and tobacco must be watched very carefully and a certain degree of moisture (60-65) maintained in the case constantly, lest your stock dry out, lose its flavor and your trade go elsewhere, where the stock is properly kept.

I figure that my cigar department pays my rent, light and heat, and that is doing pretty well in a town of 1600 with 15 places selling cigars and one cigar manufacturer.

Too little attention is paid to this department in the average store, the stock is purchased, placed in the case and no further attention given it except to hand out the goods when called for.

Cigars are very sensitive to artificial heat and quickly dry out and lose their flavor and can not be brought back to their original condition. A little thought and attention will prevent this. In the first place get a good tight case, with plenty of moistening surface, place a hygrometer in it, and then see to it that the moisteners are filled at least once a week or as often as the hygrometer falls below 60 degrees, and keep the case tightly closed when not selling from it.

Have variety enough to suit all classes of customers, and endeavor to learn the likes and dislikes of your customers.

When you put in a new brand show it up and pass out enough samples to start a demand for it.

In a community such as the one I live in, special sales and premiums do not pay, but by careful attention to keeping stock, giving good value, and a pleasant word to the customer any one can largely increase the trade in this department, without adding to the expense account.

EFFICIENCY AND A NINE HOUR DAY.

C. A. WEAVER, PH. C.

In taking up this subject of shorter hours for the Retail Druggist, I have been led to believe, from an experience of some twenty-eight years, behind the counter, that the working of long hours was an unnecessary hardship that could be easily avoided.

This paper is written from the view-point of the so-called "two-man" drug store, comprising a registered proprietor, and one registered clerk, which I believe, constitutes about 60 per cent. of all the drug stores of the United States—stores doing a business of from fifteen to thirty thousand dollars a year. The smaller amount representing the two-man store, with the limited territory and

little effort, and the twenty to thirty thousand dollars, the busy, "get-there" store, with a larger field, and a more pronounced effort to build up trade.

Starting some twenty-eight years ago, as errand boy in a drug store, I naturally inherited the then prevailing hours of 7 a. m. to 10 p. m., with one night and one afternoon or two nights and part of every Sunday off.

It seemed only natural to fall into this rut, as all drug stores were conducted on very much the same plan and any scheme for shorter hours at that time would have been pure heresy.

My experience of the first eighteen years resulted in my coming to the following conclusion, that the drug business with its long, nerve-wracking hours, was not worth its remuneration, especially if a probable loss of health were considered.

It was quite natural then, at this time that I decided to forsake the retail for the manufacturing end of the business, the latter offering every opportunity for the continuation along lines of work, for which my education had prepared me, at the same time diminishing the hours of labor to a point where rest and recreation, so absolutely necessary to a man's health and efficiency were in evidence.

Despite the fact that the relief from long hours was fully obtained, after one year I accepted a position as manager of the store in which I had formerly clerked, having come to the conclusion that the retail drug business offered a greater opportunity, over the manufacturing, for the individual, and with the firm conviction that a scheme of hours could be evolved in which greater results would be obtained by concentrated effort, over a period of eight or nine, rather than a weakened effort extended over fifteen or sixteen hours, as formerly.

At this time I was fortunate in having the services of a very good clerk, who felt very much as I did in regard to the long hours devoted to the accomplishment of a given amount of work. So after considering the requirements of our store, we decided the work could be done to better advantage in shifts averaging about nine hours each, sometimes a little more, sometimes a little less. One week the clerk opening the store at 7 a. m., having one and a half hours for dinner, and leaving at 6 p. m., myself coming on at twelve, noon, having one hour for supper and closing at ten p. m.

We also worked but six days a week—one week having all day Saturday and the next week, all day Sunday off. This was the only hardship that went with the arrangement, as it necessitated having our meals in the store one day each week, but as it gave us one whole day for recreation, we were glad to overlook this slight discomfort. This Saturday and Sunday work has been varied and changed from time to time up to the present moment.

This scheme of hours was continued for some seven years, and still appeals to me as the more desirable one, as the hours of labor are continuous. Individual requirements, however, necessitate various modifications, for instance at the present time, we are working in divided shifts—one man working in the forenoon and evening of one day and the morning and afternoon of the next day, which gives each man every other afternoon and every other evening off. This plan, like the preceding one, provides for about nine hours in the store each day and has been in operation the last three years.

To say the original scheme was a success is putting it mildly. It was a pleasure to see that clerk come in at noon of the days he was to work the late

shift—to see him get into his store coat, and then notice the work fly. It disappeared like magic. This man was not tired out, he was not filled with the toxins of fatigue—he was “Johnny-on-the-Spot”—he had a new toy—he had the pleasure of labor, with the time for play coming, also the time for rest, and plenty of it in sight.

The clerk and I knowing it was a test case, naturally started out to make it a success, and we did. The work of the store was never so well or quickly done. Detroit at this time was just on the rise, and our business grew by leaps and bounds, without seemingly to disturb or very much overwork us at any time.

Efficiency is the order of the day. It is not how long we work, but how much we accomplish in a given time. I believe a man can do about so much work in a day, and from experience, believe this amount can be accomplished in eight or nine hours of industrious labor. If your labor be extended over a much longer period, a slowing down, a lack of “pep” and a general loss of efficiency will follow.

For a time the work *may* be done, and possibly as well, but at what a foolish cost, when at least one-third of the time might have been spent away from the store.

To-day, when I hear a druggist complain of the confinement and long hours of his business, I know he must be at fault personally. He either does not work long hours, or applies himself only half-heartedly, at the time he is supposed to be on duty. The latter is undoubtedly the main trouble. He has no regular hours for himself. He comes and goes when he pleases and is only governed by the clerk’s time off. The store is on his mind when he is not there and he thinks he is working. Let him get right down to “brass tacks” for he is not “delivering the goods.” He could not work for anyone else in the slipshod way he works for himself, and what excuse a man can offer for giving himself poorer service than he would render others, is “too deep” for me.

Give yourself and your clerk the benefit of shorter hours and then see that you devote those hours entirely to work. *You* are the one to set the example for your clerk—you are the measure by which he plans his work.—Set him an example by being prompt and industrious in your hours of labor. Visiting, standing around unoccupied, reading the newspapers, etc., never brought a man anywhere in this world of business, with its keen competition demanding your attention every minute. Hustle a little—get all the work finished for once and strive to keep it so, by systematic effort. The appearance of your store resulting in more and better business, will repay you beyond your fondest expectations.

That the unfavorable impression too often given customers by a clerk or even a proprietor, in grudgingly leaving a story or magazine, to half-heartedly wait on them, should be eliminated entirely from our stores, there can be no question, and undoubtedly shorter hours is the solution. Read more, play more, rest more away from business, but work more, strive more, accomplish more during your hours of labor.

Druggists may argue that locations of their businesses, etc., may make this short hour scheme out of the question, but my contentions to the contrary are based on the fact that my personal experience covered two neighborhoods vastly different from each other, and in each the resulting success was the same.

Many imaginary obstacles may arise, in the minds of the individual, as he endeavors to apply the shorter hours to his own business, but experiment will convince the most skeptical that this is one of the problems of the drug business that can be most easily solved.

In summing up, I would have you thoroughly appreciate the fact, that this is not merely a suggestion or theory, but my personal experience of short hours in the past ten years of my business life.

Any druggist can demonstrate the practicability of shorter hours to his entire satisfaction, if he will but make a determined start, necessarily with the co-operation of his clerk and help in general, along the lines of systematic labor.

Isn't it really worth the while when a better-kept, and "up-to-the-minute" store naturally producing more business, is the result, while at the same time, health and recreation are not sacrificed, but on the contrary, are a direct outcome of the whole scheme?

Surely you will find that much of the weariness and dissatisfaction with our work, which we as employers experience, and much of the unrest and shifting around of our clerks will disappear.

TREATMENT OF WOUNDS IN WAR.

A striking fact observed in the treatment of wounded in the present war, whether on land or sea, is the great prevalence of sepsis. In the author's own experience, all the wounds he had seen so far were septic, some of them very badly so. Tetanus and acute spreading gangrene are also common, though tetanus has not yet been seen in the naval wounded, and this can be understood when it is remembered that the tetanus bacillus reaches wounds from the soil. The prevalence of sepsis in the large wounds is possibly to be accounted for by the length of time which may elapse after the injury before the patient comes under treatment. As to the treatment of this class of wounds, the author lays it down as an axiom of practice that if the treatment can be carried out within the first twenty-four hours (and, in the case of wounds soiled with earth, forty-eight hours) an attempt should be made to kill the organisms which have entered the wound. For this purpose, chemical antiseptics are probably the only means available, and in this connection there are two important points to be taken into consideration—namely, to kill actively-growing bacteria, and also the spores of bacilli. A saturated aqueous solution of carbolic acid (1 in 20) will kill naked, actively growing bacteria in a few seconds, but will not kill spores with certainty under twelve to fifteen hours. Liquefied carbolic acid, however, will kill spores in a very few minutes, and this must be used for wounds soiled with earth. Carbolic acid is an anæsthetic, and its application causes very slight pain, which subsides almost immediately. But iodine, though practically of the same antiseptic power as carbolic acid, has a number of disadvantages, one of them being the great pain it causes, this lasting for a considerable time. Therefore, the author prefers carbolic acid to iodine not only for the disinfection of the skin, but also, and more especially, as a means of destroying the bacteria which have already entered wounds before they come under the care of the surgeon.—*Sir W. Watson Cheyne, Bart. (Brit. Med. Journ., November 21, 1914, 865).*