



# C. GLEN CATT

PRESIDENT and FOUNDER  
 GLEN'S MARKETS & FAMILY CENTERS

Retires June 11, 1988



Glen growing up.

▶  
 Graduation  
 from  
 Kalkaska  
 High School,  
 1944.



Panama Canal Zone,  
 Army Air Corps buddies,  
 Wade, Glen and Hazy.



Glen in front of barracks.



Glen as Kroger Store Manager.



Gaylord new store built in 1954  
 next door to Glen's first store.



Glen in his store with the  
 Produce Dept. standing tall.



Pop Catt and Glen, father and son.  
 "A great team."



November 1952, retailer and hunter.  
 "I eat all my road kill."



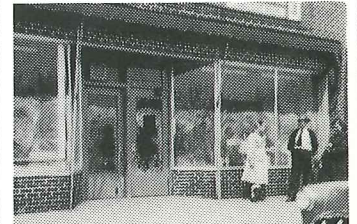
Glen, first day at first store.

## C. GLEN CATT

Born December 18, 1925, Glen, his brother Keith and his parents, Orrie and Rula lived in the small town of Freeport, just north of Kalamazoo. At the time, his Dad worked for the contractors who were building the new 131 highway toward the north. So, during his pre-school years Glen and his family lived in many towns as they progressed north with his Dad's work. Finally, in 1930 Orrie's work on 131 came to a halt at the Rapid River just north of Kalkaska. The contractor he was working for went bankrupt while attempting to complete the fill-in and new road grade level project at the river. That's how Glen and his family settled in Kalkaska. Glen started school there in the first grade.

Glen got his first job at the age of twelve helping out in the Independent Clover Farm store, a small market in Kalkaska. His second job was with the Kroger store in Kalkaska, delivering handbill type advertisements to homes in the area. Actually, he was filling in on this job for another kid who was sick. Glen said, "As it turned out, my Manager at Kroger's found out that I was delivering about three times as many handbills as the other kid. The way he found this out was that he had customers coming to the store saying they were glad to see he had started advertising again. So, he kept me on!"

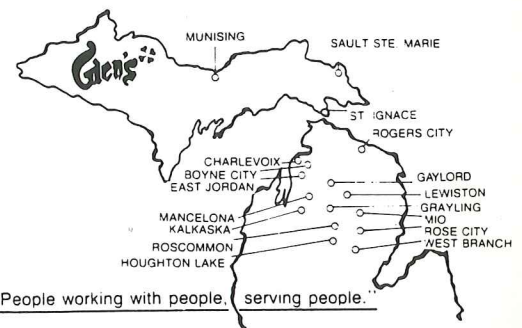
During his Junior and Senior years at Kalkaska High School, Glen was in charge of running the Produce Dept. at the Kroger store in Kalkaska. He would go in and set up the cases before he went to school in the morning. When he got out of school at 3:00 o'clock in the afternoon, Glen said, "I'd be riding my bike down the street like crazy, heading for the store, and tying on my tie at the same time." One of the things he really appreciated about his Manager was that he allowed flexibility in scheduling so that Glen and other students could participate in band and sports activities. Glen carried that same philosophy with him when he started his own business some years later. He felt that students who were active in school functions such as band and sports were demonstrating the traits of being team players which was so very important in a service oriented type of business.



Glen's first store before he took  
 it over in May 1951.



Grand Opening of first store,  
 Gaylord, June 7, 1951.



"People working with people. serving people."

Glen enlisted in the Army and was sworn in, in December of 1943. He was on a delayed entry program so he could finish high school. Thus, he went into the service in April of 1944 and was stationed at Wichita Falls, Texas for both Basic Training and Advanced Basic Training. He was then sent to Gunman School at Kingsman, Texas with the Army Air Corps. During his year there, he became a Gunnery Instructor for the turret mounted 50 caliber machine guns which were used on the B24 Liberator and B17 Flying Fortress Bombers. His unit was the 397th Bomb Squadron which was shipped out for duty in the Canal Zone. The 397th had seven crews rotating in missions which flew out into the Pacific to check the identification of ships headed for the Canal Zone. Glen's job was cameraman and lower turret gunner on the B17 and cameraman and tail-gunner on the B24. He was discharged April 2, 1946.

Upon returning to Krogers in Kalkaska, Glen was told that if he wanted to work he'd have to join the union. Glen told his Manager that he refused to join the union. His Manager responded with, "But you have to if you want to work." Glen replied, "I don't have to work here!" So they brought him back in a Student Manager classification and the Manager part of the classification kept him from having to join the union. In the fall of 1946 he was transferred to the Kroger store in Paw Paw where he progressed in his responsibility to Store Manager. He continued working with Krogers until late in 1950 when he went to work as a Store Manager for Mr. Mel Harding, owner of Harding's Market (a Spartan Store) in Parchment, Michigan. Glen continued working for Harding's for about fifteen months.

As Glen gained experience, he kept thinking to himself, "Here I am doing the work for somebody else, just like it was my own business. If I can do it for somebody else, I should be able to do it for myself!" And so he started looking for used equipment and a location. As Manager of Harding's in Parchment, Glen had earned the respect of the people in the area, many of which were tulip growers. At one time the growers had owned and operated their own grocery store, but their expertise was really as growers. As Glen said, "They liked me, and therefore, I was able to buy their used equipment. The original location for my store was to have been in my hometown of Kalkaska. My folks had always taught me to be honest and to fulfill my promises, and as a result I believed in people." The Kalkaska location didn't work out which left Glen with equipment which was supposed to be delivered in a week and no store to put it in. So, he started searching for a store in the surrounding northern communities. He had visited Gaylord in the past and liked the town. And so it was that Glen found a little market in Gaylord which had been closed for six months to a year.

With five weeks of a lot of cleaning, painting and the installation of the equipment he'd purchased from the tulip growers, Glen opened his first store on June 7, 1951. He started off with two full-timers and three part-timers. Mom (Rula) and Pop (Orrie) Catt had helped out getting the store ready to open and afterwards. In the spring of 1951, they moved to Gaylord with Mom using her cashier experience from Krogers and Pop working all over the store and fixing and making things.



*Service Team, in the early 50's.  
(l-r) Glen, Pop, Del Lewis and Larry Northey.*



*Glen on the register.*



*Mom (Rula Catt) on the register,  
week of February 22, 1954.*



*Total Service, the key to success.*



*What a team! (l-r) Sam Northey, Bob Warner,  
Larry Northey, Glen and Pop.*



*Opening of our West Branch store 1972. (l-r) Del Lewis,  
Spartan Merchandiser, Don Bennett,  
Manager; Glen and Vern Cavitch, Assistant Manager.*



*November 1959, Spartan Stores  
Award of Excellence for  
Appearance and Cleanliness  
presented to Glen by*



*The Medendorps with  
Glen and Barb, 1967.*



*July 1969, The Catts and  
the Foyes during  
Gaylord's Alpenfest.*



*June 1971, Glen with  
his brother Keith during  
the 20th Anniversary,  
Circus of Values Sale.*



*Christmas 1971,  
Glen with Pop and Mom.*



*June 1976, 25th Anniversary Sale.  
Glen with Monsignor Kaminski.*



*January 1982, Glen and Barb  
at O'Hare Airport.*



*Glen, the  
Ring Master  
during the  
Circus of  
Values Sale.*



*Glen with his  
close friend  
Vince LaRosa &  
LaRosa & Co.*



*Early Associates of the Number One Retailing Team in northern Michigan.*



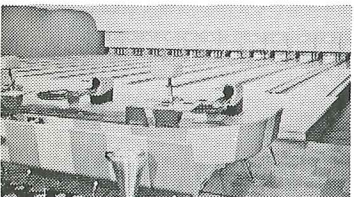
*Meat Dept. early 50's.  
"Please ask for personal service for cuts of meat not in the case."*



*Ed Kuras and Bob Warner, mid 50's.*



*1956, Glen with Spartan Stores President, Joe Foy and Pop.*



*Glen's Vacationland Lanes Bowling Alley and Norge Laundromat and Cleaning Village built next to the Gaylord store, September 1961.*



*Glen and Barb, April 1966.*



*Opening of new store in Gaylord, Alpine Plaza, 1967. (Glen and Barb, center.)*



*Alpenfest 1982, Glen with his wife Barb, riding in the 1911 Gaylord 30 automobile, and honored as Parade Marshall.*



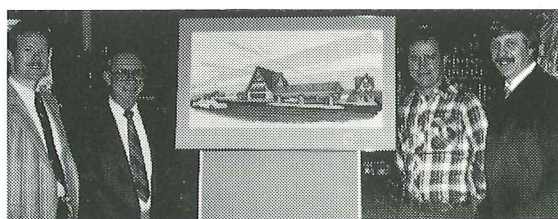
*January 1982, Glen with his close friend "Jimmy" Busch of Purchases Sales. "Hey Charlie, I think I won that last match."*



*January 1982, Glen and Keith with Mom. (Pop had passed away in November of 1978).*



*February 1982, Glen and Barb.*



*November 1982, reviewing the remodeling concept of our Gaylord store; (l-r) Glen A., Glen, Gale Parker and Jack Card of North Central Construction.*

Prior to opening, Glen had asked Spartan Stores to be his supplier, but at the time they didn't make any deliveries east of 131, so he started off with a smaller grocery wholesaler. In 1953, after two years in business, Glen packed his suitcase and headed for Grand Rapids. He said, "I'm not coming back until Spartan Stores accepts me as a Member." His determination had paid off. He came back as a member of Spartan Stores and as the relationship grew and prospered, Glen was elected to the Board of Directors in 1958, an honor which was to last for twenty-eight years. During those years Glen was Chairman of the Board from 1969 to 72 and from 1973 to 74, along with having held other offices on the Board.

In many ways Glen's life reads like a story book in which an enthusiastic young man who dreamed of owning a supermarket, saw that dream come true through hard work and sacrifice. Glen's vision and commitment has made possible the dreams of others to come true as well. Thirty-seven years after the opening of his first store, Glen's Market has developed into a strong chain of seventeen locations in northern Michigan and the Upper Peninsula. Today, Glen's family of Associates numbers over 1400 super people.

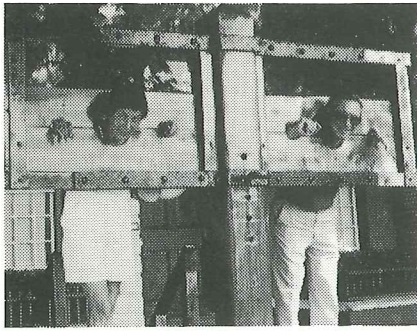
Glen attributes his thirty-seven years of success to all of his friends, the super people he's had a chance to work and associate with in the retail, wholesale and banking arenas and especially "Our Own Associates" and the "People of Spartan Stores." His feelings are, "They're the greatest people in the world! You can measure the success of retailers by their level of service, and that includes our own stores as well. By service, I mean the whole atmosphere of the store, including the quality of the products, the fairness in pricing, the overall cleanliness, and the teamwork in courteous, friendly and caring customer service, always keeping in mind that our customer is the person who pays our wages! Your store needs to look like Grand Opening Day every morning."

"Our Associates provide the drive behind our company's success. They are the ones who have really helped build my dream and our Glen's Market company into what it is today. We just have so many super people. Often, people say to me, 'Glen you're known for your good and loyal people' and then ask how we do it. I tell them, we just try and select the right people to start with. You need to try and put yourself in their position by treating them fair and honest, and when the chips are down, try and stick with them."

Glen has always been known to be fair, friendly and honest. We have been so fortunate to have worked with him, and each of us will forever be indebted to him for having had the opportunity to be a part of his dream.

Glen and his wife Barb thoroughly enjoy golf which will take up much of their leisure time both here and at their retirement home in Naples, Florida. They both enjoy traveling and have already shared some great trips together. Their family includes five children and fourteen grandchildren.

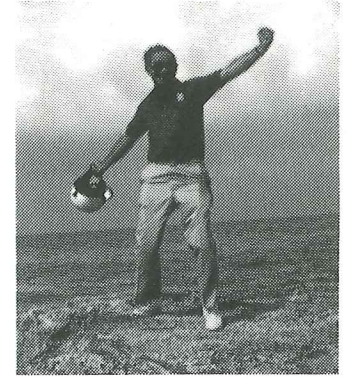
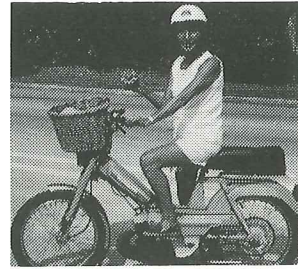
Glen, we all wish you well in your retirement and pray that you and Barb enjoy many wonderful years together. You will be sincerely missed and thought of as we each pursue our dreams in the future. We especially thank you for your friendship, your leadership and for being "A Man of Integrity."



October 1984, Glen and Barb locked up in Bermuda.



▲ Glen and Barb making their escape in Bermuda. (this sort of reminds one of a "James Bond" film.)



"The natives were restless, but we made it. Our submarine should be coming up just off shore."



◀ Golfing Buddies, Ike and Truman McNitt with Barb.



Golfing Buddies, Glen with Jeanne and Jim Busch.



Glen with Barb's Mom. The view is looking out from Glen and Barb's porch in Naples.



May 1986, Glen A. with his youngest son Travis, daughter Michelle and wife Jeanne visiting Glen and Barb in Florida.



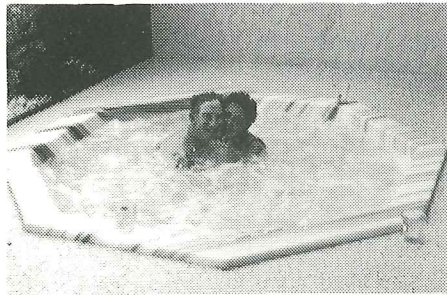
May 1986, Glen and Glen A., father and son. "A great team."



September, 1987 Glen with Agnes and Wally Morgan. ▶



Cutting up with a little buddy.



Glen and Barb. "This sure beats walking through a cedar swamp with my buddy Gale Parker."



Discussing the golf match. (l-r) Vince LaRosa, Jim Busch and Glen.

Glen's partner in Golf and in life. ▶



Glen, "A Man of Integrity!"



Naples. . . Thank you Lord for the tranquility of retirement.