



**4 Hagen's Organics, Melbourne**

The proliferation of supermarkets has made butchering meat a dying art. But Oliver and Ruby Hagen, who took over Hagen's Organics in Melbourne after their father died in 2013, are drawing attention and restoring dignity to the trade. Though they now have five outposts across Melbourne, they still buy directly from small, organic and sustainable farms across Australia, and share their knowledge to help customers choose the best cuts. Oliver's butchery classes at their Richmond warehouse take things one step further: he explains the provenance of the beef, how it's carved and how each part should be cooked, then leads students through a hands-on slicing of a steer into steaks.

[hagensorganics.com.au](http://hagensorganics.com.au)



**5 J Glinert, London**  
At his minimalist shop in Hackney, east London, Tom Budding stocks his favourite finds: brass pencil sharpeners, copper watering cans, pens, paper, combs, cloth, tape and clips. Budding, an art technician who opened J Glinert in 2012, has an eye for detail that extends to the packaging of every purchase. He and his staff wrap customers' items in tear-resistant kraft paper (a semi-recycled product) that's sealed tight with a matching adhesive and a bow made from German natural-cord string. It's a small gesture that, in Budding's view, extends the physical shop experience long after the customer walks out the door.  
[jglinert.com](http://jglinert.com)

**6 Takashimaya, Tokyo**  
At Takashimaya's flagship in Tokyo's Nihonbashi district, the six US-made Otis lifts can't go anywhere without the *erebeita* *gaaruzu* (elevator girls) manually operating the cranks and buttons. The lifts are as old as the building itself – completed in 1933 – but that's not the only reason for the female attendants: they reflect the shop's emphasis on traditional hospitality. Dressed in crisp uniforms by fashion designer Jun Ashida, the attendants make customers feel welcome and at ease and, thanks to months of training, know where everything is kept – from ceramic rice pots and calligraphy brushes to school backpacks – in a shop with hundreds of thousands of items spread across 10 floors.  
[takashimaya.co.jp](http://takashimaya.co.jp)

