



Florists Supply Ltd.

The

Source

January 2011 Edition

Florists Supply's Customers Give Back

People's generosity is heightened during the holiday season but it is important to keep our generous spirit alive throughout the year. As we begin 2011, we reflect back on the contributions we've made to our communities.

Florists Supply works with our customers to contribute back to various organizations each year. The largest contribution continues to be our Donation Day where 5% of our sales are donated to support local charities. The charities are selected by the branch with input from our staff for causes that directly affect their lives and

the lives of our customers.

On our 11th Annual Donation Day, October 18, 2010, we contributed over \$6,300!

To date we have donated over \$43,000 from our Donation Day alone. These funds have helped make a difference in our communities. Thank you for your continued support.



Reagan Van Herk, Edmonton Branch Manager, with Cathy Gabucci, Executive Director of Make a Wish Foundation Northern Alberta Chapter.



Winnipeg Branch

Donated to Siloam Mission to help Winnipeg's less fortunate who are experiencing poverty and homelessness.

Saskatoon Branch

Donated to the Multiple Sclerosis Society Saskatchewan Division.

Edmonton Branch

Donated to the Make A Wish Foundation Northern Alberta Chapter

Vancouver Branch

Donated to BC Children's Hospital Cancer Research



International Women's Day March 8, 2011

For the fourth year, Florists Supply **Edmonton** will host "Hope is Blooming". Hope is Blooming raises funds that are donated to the Ted & Lois Hole Healing Garden at the Lois Hole Hospital for Women. The fundraiser will be held during International Women's Week from March 6 to 11, 2011.

raised to date is over \$14,000. Thanks for your support!

The Lois Hole Hospital for Women offers a spectrum of specialized services extending beyond pregnancy and delivery to menopause, pelvic floor disorders, infertility and cancer surgeries, accepting complex cases from Edmonton, Northern Alberta, Western Canada and the North.

For more information on Lois Hole Hospital for Women, please visit www.loisholehospital.com



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The new Corporate Challenge for 2011 will make this the most successful Hope is Blooming so far. Spearhead a corporate challenge in your town for this worthwhile cause. For details on how to participate, visit our home page online at www.floristssupply.com or ask your Edmonton Cut Flower Customer Service Representative for details.

The total Hope is Blooming funds



Parallel Lines

Laurie Nesbitt, CA
President

**Happy New Year
to you all on behalf of our
staff and management!**



Pricing for 2011

We have just put to bed our Spring & Everyday 2011 Catalogue that you should have received along with this newsletter. Want some good news to start the year? Pricing has largely remained unchanged from last year as the Canadian dollar has held relatively constant for several months.

There are a couple notable areas that have seen significant price changes:

Pot covers or speed covers have seen a major decrease in price. This item at one time was protected by a patent by Highland Supply and they were the only supplier of the item. The patent has expired and there is more competition both from North American and Chinese suppliers. You will also note we have eliminated the price difference between standard colours and metalized colours. Highland used to charge a premium for the metalized covers but other new suppliers do not. To give you an idea of the price decreases: standard 6" dropped from \$0.59 to \$0.39, metalized 6" from \$0.65 to \$0.39. While maybe not as popular as in the past, pot covers continue to be the least costly method to cover a grower pot.

Styrofoam products have seen a price increase of roughly 15-20%, strictly due to the raw material input costs going up. If you use Styrofoam products (for example in making permanent funeral wreaths or crosses) review the new prices and adjust selling prices upward accordingly.

There have been a few other prices tweaked. Some designer glass items have seen modest price increases, yet glass cubes we have been able to lower our everyday prices. We have significantly lower prices on 1500' cello rolls than published in last year's catalogue. Plastic containers have seen a modest increase to keep up with vendor increases.

As you read this we will be selecting our Christmas 2011 line. Factories in China, when samples were being selected in the fall of 2010, were asking for 10-20% increases across the board so expect to see prices going up on fall and Christmas items next year, unless of course our dollar gains 10-20% on the US greenback.

Trends

We were fortunate to attend the Wholesale Florists & Floral Suppliers Association's (WFFSA) Conference in Miami, Florida in November. A few things that stuck with me that I thought I would share:

- The current trending colour palette as presented by J. Schwanke at the Conference is Black Berry (Blue), Sunflower (Yellow), Vanda (Purple), Marigold (Orange), Mermaid (Blue), Moss (Green), and Boronia (Pink). If you would like to see the colours visit our website under Designer Commentary (it was also included in our electronic newsletter if you receive it).
My thoughts: plan your buying to have all or some of these new colour shades to offer, be a trendsetter.
- Over the next 10 years, as predicted by the Society of American Florists, the number of florists will decrease from 17,000 today to 10,000-12,000 in 2020 (there were 27,000 florists in 2000). Also the number of wholesalers will drop from 700 today to 300 in 2020 (there were 900 in 2008).
My thoughts: get your business in tip top shape from customer service, marketing and financial controls, the strong will survive.
- Over the next 10 years it is predicted that floral purchases in the \$35 billion dollar floral industry will shift:

From:	To:
Retail florists 46%	Retail Florists 25%
Supermarkets w/ Floral 31%	Supermarkets w/ Floral 35%
Web Order Gatherers 16%	Web Order Gatherers 35%

My thoughts: review your website for its effectiveness in capturing orders and its prominence on the web.
- Social media is not going away with there now being 500 million active users on Facebook and 175 million users on Twitter (as of November 2010).
My thoughts: our Company plans on getting involved in 2011 (and we hope you will be a rabid fan), how about yours?
- When it comes to staff **Hire Slowly**; have 3 interviews with candidates before hiring and involve others from your business in the hiring to ensure a good fit. "Choose your people with care. Proper selection is 95% of the success of a leader." On the other side **Fire Fast**. "The best time to let a person go is usually the first time you think about it."
My thoughts: those with the best people will win.

New Year, New Beginnings

"Though no one can go back and make a brand new start, anyone can start from now and make a brand new ending."
- Carl Bard

Looking for a little inspiration to make a change for the better in your business? It's a New Year, January's a slower month, what's stopping you?



Important Dates for 2011

Colleen Hemmingway
Director of Sales

We are fortunate to live in a country of many cultures, and religious beliefs. As Florists we assist our customers in the celebration of life, joy and sadness. All of us promote the traditional holidays, but what about the new holidays and traditions, that have come to our land, and the lesser known days of celebration that get missed. Some of the occasions aren't even new to us, but not found on a traditional Canadian calendar, so not promoted.

In European countries, people buy flowers every day, maybe here in Canada we need to show our customers, there is a reason to buy flowers more often. It is a proven fact that people sitting in a room with a bouquet of flowers are happier than people without.

Depending on your area, some of the important dates I have listed won't be applicable, but others will have significance, and the important of the day and the need to purchase flowers for these occasions will depend on how we market for the occasion. Some of these dates are just a celebration of what different people mean to us. Isn't that reason enough to send flowers? The internet is a great place to do research on the different occasions you may want to start promoting in your shop. Have fun with your in store promotions, and show your customers how to have fun as well.

Dates to Remember & Flower of the Month

January - Carnation or Snowdrop

January 1 - New Years Day
January 7 - Ukrainian Orthodox Christmas
January 14 - Old New Years Day

February - Violet or Primrose

February 3 - Chinese New Year
February 14 - Valentines Day

March - Daffodil or Jonquil

March 7 - Orthodox Lent Begin
March 8 - International Women's Day
March 9 - Ash Wednesday
March 17- St. Patrick's Day

April - Daisy or Sweet Pea

April 17 - Palm Sunday
April 19 - Passover
April 22 - Good Friday
April 22 - Earth Day
April 24 - Easter Sunday/Orthodox Easter
April 27 - Administrative Professionals Day/Week

May - Lily of the Valley or Hawthorn

May 8 - Mother's Day

June - Rose or Honeysuckle

June 19 - Father's Day

July - Larkspur or Water Lily

July 1 - Canada Day

August - Gladiolas or Poppy

September - Aster or Morning Glory

September 11 - Grandparents Day
September 25 - National Police & Peace Officers Day
September 29 - Rosh Hashanah

October - Calendula or Cosmos Breast Cancer Awareness Month

October 8 - Yom Kippur
October 10 - Thanksgiving Day
October 15 - Sweetest Day
October 16 - National Boss's Day
October 31 - Halloween

November - Chrysanthemum

November 11 - Remembrance Day

December - Narcissus or Holly

December 21 - Hanukkah
December 25 - Christmas
December 26 - Kwanzaa (African Heritage Day)
December 31 - New Years Eve

Ukrainian Orthodox Gift Giving Etiquette

- Ukrainians exchange gifts with family and close friends on the Orthodox Christmas.
- 'Name days' (birth date of the saint after whom a person was named) are also celebrated rather than birthdays by some.
- If you are invited to a Ukrainian's home for a meal it is polite to bring something; cake, **flowers**, or a bottle of imported liquor.
- Flowers should only be given in odd numbers and avoid yellow flowers.
- Gifts are generally not opened when received.

Name Day

Name Day is an old European tradition. Everyday of the year is someone's Name Day. People all across Europe have been celebrating their first names for **centuries** in the same way you celebrate your birthday. **The #1 gift on Name Day is flowers!**

MyNameDay.com is a website dedicated to North American names. Look up over 2000 names they have selected based on historical research. Is this something you can start promoting in your store to **encourage people to buy more flowers?**

Chinese New Year

is widely celebrated in Canada. It is as much about scent as it is about sights and sounds.

Chinese households have live blooming plants to symbolize rebirth and new growth. Flowers are believed to be symbolic of wealth and prosperity. Plum blossoms, bamboo, pine sprigs, pussy willow, azalea, peony and water lily or narcissus.

The Chinese firmly believe that without flowers, there would be no formation of any fruits. Therefore, it is of the utmost importance to have flowers and floral decorations.

They are the emblems of reawakening of nature, they are also intimately connected with superstition and with the wish for happiness during the ensuing year.



Monday Valentine's Day

The Monday Valentine's Day is a great advantage for florists this year. Statistically, Monday or Tuesday is the second best day for Valentine's to fall on. There is an increase of at least 20% more in flower sales on these two days compared to Saturday and Sunday. The best day is Wednesday, so we have this year and two more years of great Valentine's Day sales to look forward to!

Start promoting the occasion from the middle of the week before until the middle of the current Valentine's week. If someone's sweetie forgot to send flowers on Monday, they still have ample time to save their reputation by sending something out on Tuesday or Wednesday.

Work with your other local businesses, to promote the holiday. Talk to your local

restaurants to create promotions. i.e. bring their Valentine in for a lovely meal with flowers. Make sure the name of your shop is attached to the flowers for future orders.

Spas and hair salons are another great place to network. They want to promote their Valentine's promotional packages, tie in with them, so it is an all in one flower and spa services package. Make it easy for your customers. They want to look like hero's, but need to be shown the way.

As always, use your customer data base to make sure all of your customers know what is on special for Valentine's Day. With today's technology it is easy to do your own promotional flyers & email blasts. Share your promo's and Valentine ideas with Friends & Fans on

Facebook and Twitter. This helps get the orders in early to allow you more insight on your staffing and delivery needs.

Remember, 80% of all purchases made at Valentine's are made by men. Don't predetermine how much they will spend. Be sure to suggest the add-on items like cute plush, cards, balloons, and chocolates so your shop is a one-stop **"Love Connection."**



Air Cargo Delays from South America

John Forsyth
Vice President Cut Flower Operations

Recently there have been a higher number than average delays in the air cargo industry occurring to flowers arriving in Miami. It is not specific to any one origin point and all have been affected in some way. The reasons for the delay are a combination of factors occurring all at one time.

Even though parts of the world are in an economic crisis some economies have recovered faster and are actually doing very well. Many of the South American countries like Brazil or Colombia are among those countries. This has created a demand for goods in those countries. Traditionally the amount of freight flying south from Miami to South America was less than the freight flying north back to Miami but that began to change and rates began to rise for the freight flying southbound. Whatever load is paying the highest price is where the aircraft will go. So the airlines began to prioritize the southbound loads. Flights that may have flown less than full directly to the flower origin airports were now flying full to other areas and then flying to pick up the flowers.

The situation got worse with the sudden failure of one of the major cargo airlines in mid 2010. This created a lack of capacity in the market. Other airlines scrambled to fill the void but it takes time to source aircraft and flight crew.

Then we came into a period of increased demand from other products for space to fly to Miami. The other products pay higher freight rates and the airlines prioritize them over other products like lower paying flowers.

So the market is in a very tight supply situation and flowers are one of the lowest paying products. The airlines have diverted resources to more profitable routes. They still try to carry the flowers but now the resources are stretched very thin and there is no room in the schedules for any unexpected issues like weather or mechanical delays.

The higher rates are welcome for the airlines that have struggled for a few years and were losing money. Eventually the situation will balance out but the airlines will likely be looking for higher rates for flowers as they have shown they have alternative products they can fly that pay higher rates.

Florists Supply has made and continues to make changes in our logistics to try to accommodate those delays or reduce the risk of their effect on our truck schedule. Significantly we have changed most of our service providers and airlines. All our logistics partners have gone above and beyond to try to keep our truck on schedule or to make up lost time when we have to delay our truck. We appreciate their efforts greatly.

Challenging Times in the Colombian Floral Industry

John Forsyth

Vice President Cut Flower Operations

Florists Supply and the entire North American floral industry rely on Colombian flower growers to supply a large percentage of our flowers. During the past few years Colombian growers have been hit with a number of challenges that have made the profitability of the farms much more challenging than in the past.

The first challenge has been Over Production - the country has been producing more flowers than the market required and this has kept prices artificially low. Cheap flowers have fuelled the growth in chain store sales as farms look for large volume customers to move the product they are producing. The reality is product has been sold at or below the cost of production. Farms continued to grow in size trying to achieve economies of scale even though they were already producing more than they could sell. This is ok when times are good but when times get tough there is no room for recovery.

The second challenge has been the Colombian currency. Like the Canadian dollar it has risen in value against the United States dollar. As an exporter the farms are paid in U.S. dollars, but their expenses are in Colombian pesos. When the peso was declining in value the farms could count on a profit simply from foreign exchange gains when converting back to the peso. They could sell product at cost and profit on the currency. The situation has reversed and now they must create a profit from the selling price of the flowers but the American dollar is worth much less than it was so the pricing of the flowers has not kept pace with this new reality. This has been a problem for about the past three years and farms have worked to raise pricing based on where they expect the peso to be - but the Peso has continued to increase in value and this has made it even more challenging for them. The reality is prices need to increase for the farms to survive and we are seeing that now. Some items like carnations have doubled in price and if the farms cannot get those prices they will stop producing the flowers.

Then a bunch of other challenges hit the farms in the past 12 months adding to an already difficult situation. The weather has been poor and production is not meeting expectations. The poor weather makes growing more expensive adding to costs.

Farms do not have the cash flow they need to fund operations so they begin to cut back on expensive fertilizers or products to control outbreaks of disease. This reduces production further and lowers quality resulting in more claims and even further reduced cash flow.

The world economic crisis has led to decreased demand and in an already oversupplied market this does not help to get prices to sustainable levels. The access to working capital or short term loans to smooth out cash flow issues before a holiday period has decreased as it has around the world.

The Colombian economy has attracted a lot of outside foreign investment as it has been very strong, unfortunately as exporters who have been unable to raise prices to profitable levels this penalizes the farms due to the currency issues and the investment dollars trending towards other sectors.

Finally, most farms are owned by investment groups and the land that some farms sit on, once so far from populations, is now valuable as cities grow and developers are looking for new land to build on. This is not unique to Colombia and most flower growing regions have seen this as well. If the farm is struggling why continue when the land has increased in value?

The combination of the above has led to the closure of a significant amount of farms and a reduction of land in production. Some farms have been unable to maintain operations due to cash flow while some have decided it is not the best use of the land they own and have sold the land. In most cases it is a combination of the two. Previously there were about 7000 hectares in production, currently it is estimated there are about 5000 hectares and the feeling is that may have to drop to as low as 3000 hectares. Some of the reduction has occurred from farm closures but the rest is farms just cutting back or closing some of their production.

Although all farms in all countries have faced some of the same challenges, Colombia is unique in the number of challenges and especially the currency issue. Colombia has been and continues to be a reliable source of flowers and there

is no reason to worry if we will have carnations tomorrow. But the new reality is prices are going to rise and supply will continue to fall. Holiday pricing will likely be higher and certain items may be in short supply. Because the Canadian dollar has also been increasing in value most of the price increases have not been felt by our customers but this will start to change as our currency has stabilized but farm pricing is expected to increase.

There is good news here, in fact lots of it. In the longer term lower supply and higher pricing should be viewed as a positive for the floral industry. Cheap flowers have allowed many companies to enter the market at holidays or to offer pricing that is not sustainable to the greater floral industry. It also creates too many flowers so that inventory is held along the chain and often the cheap flowers are old flowers reducing consumer satisfaction with floral products. Farms need to be healthy and strong to provide top quality flowers, invest in new varieties and continue to supply the industry. Retailers and wholesalers must also be healthy to support the farms.



Halloween at Florists Supply



Saskatoon

L-R Front: Dawn Debert, Carol Richardson, Brandi Girling, Kathrine Gaudet, Frank Posteraro, Tanya Vinnick
L-R Back: Sandy Braaten, Janice Woodhouse, Roy Jackson, Ron Miller, Brenda Paproski



Vancouver

Jenna won the costume contest she was dressed as "HIT GIRL" from the movie "KICK A\$\$".
L-R: Lee Wolff, Penny Ball, Sean Stock, Jenna Sturdivan, Dianne Ganz Front: Jasmin Gutierrez

Staff Pumpkin Carving Contest



Our Vancouver and Edmonton locations held staff pumpkin carving contests again this fall. All four of our locations had an opportunity to vote for their favorite.

Edmonton (left)

1st Place - Ana Rose Yogyog
For her creepy finger eating pumpkin.
2nd Place - Luci Godley
It was a very close second with her "We're All Mad Here" Mad Catter Pumpkin



Vancouver (right)

Fritz Kwok with his boat wins again this year! This is the fourth year in a row that Fritz has won.

Honourable mention goes to Jimmy Hendrix, Bird Cage and The Stay Puff Marshmallow Man. There was only 1 vote separating first and these three in second place!



Staff Announcement

Derrick Hollar, AIFD, CAFA, CFD has been Florists Supply's In-house Designer for the past 15 years. He is instrumental in the selection of offshore and domestic product for the Florists Supply line and is responsible for our customer education programs.

In-part with future retirement plans, Derrick has decided he will no longer be working on a full-time basis. Although he will not be in our Winnipeg office day-to-day you will still see Derrick commentating and designing at our Spring & Fall Design shows, he will continue to travel with our buying team to select products for our catalogues and flyers, and he will continue to teach at various hands-on and education seminars throughout the year.

For a detail listing of shows and seminars where you can see Derrick, visit the "Events" section of our website at www.floristssupply.com.



Derrick Hollar, AIFD, CAFA, CFD

Getting to Know Us

WINNIPEG

Office

Caitlyn Fredette

Administrative Assistant

Caitlyn joined our Winnipeg branch in September 2010 as our Administrative Assistant, covering the front desk, assisting with costing in our purchasing department, as well as helping with our Accounting and Marketing departments. She attended Herzing College in 2009 and graduated with an Accounting and Payroll Certificate.

Caitlyn has a 3 year old daughter, Bianca who keeps her pretty busy at home but in her free time she loves to bake, go to the movies and enjoys traveling. Her dream vacation would be to visit Denmark.

SASKATOON

Cut Flower Department

Tanya Vinnick

Customer Service Representative

Tanya joined our Saskatoon Cut Flower Department as a Customer Service Representative in May of 2010, just in time for the Mother's Day rush.

She came to us with some experience in the retail floral industry & wedding planning. Tanya has a degree in Sociology and loves interacting with her customers & fellow co-workers.

She is excited about planning all the details for the new home she is having built. Tanya also enjoys taking landscaping & design classes in her spare time.

EDMONTON

Supply Department

Lynn Stillwell

Customer Service Representative

Lynn joined Florists Supply in 2009 as a Customer Service Representative in our Supply Department where she loves working with our customers.

She was born and raised in the North Battleford area and moved to Regina where she met and married Gregg. They have 3 sons and one daughter who are all married and now her family has grown to include 7 grandchildren. Being a banking family they often moved, with the last move being to Edmonton where her husband Gregg works for Canadian Western Bank.

Her passions include landscaping, camping in the mountains, trips to Mexico and most of all spoiling her grandchildren.

VANCOUVER

Cut Flower Department

Penny Ball

Customer Service Representative

Penny Ball worked in retail, retail management and administrative fields before starting out as a floral designer.

She worked in a flower shop in Edmonton, AB as a designer for two years before she decided it was time for a change and moved out to beautiful British Columbia.

When she came to BC she was back in retail briefly before she started her family. Penny and her partner Matthew have two children, Betty is two and her son Vincent is one.

Last June she returned to the workforce joining Florists Supply as a CSR in the cut flower department, and has been enjoying herself ever since.

Mary Lynn Bannatyne Retires After 40 Years Service



Mary Lynn Bannatyne in our Winnipeg office retired on Friday, December 17th. Mary recently celebrated her 40th year of service with Florists Supply.

Mary joined Florists Supply in 1970 as the receptionist. Early on she became involved with Customer Billings and eventually became a Computer Operator. During this time customer billings were done centrally in the office and Mary was one of the few employees at Florists Supply that was trained to operate a computer and perform the inputting of customers' billings.

In 1981, after returning from her maternity leave, Mary changed roles and became the Accounts Payable clerk. Mary has managed our Accounts Payable area for nearly 30 years,

through good and bad economic times. Mary has seen many changes including taking on increased volumes when the Company expanded to Edmonton in 2003 and Vancouver in 2005. She has adjusted to changes in technology and bill paying over the years as well, from paper invoices and cheques, to faxes, to email and to electronic receipt of invoices and electronic payment of bills. She has also had to adjust to different processes and versions of our accounting system.

Mary's dedication, thoroughness, accuracy, tact and enthusiasm in her role have been greatly appreciated and we thank Mary for a tremendous career with Florists Supply.

We wish Mary a happy and healthy retirement. We'll miss you Mary!



Above:
Fall Design Show
October 3, 1976
Mary Lynn
greeting guests
& displaying the
designs.
Left: 1970 Fall
Design Show

2010 Fall & Holiday Design Show - Grand Prize Draw

Thank you to all who attended our 2010 Fall design show. The segments of the show included Celebration of Life (Sympathy Design), Fall & Holiday Weddings, & Holiday Party Design. If you were unable to attend, show CD's with images of the designs are available for purchase from your local branch for \$10. Some of the designs are available on our website under Design Gallery. Ask your Customer Service Representative for details.

A special thanks to our Designers:

Mario Fernandez, Miami, FL, Derrick Hollar, AIFD, CAFA, J M. H. Schwanke, AAF, AIFD, CFD, PFCI, UBloom, JTV, Neville MacKay, My Mother's Bloomers, Halifax, NS, Roy Jackson, CAFD, FTD Master Designer, Kevin Ylvisaker, AIFD, PFCI, KLY Floral International, Mukwonago, WI and Gerie Yzerman, Floral Expressions, Red Deer, AB.

Grand Prize Winners - 2 kt Diamond Tennis Bracelet set in 14 kt white Gold in Honour of our 75 Years!

Winnipeg	Saskatoon	Edmonton	Vancouver
	<p>Photo of Winner Unavailable at time of Printing</p> 		
<p>Debbie Stiwich, Manitou Gifts & Games shown with company President Laurie Nesbitt.</p>	<p>Ann Sapsford from Designs by Ann, Biggar, SK</p>	<p>Anna & Wade Carroll, Reminiscence Flowers, Lac La Biche, with Reagan Van Herk, Branch Manager</p>	<p>Karen Stones, A Sea of Bloom, shown with Branch Manager Daniel Rasmussen</p>

Employee Service Recognition

Roger Vandale & Mary Lynn Bannatyne Celebrate 40 Years

The dedication and caring nature of our staff is what sets us apart to maintain and grow our business. To recognize the dedication of our staff Florists Supply presents a service award gift in celebration of employee anniversaries.

In the fall of 2010 we celebrated some significant milestones as Roger Vandale, Winnipeg Supply Manager & Mary Lynn Bannatyne, Winnipeg Accounts Payable, completed their 40th year with Florists Supply.

Tim Taylor, Shipping/Receiving, Winnipeg, celebrated 35 years and Rose Hoffman, Winnipeg based Territory Sales Representative, has been with us for 30 Years. Thank you to all staff for their efforts and contributions to the ongoing success of our company.

Your hard work is appreciated!



Winnipeg

Back Row (L-R): Esther Ammeter - 10 Years, Tim Taylor - 35 Years, Roger Vandale - 40 Years, Derrick Hollar - 15 Years, Pat Tole - 20 Years, Laurie Nesbitt - 15 Years, Joanne Malanchuk - 25 Years
Seated (L-R): Rose Marie Hoffmann - 30 Years & Mary Lynn Bannatyne - 40 Years



Saskatoon

Brenda Paproski - 1 Year & Sandra Mierau - 10 Years



Edmonton

Lynn Stillwell - 1 Year, Ana Rose Yogyog - 1 Year, Jennifer Larkin - 5 Years, Garry Malkewich - 1 Year, Emilia Turowski - 1 Year



Vancouver (I-r)

Rudy Chan - 5 Years, Lee Wolff - 1 Year, Fritz Wing Keung Kwok - 5 Years

UPCOMING EVENTS

January

January 1
New Year's Day
All Branches CLOSED

February

February 14
February 21
February 20 - 23

Valentine's Day
Louis Riel Day (MB) - Winnipeg Branch Closed
Family Day (SK, AB) - Saskatoon Closed
- Edmonton Branch Open 10 - 1
Alberta Gift Show - Edmonton, AB

March

March 6
March 6 - 11
March 13
March 14
March 16
March 20
March 21
March 27

Spring Design Show - Saskatoon
International Women's Week - Hope is Blooming Fundraiser
Spring Design Show - Winnipeg
Wedding Trends Hands On Seminar - Winnipeg
Permanent Wedding Bouquets Hands On Seminar - Saskatoon
Spring Design Show - Edmonton
Wedding Trends Hands On Seminar - Edmonton
Spring Design Show - Vancouver

April

April 3
April 4
April 10
April 11
April 22
April 24
April 27

Spring Design Show - Calgary
Wedding Trends Hands On Seminar - Calgary
Spring Design Show - Nanaimo
Advanced Corsage Hands On Seminar - Nanaimo
Good Friday - All Branches CLOSED
Easter Sunday
Administrative Professionals Day



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