



WESTIN HOTELS

FEBRUARY 1982

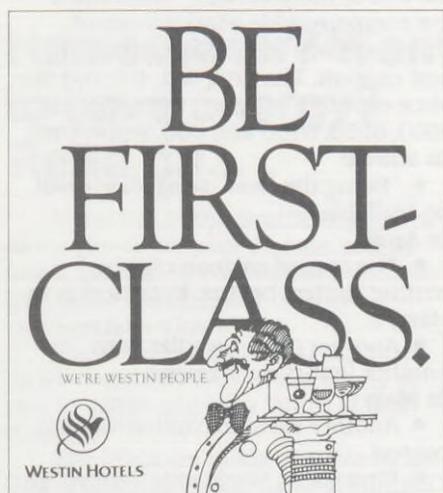
Front!

First-Class program promises first-class fun

It's time to get involved.

That's what corporate office, as well as The Westin Hotel, Seattle, employees learned at joint all-employee meetings held at the hotel two weeks ago.

Getting involved is all part of that exciting company-wide Employee Involvement Program you heard about. It's an integral part of Westin's 1982 advertising program which focuses on



Westin's "First-Class, Worldwide" claim.

What "getting involved" involves for you, is some first-class fun.

Here at corporate we'll be participating in several fun — and possibly lucrative — activities that are planned as part of the year-long program.

While much of the program was explained in the employee meetings and also in *Front!* magazine, here is a recap:

On-going:

- First-Class suggestions. Deposit your ideas in the black plexiglass suggestion box located in Harry's On Sixth. Each month, a cash prize will go to the employee judged to have the "suggestion of the month."

(continued on page 2)

'Sorry, wrong number!'

Sometimes wrong numbers can be exasperating, annoying or just inconvenient.

And sometimes they can be confusing and/or amusing.

Here, Edith Ford, corporate offices switchboard operator, shares some past confusing/amusing wrong number calls with us.

"Is this the YMCA?"
 "No, you've dialed the wrong number."
 (15 seconds elapse)
 "Good morning, Westin Hotels."
 "Is this the YMCA?"
 "No, this is Westin Hotels corporate offices."
 "But I called the YMCA."

"Could you please check to see if Mr. Schultz has checked in yet?"

"Yes, I'd like to reserve the bridal suite for next weekend, please."

"I just spoke to you. Do you also have sweet red bell peppers?"

"May I speak to someone about Tax Savers?" Oh, isn't this Puget Sound Mutual?"

Operator: "Mr. Sakai's office."
 Caller: "Is this Public Assistance?"

"Is this Superior?"

"I want to speak to DJ. He's with the Phoenix Suns."

"Are you all booked for Halloween?"

"My prescription number is . . ."



Edith Ford: wrong numbers give her at least a laugh a day

"What is the interest on the bonds today?"

"Is there a seminar going on?"

"Please connect me with the Vogue Portrait Studios."

And, finally, not a wrong number, but an amusing call nevertheless: "We recently stayed at the Hotel Scandinavia in Copenhagen where I met an old friend. He's the concierge there. I want to write to him. How do you spell concierge?"

Rooms Division streamlines, expands communications capacity

The Rooms Division has two new "toys."

Except, to the layman, these two new sophisticated, state-of-the-art pieces of electronic wizardry would hardly seem like toys.

They are the Rooms Division's new Telex, installed in December, and the Automated Facsimile Systems — or Telecopiers.

First, a word about the Telex. The new and improved — and much more time efficient — Telex was installed to handle the increasingly higher numbers of overseas messages.

"In 1979 we averaged about 11 hours per month of operator sending time alone on the Telex," says Alan Harrison, director of front office operations. "Now we're over 21 hours per month."

Although the equipment was upgraded in 1980, it was still a little slow compared to the new Telex, Alan explains.

And saving on operator time is especially important now, since the division is in the process of taking over the Telecopier functions for the corporate offices.

Rooms got their first machine in December, and the transition will be complete by June. (The 9th floor telecopier was the first to go, with those

on the 13th and 14th floors to be removed between March and June.)

What a telecopier does, basically, is to send photocopies of a document via a telephone connection between other businesses equipped with similar machines.

Alan explains, "Since the Rooms Division is the hub for inter-company priority message-sending/receiving, it made the most sense to consolidate the Telecopier function here.

"Once our system is up and running," Alan continues, "we urge people to use the Telecopier over the more expensive air freight or express mail services for time-sensitive documents."

Diana Miller will operate the Telecopiers, as she does the Westron and Telex machines. Other Rooms Division staff members have received training on the equipment so they can provide back-up support.

If you want to send a document via the Telecopier, just fill out one of the regular Westron/Telex message forms, attach the document to it and drop them in the inter-office mail. The document will be sent out as soon as possible after receipt.

Departments will be billed back for this service just as they are now for the Westron and Telex messages.



Diana Miller (right) instructs Vicky Drake on the new Telex machine.

First-class

(continued from page 1)

In February:

- First-Class, Worldwide T-shirts and a special poster will be on display in Harry's. (The T-shirts go on sale later.)

- With your paycheck — a special first-class program message.

- The first of five cartoons will be posted in Harry's for the First-Class cartoon caption-writing contest. Simply take an entry form, get creative, then deposit it (or them — you're allowed as many as five) by February 28 in the suggestion box.

The Employee Recreation & Activities Council will select the corporate office winner.

Five different cartoon caption-writing contests will be scheduled throughout the year — February, April, May, July and September — so you have five chances to win. Then, cartoonist Irwin Caplan will judge the monthly winners, from corporate and hotels, and pick one company-wide winner each month. At the end of the year, we'll have picked five company-wide winners, one of which will win \$1,000 for writing the best caption. The 2nd, 3rd, 4th and 5th place captions will earn their writers \$500, \$250, \$100 and \$50, respectively.

In March:

- "Being the Best" song sheets will be available.

In April:

- The second cartoon caption-writing contest begins. Entry forms in Harry's.

- Another payroll stuffer with another first-class message.

In May:

- Another cartoon caption-writing contest.

- First-Class, Worldwide T-shirts go on sale.

And through December:

Each month through the end of the year, Westin's Employee Involvement Program will be featuring more fun activities, more contests and some special surprises.

Coordinator of the program for the corporate offices is Barbara Ogle, corporate personnel manager.

And the winners were...

Four lucky Westin employees were able to go on a \$15 shopping trip with the Frederick & Nelson gift certificates they won at our employee Christmas party.

They were Marsha Fiskaali, Louise Clithero, Jeff Coleman and Terri Stegry.

Bus fares up, but so is Westin subsidy

Some good news and some bad news.

The bad news we already know: Metro has increased our bus fares.

The good news is that Westin not only continues to partially subsidize our passes, but that the company has increased its subsidy percentage.

Previously Westin had subsidized the one and two-zone passes and scrip book at an average rate of 14 percent of the total cost. Now that percentage is boosted to an average of almost 17 percent.

Instead of paying the full cost of \$23 and \$34.50 for one and two-zone passes and \$18 for scrip books, we'll only be paying \$19, \$29, and \$15, respectively.

Homeowner? Want to save energy? Read on...

If you live in the Seattle city limits, own a gas or oil-heated home, and fit into a specific income bracket, you may qualify for a special low-interest weatherization loan.

For a single person, you can earn no more than \$17,450; for a family of two, \$19,950; and for a family of four, \$24,950.

The loans are made possible by the City of Seattle's Department of Human Resources and Peoples Bank for caulking, weatherstripping and/or insulating.

Once a homeowner has qualified for a loan, they will obtain bids from city-certified contractors and arrange to have the work done by the contractor of their choice. After the work is done, the city will inspect it to ensure it meets both city and federal standards.

The payback on the cost of this type of weatherization is anywhere from six to seven years, according to the city.

If you have questions or would like more information about this program, call the city's Weatherization Hotline, 625-3800.

Employee Council notes



Or... what your Employee Recreation & Activities Council is up to

(While all Employee Recreation & Activities Council minutes are posted on each floor's official bulletin board, Homefront will also carry a brief summary each month of the previous month's council meeting. Regular meetings are the first Wednesday of each month.)

Council notes for January 6, 1982

- Treasurer Jeff Balough reported the council has \$345 in its account.
- The council discussed the Christmas party — the first "project" for that body — and what could be improved for next year. Members also decided to poll employees on the subject (questionnaire included in this issue).

- The toy drive response was less than enthusiastic, reported Jan Hagen. But she also reported that the Children's Orthopedic Hospital was thrilled with the donations.

- Council members agreed to serve their present council terms through December 1982. After that, council terms would run for one calendar year. The new council will be elected the end of December to begin serving their one-year terms in January 1983.

- Under new business, council members discussed possible future employee activities it would initiate and/or coordinate.

To get employee input on what types of activities they would be interested in, the council again decided to poll employees (questionnaire included in this issue).

If you have any questions about council activities, or how you can get involved, check with your floor's representative: Kimi Nakanishi, 4th

floor; Dorothy Doe, 5th floor; Linda Plumb, 6th floor; Kris Olsen, 7th floor; Fred Wenzel, 8th floor; Mitsu Chen, 9th floor; Charlotte Mirick, 12th floor; Jeff Balough, 13th floor; Don Sands, 14th floor; Jan Hagen, 15th floor; and Jim Kennedy (appointed member).

Another move slated for two divisions

Yes, it's packing time again for two corporate divisions.

Project Planning, now located on the fourteenth floor, will be trading places with Real Estate, now located on the twelfth floor.

Everyone should be moved by the end of February, according to Jerry Gunderman, manager, Corporate Office Services.

The move is designed to facilitate communications between project planning people, headed by Tom Ohrbeck, and Development officers Larry Magnan, Peter Blyth and Larry Dustin, who are currently on the twelfth floor.

Some Design & Construction people will also be moving to new office spaces (within the division's twelfth floor space) to make room for the combined Project Planning/Development crew.

Mark your calendar

Feb: Public speaking workshop, call Carol Suess for details, 3191.

Feb. 15: Washington's birthday. Corporate holiday.

Feb. 21-24: Food & Beverage Conference. The Westin, Cincinnati.

Feb. 23-27: Marketing Conference. The Westin, Cincinnati.

Sign Open Lines

Corporate Personnel wants to remind everyone that you must sign your Open Line forms. Unsigned questions/comments go unanswered.

Even though your name is on the form, your identity remains confidential, since that portion of the form is removed before it is sent on to the appropriate person for an answer.

Profile briefs

Doug Detloff — he'll set the record(s) straight

Paperwork. We could disappear in it if we don't manage it right.

And managing our mounds of paperwork is just what Doug Detloff, our new corporate offices records manager, aims to do.

Doug's position is a newly created one. One that an outside consultant, brought in to examine our records-keeping procedures, recommended we create.

Doug officially comes on board the first of this month and will report to Jerry Gunderman, manager, Corporate Office Services. His office will be on the sixth floor.

Doug's records-keeping career began in 1972 when he was hired as assistant, University Archives and Records Center at the UofW. Shortly after, he was appointed manager, Archives and Records Center for the school's libraries. In 1978 he took over as manager, University Records and Forms Management Services, for the entire institution.

A UofW graduate, Doug has a BA in English literature and a Masters in Public Administration.

While the outside consultant made a large stride in creating a program of records management within our offices, it was just a beginning, and Doug's job is a big one.

Among his major responsibilities:

- coordinating microfilming/micrographics storage of records
- records inventory and analysis
- records retention schedules, including the systematic purging of unneeded company records
- development of uniform filing systems and their maintenance
- setting up a records training program and writing/distributing a records management manual
- forms management, design and control
- reports management and control



Several departments/divisions have already begun reorganizing their record-keeping procedures as a result of the previous consultant's recommendations and help, according to Jerry Gunderman.

Personnel, Accounts Payable, Legal and Design & Construction, for instance, have already put many of their permanent records onto microfilm.

Once Doug has settled in, he'll continue the work begun in these areas, as well as beginning the records reorganization process for the remaining departments, according to Jerry.

"During his first month here, Doug will be assessing the current records-keeping situation and begin outlining his plan of action," Jerry says. "After that we'll start to see some activity in our record-keeping areas."

Greg Sadler is new corporate training manager

Greg Sadler joined the Personnel Division the first of this year as corporate manager of training and development. He reports to Walker Williams, director of personnel.

Greg comes to Westin from Bally Corporation's Park Place Casino Hotel in Atlantic City where he was director of training.

With Bally, Greg was responsible for designing and managing the technical and management education systems used to open and operate the property.

Prior to working for Bally, Greg spent five years with Marriott as a management education/organization development specialist.

Greg has a B.A. from LaSalle University and has two years rooms division experience at the Philadelphia Marriott.

Greg replaces Dick Blewett, who has left the company.



Moving in — moving on

WELCOME TO:

Lynn Cainan, information processing secretary, Legal.

Judy Davison, senior interior designer, Interior Design, Westin Services.

Doug Detloff, records manager, Corporate Office Services

Jude Ann Hamilton, interior designer, Interior Design, Westin Services.

Merrill Hastings, secretary, Interior Design, Westin Services.

Clarence Johnson, program analyst, Corporate EDP.

Ruby Reid, lunchroom attendant, Corporate Office Services.

Greg Sadler, manager, Training and Development, Personnel.

Larry Scherschel, systems analyst, Corporate EDP.

JoAnn Walkowski, file clerk, legal.

AND MOVING ON:

Jim Kennedy, from internal auditor, Financial Services, to assistant controller, Westin Services.

Patricia Randolph, from secretary, Contract Sales, Westin Services, to procurement coordinator, Interior Design Procurement, Westin Services.

Correspondents

Homefront correspondent for Personnel is Jennifer Kenline. If you're in that division and have any news items or ideas, please contact Jennifer on ext. 5058. Those of you in other departments/divisions should contact your correspondent listed below.



Credit	Susan Byszeski
Design & Construction	Charlotte Mirick
Development	Ramona Erickson
Executive Offices	Margie Watkins
Financial Services	John Olafson
Food & Beverage	Marion Kopp
Insurance	Carolyn Eisen
Marketing	Moodette Blanco
Personnel/Group Benefits	Jennifer Kenline
Real Estate	Merla Moody
Rooms	Lydia Kyle
Westin Services	Nancy Newman

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