



Engineering Change. Inspiring Leadership.

2020 California Hospital Volunteer Leadership Conference





**Engineering Change.
Inspiring Leadership.**

2020
California Hospital
Volunteer Leadership
Conference



2020 Vision: Retail Industry Trends and “Only the Best”



Panel

- **Speakers**
 - **Terese Fogwell**, Manager Tender Touch Gift Shop, Pomona Valley Hospital Medical Center
 - **Laurie Clemence**, Coordinator/Buyer, Sharp Grossmont Gift Shop
 - **Lilly Stamets**, Facilitator, Premier Retail Consulting and CAHHS Subject Matter Expert (SME)



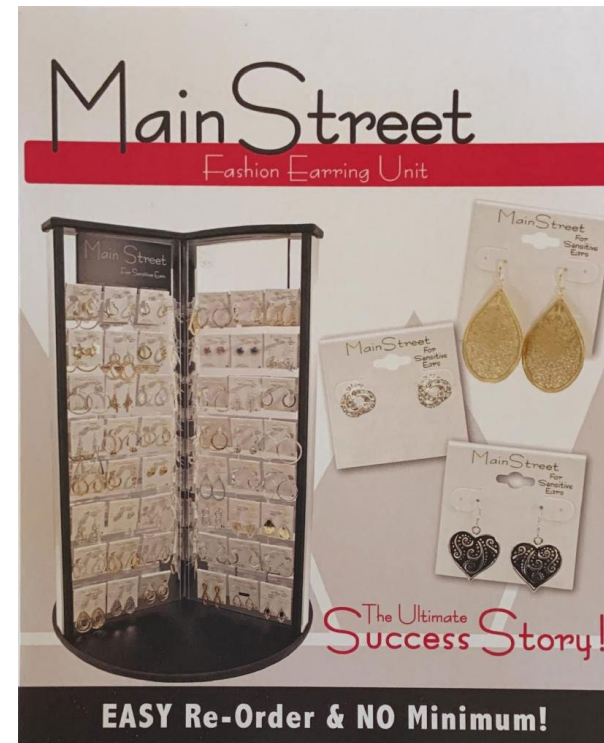


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 - Sarah Schutz | Las Vegas Market

John Berger Sales

- Coronet Jewelry
- Main Street Earrings



Discussion



Best Sellers in Hospital Gift Shops

Terese Fogwell

Tender Touch Gift Shop, Pomona
Valley Hospital Medical Center

Laurie Clemence

Sharp Grossmont Hospital Gift
Shop



2020 Best Trends and Vision

- Color
- Categories: Gifts, Flowers, Candy
- Prices
- Seasons
- Women's
- Men's
- Children's

Pomona Valley Hospital and Medical Center Tender Touch Gift Shop

- **Contact**

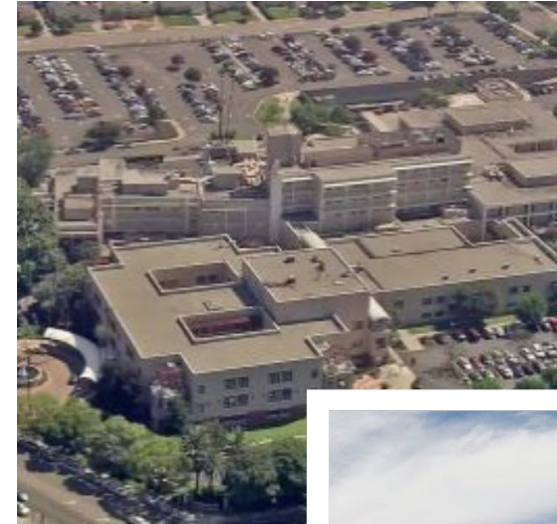
- Terese Fogwell, Manager

- **Hospital Statistics**

- Volunteers – 1,000
- Staff – 2,700
- Physicians – 660
- Beds – 412

- **Gift Shop Info**

- Paid Staff – Yes
- Annual Sales – \$261,000
- Square Footage Sales Floor – 577
- Back Office - 187



Sharp Grossmont Hospital Gift Shop

- **Contact**
 - Laurie Clemence,
Coordinator/Buyer/Manager
- **Hospital Statistics**
 - Gift Shop Volunteers – 35
 - Staff – 4,500
 - Beds – 536
- **Gift Shop Info**
 - Paid Staff - Yes
 - Annual Sales \$360,000
 - Square Feet Sales Floor – 432
 - Storage – 432





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Best Sellers





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TAKE A CLOSER LOOK
JELLYCAT 2020



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SCRUNCHIE I-Watch Bands



Presented by KAT+BRYN a division of Ethel & Myrtle





CHALA
HANDBAGS

TOP SELLER
Mini Crossbody / Purse

Clean Product

- Vegan
- Organic
- No Animal Testing
- No Preservatives
- Packaging from Sustainable Forest
- Sulphate Free
- Phthalate Free
- Plastic Free
- Natural Plant Based
- Less is More



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and gifts for everyone

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LEGO Technic is the most popular building system in the world.

Customer Favorites

New & Trending 4 Stars & Above Top Sellers New & Trending 4 Stars & Above

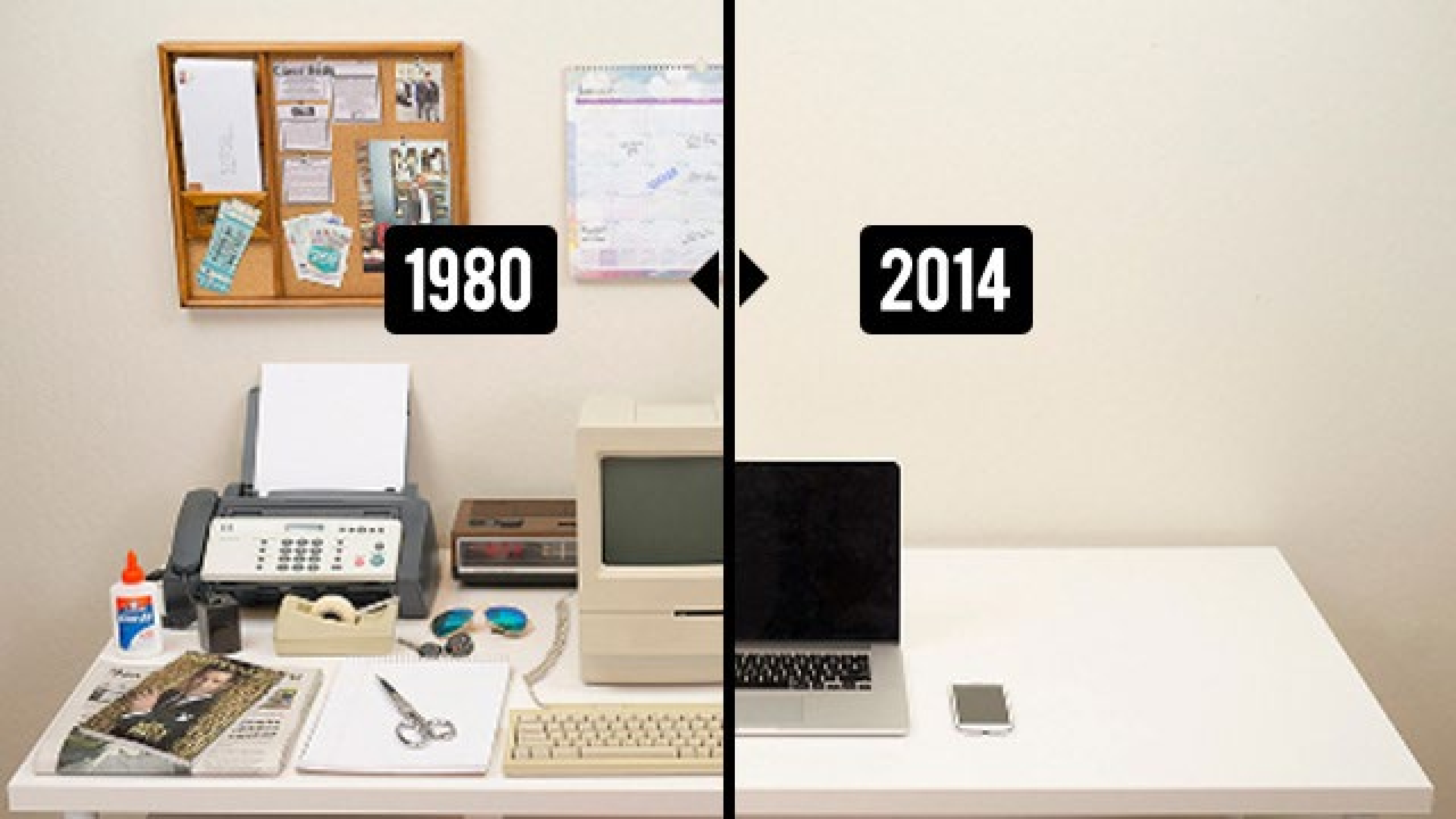
Top Sellers 4 Stars & Above

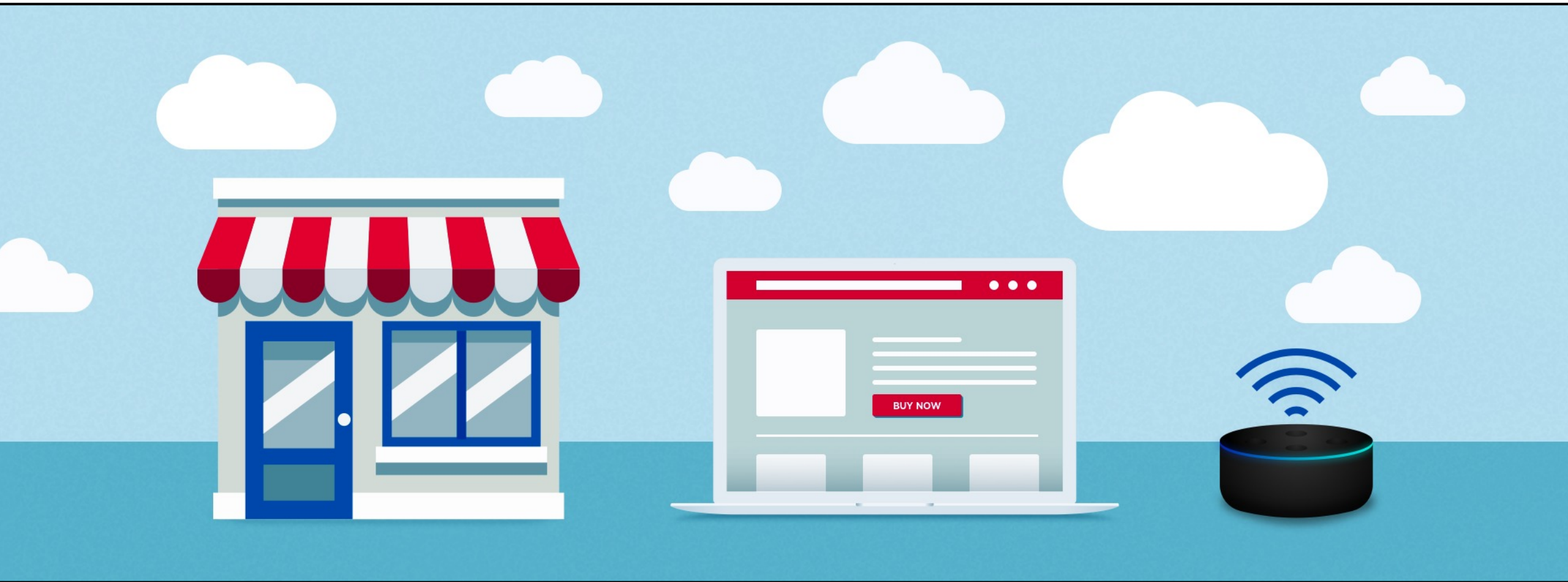
 Alcohol	35.64%
 Sporting Goods	41.46%
 Electronics	43.29%
 Furniture	44.71%
 Shoes	49.70%
 Fashion	50.13%
 Hobbies & Music	50.37%
 Office Supplies	50.74%

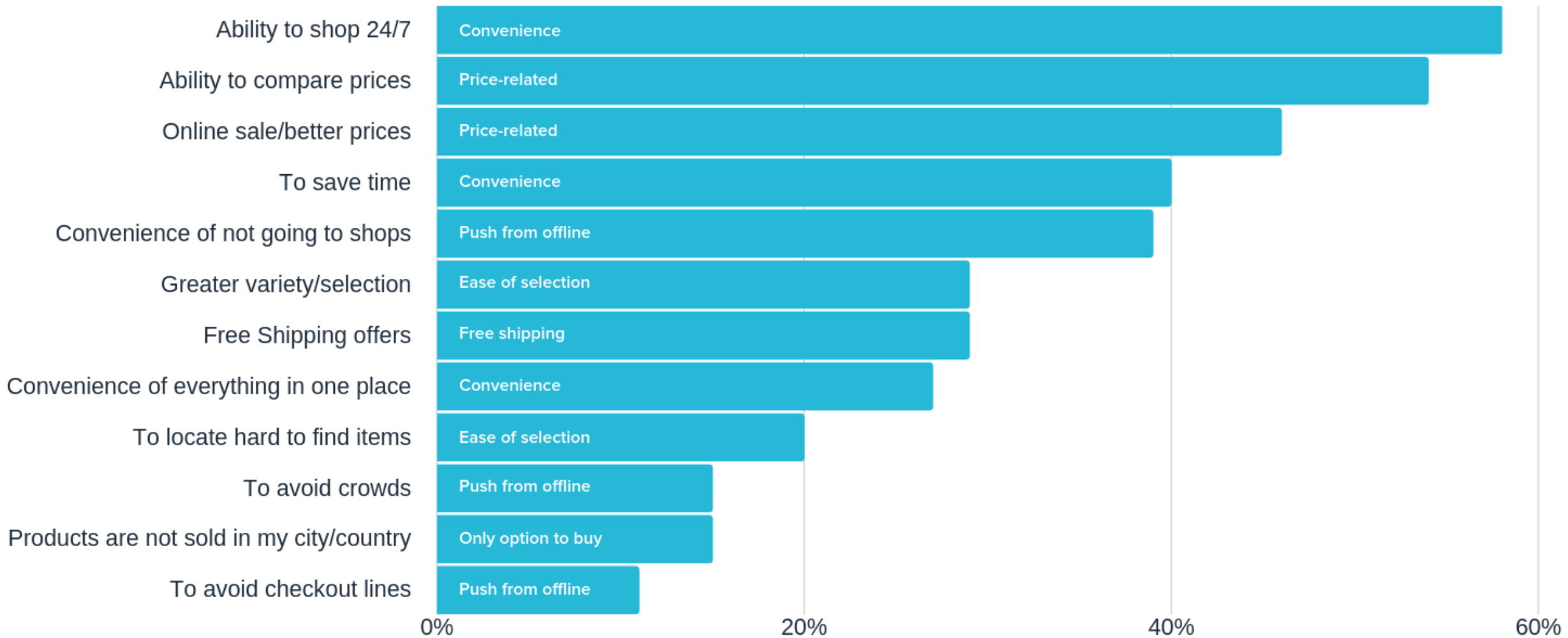
 Vape	51.44%
 Furnishings	55.67%
 Other	56.23%
 Specialty Foods	56.77%
 Cosmetics	58.14%
 Jewelry	62.53%
 Beverages	65.74%

1980

2014







Source: Global Online Consumer Report, KPMG International, 2017

**Color of
the Year
2020**

PANTONE®

**Classic Blue
19-4052**

TM



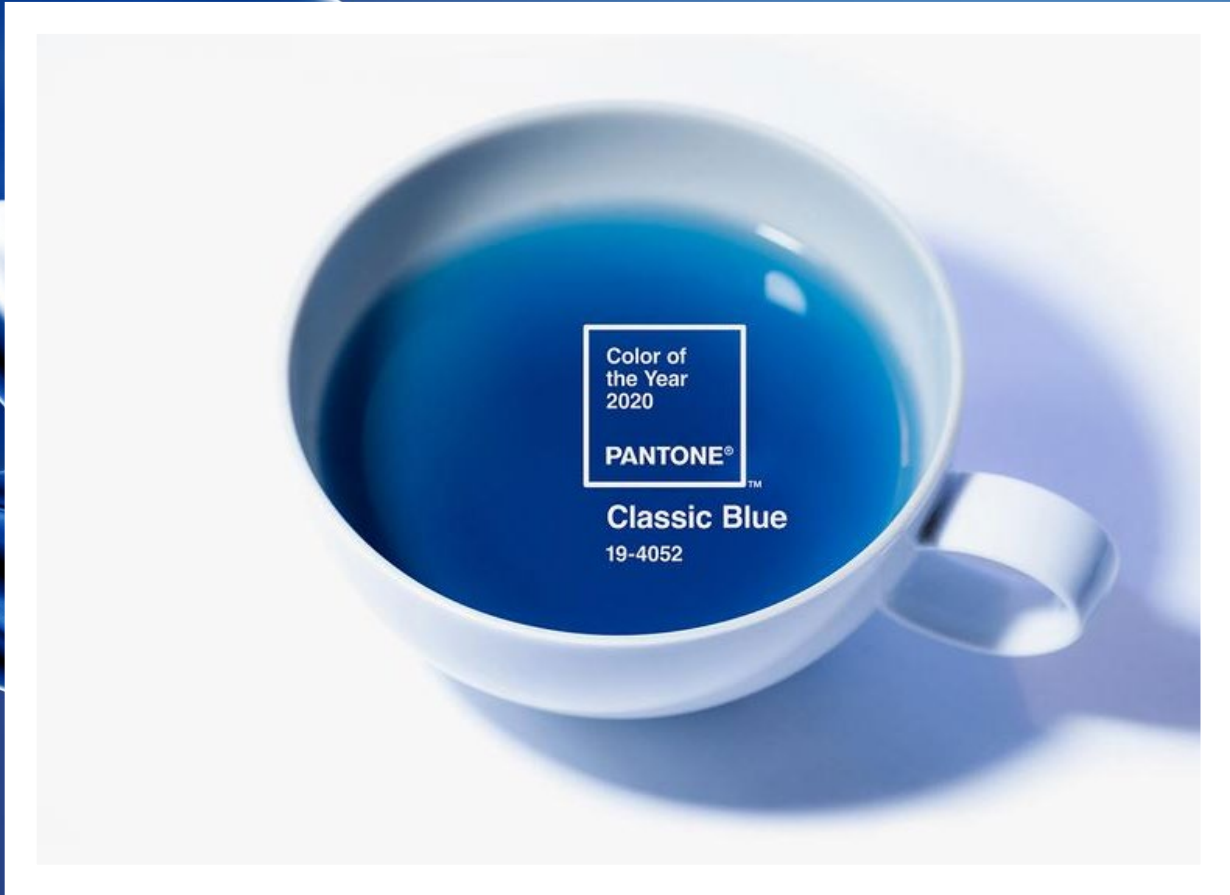
We are living in a time that requires trust and faith. It is this kind of constancy and confidence that is expressed by PANTONE 19-4052 Classic Blue, a solid and dependable blue hue we can always rely on. Imbued with a deep resonance, Classic Blue provides an anchoring foundation. A boundless blue evocative of the vast and infinite evening sky, Classic Blue encourages us to look beyond the obvious to expand our thinking; challenging us to think more deeply, increase our perspective and open the flow of communication.

— Leatrice Eiseman

EXECUTIVE DIRECTOR OF THE PANTONE COLOR INSTITUTE







Color of
the Year
2020

PANTONE®

Classic Blue™

19-4052



Gift Trade Magazines

- Gifts & Decorative Accessories
- Gift Ware News
- Smart Retailer
- Gift Shop Magazine
- Giftware News
- Apparel News
- National Jeweler
- Kids Today
- Purchasing Power Plus
- Cindy Jones Newsletter





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FAMILY OWNED AND OPERATED SINCE 1975

U.S. EDITION DECEMBER 2015
VOLUME 5, NUMBER 10

GIFTWARE NEWS®

GIFT, GOURMET & DECOR

A DIGITAL MAGAZINE

IN THIS ISSUE:

- Show of Shows – Winter
- Handcrafted
- Baby Gifts
- Fair Trade
- Gift Alerts

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July 2018

giftBEAT

Tracking the pulse of the gift industry

TOPPING the Charts



REGAL ART & GIFT, #7 in Outdoor/ Garden, brings whimsy and color to the garden with its "Garden Gloves" statues, featuring extra touches such as sunglasses and fashionable bowties. Hand-painted and powder-coated to resist the elements, metal statues are offered in a variety of styles and colors. Height range: 45 to 55 inches (800) 681-3040, regalgift.com.

Outdoor/Garden Last run: May 2018

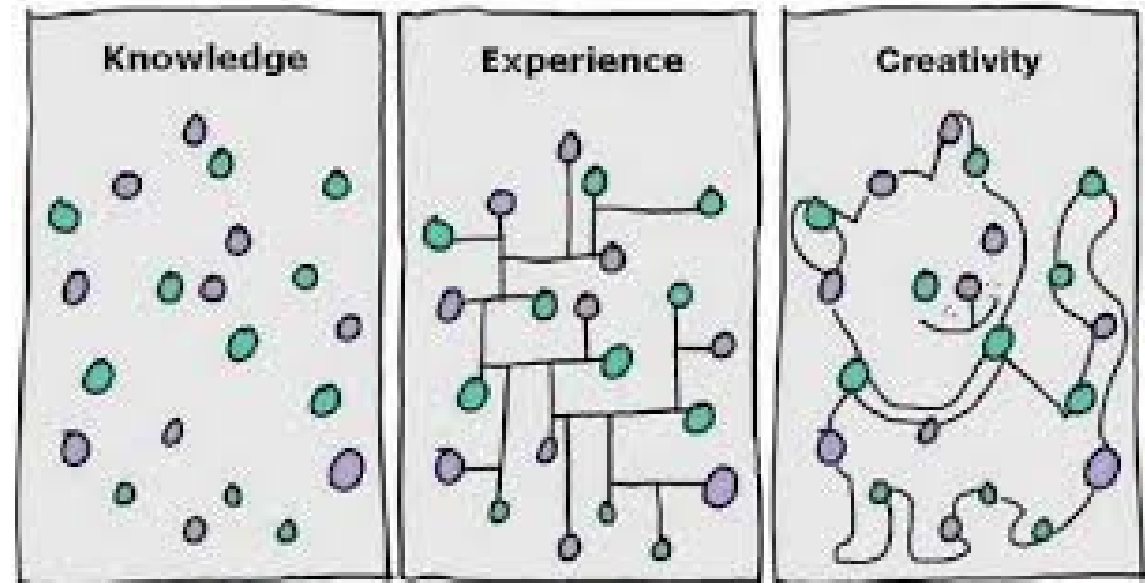
- #1 **EVERGREEN:** flags, mats, various
- #2 **STUDIO M:** flags, mats, Art Poles, various
- #3 **CARSON:** chimes, flags
- #4 **WOODSTOCK:** chimes
- #5 **GERSON:** garden stakes, solar, various
- #6 **SPOONTIQUES:** stepping stones, birdhouses
- #7 **REGAL ART & GIFT:** spinners, decor
- #8 **OPPORTUNITIES:** various
- #9 **TRANSPARENT:** birdhouses, various
- #10 **MAGNIFICENT:** various

Honorable mentions: ... R... scan, man, QMT and ... D...



Skills of the Future

- Knowledge
- Experience
- Creativity





Your Turn to Ask Questions





Las Vegas Market





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Thank You

