

front!

WESTERN INTERNATIONAL HOTELS



PUBLISHED MONTHLY FOR WESTERN INTERNATIONAL HOTEL EMPLOYEES

NOVEMBER 1970

"GROWTH. . ." "PLANNING. . ." "TRAINING. . ."

Key Themes to Accounting, Housekeeping and Food & Beverage Conferences

(See Pages 6 and 7 for details)



"GROWTH . . . THROUGH CHANGE" explored by these Accounting Conference delegates.



"PLANNING . . . FOR RESULTS" was the approach taken by these Executive Housekeepers:



"TRAINING . . . INCREASES PROFIT" was study theme of these Food & Beverage members.

front!

A monthly publication for the employees of

Western International Hotels
Editorial, Offices

The Olympic, Seattle, Washington 98111
Gabe Fonseca.....Editor
LITHO IN U.S.A.

CHAIRMAN'S REPORT



The "perfect" hotel has never been designed. It very likely never will be.

One obvious reason is change. People and their needs change, styles change, new concepts and outside situations—such as the current trends in the travel industry—force other changes.

These changes are the challenges that the hospitality industry, as with any other industry, must answer if it's to continue to grow and prosper. It is certainly true with Western International.

We look to everyone to help provide the answers with new ideas and fresh approaches to these continuing challenges. They may come from the directed efforts of operating division groups, from a hotel's management or from the individual employee. No one person has all the answers.

While perfection in our hotel's operations may be the "unreachable dream", we can all reach for a better way to do our jobs and serve our guests.

We would welcome any suggestions you may wish to send in to my personal attention.

Chairman and Chief Executive Officer
WESTERN INTERNATIONAL HOTELS

COMINGS AND GOINGS In-Hotel

At the Century Plaza Larry Magnan is named Director of Rooms Division from Rooms Manager and Dick Fyock from Assistant Conventions Service Manager to Convention Service Director . . . at the St. Francis, Fred Lash is named Assistant Purchasing Agent . . . appointed Executive Housekeeper for the Imperial Inn is former Assistant Housekeeper, Norma Mavin . . .

Transfers

New transfer appointment to the Houston Oaks include: Billy J. Daniel as Controller from Controller at the Antlers Plaza, Eike O. Schramm as Savoy Room Manager from the Antlers Plaza as London Grill Manager; Samuel W. Lanham as Assistant Controller from Accounts Receivable Supervisor at the Century Plaza; Tom Heder as Front Office Manager from Front Office Man-

ager at the Continental Plaza; Carlo Morelli to Catering Manager from Assistant Banquet Manager at the Continental Plaza; Arthur Beaulier as Director of Restaurants from Catering Manager at the Northern . . . Edward L. Smith is named Chef Tournant at the Continental Plaza from Culinarian at the Washington Plaza and Jacques Mondain is named Manager for Continental Plaza's Consort Room from Directeur of Fouquet's de Paris at the Camino Real, Mexico City . . . named Controller at the Calgary Inn is former Assistant Controller of the Bonaventure, John Claude Goyer . . . former Space Needle Captain, Winston Cook, moves to the Anchorage-Westward as Chart Room Manager . . . John Burgess, Management Trainee from the Cosmopolitan moves to the St. Francis as Management Trainee . . . Thomas Judy, formerly Night Manager at the Olympic, is named Director of Sales for the Miyako . . .

MEET YOUR CORRESPONDENT

MARY WADE — Georgia



FRONT! Correspondent for the Georgia Hotel is Catering Secretary, Mary Wade. Although fairly new to the WIH family—she has been with the Georgia since January, 1969—Mary chalks up ten years of previous hotel experience, mainly in Eastern Canada. It was a well-rounded experience that included positions in the Front Office, Housekeeping, Sales and as a General Manager's Secretary.

Mary has taken a summer course at Cornell University in Housekeeping with ultimate goals of becoming a Housekeeper with WIH, although at the moment she is quite content and absorbed with her Banquet Department work.

MARILYN CRAWFORD — Antlers



MARILYN CRAWFORD, Executive Secretary at the Antlers Plaza, is the recently appointed FRONT! correspondent for that property.

With the Antlers since January of this year, Marilyn finds her first experiences in the hotel business "fascinating and challenging!"

Marilyn is married with two daughters—ages 5 and 16 and had previously lived in California before moving to Colorado Springs. Her previous secretarial experience had been in the automotive and aircraft industries.

Her favorite recreational activities include playing bridge, sunbathing, and—though she admits to a certain lack of accomplishment in them—she also enjoys tennis, water and snow skiing and sewing.

Correspondents

This is the list of *Front!* correspondents. Please get in touch with your correspondent if you have any news for your paper:

Anchorage-Westward, Tom Stanfield; Antlers Plaza, Marilyn Crawford; Avila, Mrs. S. Guzman Blanco; Bayshore Inn, Art Davies; Benson, Nelvia Turner; Bonaventure, Leona Dureau; Caleta, Michael Hayes; Calgary Inn, Linda Mijares; Caravan Inn, Pat Sanders; Century Plaza, Charlene Chabin and Sue Davis; Continental Plaza, Audri Adams; Houston Oaks, Pat Sells; The Ilikai, Roberta Watson; Imperial Inn, Russ Revoy; The Miramar, Robert Yue; Miyako, S.F., Kristina Templeman; Northern, Con Carter; Olympic, Fran Vituli; Palace, Y. Yoka; St. Francis, Jane Dillon; Space Needle Restaurant, Larry Denenholz; Washington Plaza, Bob Hutchinson; Winnipeg Inn, J. Sandy Irwin; WIH de Mexico, Alfredo LaMont; WIH Executive Office, Ruth McCloy; Western Service, Rose Shaffer; WIH Credit and Accounting, Irene Gellus.

Now, Three Hotels Represented By WIH In Tokyo

IN ADDITION to the Palace Hotel, Western International has agreed to represent two other major hotels in Tokyo, Japan. They are the Tokyo Prince and the Takanawa Prince of the Prince Hotel chain, the largest in Japan.

The announced agreement was made in early October by Mr. Yuji Tsutsumi, President of Prince Hotels a subsidiary of Seibu Railway Company, and Mr. Edward E. Carlson, Chairman and Chief Executive Officer of WIH.

It was agreed that Western will represent both new properties wherever the company operates throughout the world.

The 11-story Tokyo Prince has 510 guest rooms and is located near the Tokyo Tower and Shiba Park.

The 500 room Takanawa Prince is located on a Tokyo hilltop surrounded by several acres of Japanese landscaped gardens. A sky scraper annex is presently being added and is expected to open in March of 1971.

Drysdale To Manage Camino Real, San Salvador



THE appointment of Don Drysdale as General Manager of San Salvador Camino Real now under construction in El Salvador, was announced by WIH Chairman, Edward E. Carlson,

in early October. Drysdale will arrive in San Salvador in late November to establish offices in that city.

Drysdale was formerly with the Washington Plaza where he held a number of executive positions. He joined WIH at the Olympic Hotel in 1966 as a Dining Room Captain. After three months he was transferred to the Benjamin Franklin and subsequently became a member of the Washington Plaza staff when the hotel opened.

DRYSDALE is a native of Argentina and is fluent in both Spanish and English languages. Prior to his coming to the United States he had been employed by several large concerns in that country including Braniff International Airways.

The Camino Real is scheduled to open in the Spring of 1972.

"Chef— Spare That Lobster!"



"THE GREAT LOBSTER" surrounded by St. Francis Executive Chef, Klaus Scheftner, William Quinn, Vice-president and General Manager, and Glenn Burghard, San Francisco Aquatic Biologist.

HERE'S a lobster tale with a different switch. It has a happy ending . . . for the lobster!

It all began when the St. Francis had purchased this rare, super specimen of lobsterdom—a 25-pound (on the claw), 103-year old lobster. (Note: A lobster's age is figured on the basis that it weighs one pound at the age of seven and then gains a quarter of a pound each year.)

Upon delivery to the St. Francis kitchens, plans began to formulate as to how best to portion this king-sized crustacean on the hotel's menu. Executive Chef, Klaus Scheftner, visualized an inspired mess of nifty newburgs, savory stews and that ultimate grand finale, "Lobster Au Hash".

THE Banquet Department had already laid claim to its massive shell. After it was mounted by a taxidermist it would make a spectacular centerpiece. The alert Publicity Department was anticipating its press stopping news possibilities.

And then . . . but, hark! Were their rumblings of protest outside the kitchen doors? Were forces joining to save the noble lobster from the boiling pot? Indeed they were!

News of the hotel's "grand design" had gotten out into the street and spread throughout San Francisco like a tidal wave. The reaction was immediate and persons of all ages flooded the hotel switchboard with urgent pleas to spare the lobster.

MEANWHILE, back at the hotel's executive office, a hasty conference was called and a decision for the lobster's reprieve was unanimously agreed upon. Further, the great lobster would not only

be saved, but would be donated to a San Francisco aquarium where he could spend the remainder of his golden years in quiet retirement.

Oh, happy, happy ending!

Recently, however, aquarium officials have begun to take note of a tall gentleman, wearing a tall chef's hat, who has become a frequent aquarium visitor. It's not that he causes any disturbance, mind you, but they are puzzled by the fact that he only visits the lobster tank section and always has this slightly dreamy look in his eyes. Then, with his face pressed up against the viewing glass, he is heard to emit a long and plaintive sigh.

"Foreign Warren" Is Back — The Bayshore's Got 'em



IN THE September issue of FRONT! it was reported that former Dusit Thani General Manager, Warren Anderson, had taken a temporary leave of absence as advised by his doctor

for health reasons. (It was during this Bangkok assignment, that he became known among his WIH associates as "Foreign Warren".)

A subsequent medical check-up in early October revealed a complete recovery . . . and assignment availability.

On October 5, WIH Chairman and Chief Executive Officer, Edward E. Carlson, announced Anderson's appointment as General Manager of the Bayshore Inn. He succeeds former General Manager, Peter Hudson, who had earlier resigned from the Company for personal reasons.

Women's Lib Gets Tongue-In-Cheek Treatment at Georgia



BOB MEANS, General Manager of the Georgia Pub tastes of the "Forbidden Fruit" offered by a charming suffragette at the hotel's Women's Liberation Day festivities.

STREET TRAFFIC stopped short as they passed by the Georgia Hotel entry one morning in late September.

Suspended from the marquee of the usually sedate hotel was a huge banner emblazoned in bright pink lettering with the message, "You've Come A Long Way, Baby!"

It heralded Women's Liberation Day at the Georgia as a promotion devised by General Manager Bob McCauley who feels that hotels offer women more equality and room for promotion than do many other industries. The affair itself, however, was treated in a good natured, tongue-in-cheek fashion.

Among the all-day events was a poll taken of public reaction (both men and women) to the women's lib movement. Pink questionnaires were handed out to be completed, true or false, and deposited in lobby ballot boxes. The questions attempted at impartiality with such statements as "Burning the bra is beautiful" and, "Show me a mini skirt and I'll show you progress".

AT THE hotel entry a girl, dressed as a suffragette acted as a "Doorman" and apples labeled as "Forbidden Fruit" were given out. In the lobby, guests were entertained by a female entertainer in a "gay 90's" sequined dress and plumed hat who belted out a few of the old nostalgic songs as a reminder of the days when women were women and men were glad of it. But it was not all sequined gowns and suffragette styles. In the dining room, attractive girls in the latest mini-mod dress paraded among the diners to emphasize the hem line theme, "you've come a long way, baby".

Ilikaians Experience Mainland "Aloha"

AN OLD Hawaiian custom suggests that if a tourist tosses his floral lei into the sea as he departs, he will be sure to return.

If such a practice were to be followed in reverse by Hawaiians visiting the mainland, they might find themselves challenged by authorities and accused of "water pollution"!

Be that as it may, a recent group of Hawaiian visitors to the U.S. mainland have returned home and with full anticipation of their next return visit—lei toss or no.

They are some-24 members of the Ilikaia staff, who in late September, took a two-week employee group tour of the United States-Canadian West Coast and visited WIH properties along the way.

Their first stops were in Canada where they visited the Imperial Inn in Victoria and both the Bayshore Inn and the Georgia in Vancouver.

THE ITINERARY then took them into Seattle. From their Washington Plaza headquarters they lunched at the Space Needle, toured the Olympic and the WIH Executive offices and were honored guests at an Olympic Hotel luncheon hosted by some of the Company Officers. On to San Francisco, the group toured the city sights and visited the St. Francis, Sir Francis Drake and Miyako hotels.

From here, a few members of the group flew on to Las Vegas to stretch their gambling luck, and others paid a quick visit to the Century Plaza in Los Angeles. But for most, it was time to bid a fond "reverse" Aloha to the mainland for their Hawaii return.

It was the first visit to the mainland for several of the employee travelers and some had never before left the Islands. But the friendly hospitality expressed by their host properties coupled with a certain WIH family familiarity, helped them feel immediately "at home" wherever their stay.

Princess To Operate Drake

IN A joint announcement in mid-October, Princess Hotels International Inc. and Western International Hotels Company disclosed that an agreement had been reached whereby the operation of the Sir Francis Drake Hotel in San Francisco will be assumed by the Princess Group.

EDITOR'S INN BASKET

FANTASTIC! A pocket full of notes submitted by our Winnipeg Inn correspondent, Sandy Irwin, indicates that fledgling property is off to a fantastically successful start enjoying much business and general activity.

At the end of the first month all F&B outlets were in operation with excellent patronage reported.

Their first large convention, the Commonwealth Aircrew Reunion, went off fantastically well and was acclaimed by the group as the greatest ever held.

Also noted was that the hotel has been selected as the headquarters hotel of Canadian Pacific Air crews.

Sandy signs off with a promise, that as soon as he had a chance to slow down a bit—and if he could get staff members to take a breather—he would send us some pictures for publication. Fantastic!

NICE TOUCH—Does a man offer a cigar to a lady? Happens all the time at the Castillion dining room of the Bonaventure and the Cafe Azulejos of the Mexico City Camino Real. At the conclusion of lunch or dinner, at both restaurants, waiters serve table guests with cigars from an attractive silver box with compliments of the management. Oh yes, also included is a selection of cigarettes from which milady may also choose.

QUICKIES: A "merger" at the Cosmopolitan has become known around the hotel as "Harper's Perry". It all happened when Assistant Manager, Steve Harper wedded fellow staffer and FRONT! correspondent, Carol Perry... knew you could hardly wait for this one so here it is. The name selected for the Space Needle's new employee publication is (are you ready?) **IN ORBIT**. It was submitted by a non-staffer so the dinner-for-two prize went to first runner-up Stacy Mogush of the Needle's gift shop for her entry, "Poor Needle's Almanac"... hear that the ever popular specialty drink of Hawaii, the Mai Tai, has taken on a new name at the Ilikaia. It is now known as the "ILI TAI", the sudden inspiration (after sipping and savoring several) of the hotel's Restaurant Operations Manager, John Rader.

FRONT! INTERNATIONAL

Palace Reception Inaugurates Japan Office Opening



TO INTRODUCE the Japan Promotion Office of WIH in Tokyo, a gala reception was held for some 350 invited guests at the Palace Hotel in late August.

Receiving line hosts for the affair, as shown in the photo above were: **Akio Hirao**, Japan Promotion Office Manager; **C.R. Lindquist**, Senior Vice-president, WIH; **Atsuo Matsui**, Assistant Manager of the Miramar in Hong Kong; **Masao Yoshihara**, Executive Managing Director

and General Manager of the Palace; **Chinn Ho**, Developer of the Iikai and Makaha Inn; and **Jim Durham**, WIH area Vice-president, Far East.

THE new offices under direction of **Hirao**, are located within the Palace Hotel building and will service the metropolitan Tokyo area. **Hirao** was formerly the Director of Sales for the Miyako Hotel in San Francisco.



HONG KONG—Hoteletron terminal equipment at the Hotel Miramar in Hong Kong was inaugurated on September 19 by Miss **Tina Ti**, popular Hong Kong motion picture star and TV personality. Miss **Ti** sent the first message over the system booking a hotel reservation in Singapore where she was scheduled for a personal appearance engagement. Photo shows (from left) **Mr. Eddie Yeung**, Miramar Reservations Manager; **Benny Lee** of American Express in Hong Kong; **Miss Ti**; and **John Leith**, General Manager of the American Express Space Bank in the Far East.

COMINGS AND GOINGS (International Division)

These promotions and transfers for WIH de Mexico: **Dieter Obermann**, formerly Area Director of WIH de Mexico, has been appointed General Manager of the Mazatlan Camino Real opening in June of next year... **Antonio Alvarez**, formerly Area Director in WIH de Mexico head offices, is appointed Comptroller for the Camino Real Puerto Vallarta... transferred as Comptroller from Camino Real Puerto Vallarta to Comptroller of the Ritz Hotel in Mexico City is **Carlos Gutierrez**... **Roberto Sanchez**, Ritz Hotel Comptroller is appointed Comptroller of the Camino Real Mazatlan... **Guillermo Hernandez**, formerly Executive Assistant Manager at Puerto Vallarta, is named Manager of the Hotel Tres Rios in Culiacan... from the Alameda is **Jesus Lopez Diaz** named Assistant Manager at the Camino Real Puerto Vallarta... former Comptroller of the Camino Real Chapala, **Julian Munoz Izquierdo**, is named Comptroller of the recently acquired Camino Real Cabo San Lucas in Baja California... New Comptroller of Camino Real Chapala is **Eduardo Santana**, the hotel's former Assistant Comptroller... **Eugene Auer**, formerly Director of the Rooms Division at the Camino Real Mexico City is named Manager of the Camino Real Tampico... **Donald Davis**, former Director of Sales at the Camino Real Mexico City, is named Director of Purchasing for WIH de Mexico Executive Offices... **Pablo Maes** transfers from WIH de Venezuela offices to the Camino Real Mazatlan as Director of Sales.

Recent promotions at the Dusit Thani Hotel include: **Paul Vorapong** from Room Service Manager to Assistant F&B Controller; **Prateep Hemrumpai** from Assistant Manager Castillion Restaurant to Room Service Manager; **Chaiporn Julpura** from Tiara Captain to Assistant Castillion Manager; **Fleurette Montpetit** from Office Manager to Public Relations and Local Advertising Manager.

Camino Real Saltillo Adds 24 New Rooms

IN mid-summer, the Hotel Camino Real in Saltillo, Mexico announced the addition of 24 new rooms to its accommodations for a total of 90 rooms.

The rooms are all deluxe twin, doubles and all luxuriously decorated and equipped. General Manager of the Camino Real, is **Ernesto Barberi, Jr.**

ACCOUNTING

"GROWTH . . . Through Change"

AT last year's Accounting Conference, members broke ground for the new decade ahead guided by the theme "Preparation for the Future—the 1970's."

One of the major challenges encountered was the necessity to revise, adopt or accommodate the procedures required to keep pace with this fast changing era . . . It was with this in mind that the 1970 Accounting Conference selected as its working theme, "Growth Through Change".

The Conference, held jointly at the Olympic and Washington Plaza hotels on September 20-22, was attended by some 23 Controllers and Assistant Controllers of WIH properties in the United States and Canada. Also attending were staff members of the WIH Accounting Center and representatives of the Accounting Services Committee.

ONE OF the major changes, as suggested by WIH Chairman, **Edward E. Carlson** during his pre-conference reception address, related to Western's association with UAL, Inc. As a result of this association Western would now be operating on a calendar year basis rather than a fiscal year ending March 31. This meant hotel controllers would have to accelerate department activities to complete their year-end financial operating and budget reports for presentation to Corporate offices.

Another change was the adoption of separate financial reports (for corporate analysis) and operating reports (for operating analysis) and at earlier due dates each month. This will eliminate the present "Instant" Profit and Loss statement system and provide corporate offices with a more timely financial tool with which to operate.

A presentation by **Bill Ellis**, Century Plaza Controller, explored opportunities for prudent investment of a hotel's funds.

PANEL discussions involving group participation were rated among the most valuable Conference highlights. They allowed attendees to ask pertinent questions, to air views and stimulated a great deal of group expression. Many of the situations presented will be explored extensively during the coming year by the Accounting Services Committee with results of findings reported to the Conference attendees.

HOUSEKEEPING

"PLANNING . . . For Results"

WHAT is the criteria that judges a professionally administered Housekeeping Department within a Western hotel?

Establishing performance standards as part of the answer was among the principle objectives confronting the WIH Executive Housekeepers during their annual Institute held at the Bayshore Inn from October 7 to 10.

Attending were some 26 Executive Housekeepers from the United States and Canadian properties for the three-day agenda. Their theme was "Planning For Results" and their approach to this planning was through both individual group discussions and specific issues and general participation sessions, as moderated by outside Consultant for WIH, **Don McCutcheon**.

The results were "standards of performance" guidelines, that reflected not only Western's quality image but the group's high degree of professionalism and leadership in the industry.

As WIH Executive Housekeeper, and Institute Chairman, **Hanne Dittler**, states, "No longer can a Housekeeper be judged solely by the conditions of a room. As important are her administrative abilities, her knowledge of cost controls, supplies and equipment, her approach to staff administration and the many other requirement skills necessary as a highly responsible member of the hotel's management team".

STAFF HIRING, methods for encouraging a department "team" atmosphere through incentives and a greater participation by the staff in the department's objectives were also discussed.

In this connection, Housekeepers **Gina Tucker** of the Century Plaza and **Lisa Nicholas** of the Calgary Inn addressed the group on staff hiring and training techniques as practiced in their properties. A more general coverage of this subject was reviewed by **Gordon Schneider**, WIH Director of Personnel.

Housekeepers **Marti Reinhart** of the Olympic, **Mary Joyce** of the Continental Plaza and **Renate Seybold** of the Washington Plaza presented approaches to Supply Control Techniques as used by their various properties. This included suggestions for encouraging a staff awareness of supply costs and the need for operating efficiency.

FOOD & BEVERAGE

"TRAINING . . . Improves Profit"

"TRAINING-Improves-Profit" was the theme "T-I-P" to the working agenda ahead that greeted the delegates.

The delegates were Food and Beverage Executives from throughout much of Western's World attending the 18th Annual Food and Beverage Seminar at the Benson Hotel in early October. Included in the representation were Executive Chefs, Food and Beverage Managers, Catering and Banquet Managers, Restaurant Managers, Controllers, and Purchasing Agents among others.

For the first half of the 3-day session, the group was involved in a formal training seminar. It was the third in a series prepared and presented especially for them by Management Consultant (of the American Management Association) **Joseph A. Robinson**. Past AMA seminars had helped the group work out meaningful guidelines for establishing departmental job descriptions and standards of performance. Now the objective was to establish the criteria for a successful job performance appraisal as to its principles and practices.

Following the AMA program were presentations by members of the Food and Beverage Division Offices. Division Assistant Director, **Bernard Awenenti**, elaborated on the role of the printed menu particularly as to its design, atmosphere compatibility, food item description and "sales" appeal.

CONVENIENCE foods and its application to Western's operations were discussed by Department Assistant, **Gretchen Mathers**. Staff training and more accurate department controls in the beverage areas were emphasized by WIH Beverage Supervisor, **Fred Putnam**.

The groups "training" theme objectives found additional practical application during the final day's session. Under WIH Personnel Division direction the members hammered out methods and guidelines for employee training programs as applicable to their particular departments. Assisting in this essentially, "training the trainers on how to train" presentation were **Gordon Schneider**, Director, and **Larry Morris**, Assistant Director of the WIH Personnel and Education Division; **Jim Wilson**, Assistant Director Rooms Division; **Bernard Awenenti**, and **Don McCutcheon**, WIH Consultant.

"Golden Chalice", "Silver Spoon" Awards Presented



WINNERS OF TWO Silver Spoon Awards (for their Breakfast and Dessert Menu) was the Space Needle Restaurant receiving their certificate above. From left: Basil Miaullis, Benson General Manager; Joe Callihan, WIH Vice-president; and Lynn P. Himmelman, WIH President with Space Needle crew: George Johnson, Manager; David Diaz, Chief Steward; Rolf Schmidt, Executive Chef; (Front Row) Bob Harvey, Restaurant Manager; and John MacLean, Purchasing Agent.

Brun Named "Master Chef"

WALDO BRUN Executive Chef of the Houston Oaks hotel now under construction in Houston, Texas, was awarded



membership into Western's most distinguished culinary group, the "Academy of Master Chefs".

In brief ceremonies during the recent F&B Conference Chairman's Dinner, Walter Roth, Executive Chef of the Century Plaza and one of the original founders of the Academy, placed the ribbon medallion around Brun's shoulders formalizing his membership into the group. He was also presented with a framed membership certificate by WIH Chairman, Edward E. Carlson.

TO QUALIFY for membership, a chef must have served as an Executive Chef for five years and have had continuing experience through all kitchen departments previous to that.

Swiss born and trained, Brun joined WIH at the Bayshore Inn in Vancouver in 1961.

In 1967, he was named Executive Chef of the Sir Francis Drake and in 1970 he transferred to Houston in his present position as Executive Chef of the Houston Oaks.

AN attractively designed menu with an appealing selection of items temptingly described, not only anticipates a pleasant dining experience but can also be an effective sales tool in "selling" items listed.

To encourage interest in menu design excellence among the various WIH properties the Food and Beverage Division sponsors its annual "Golden Chalice" and "Silver Spoon" Award promotions.

EACH year, the hotel menus submitted are assembled for evaluation by a panel of outside judging experts. For the most part these are people involved in the Food and Beverage Industry such as Food Editors, other Restaurant people, etc. Judgment is made according to a pre-

established point system that takes into account menu content, variety, phrasing, description, layout and appearance including use of art work.

The winning menus award presentations are made at group luncheon ceremonies during the course of the annual Food and Beverage Conference.

Silver Spoon awards are given for food menus in various categories. The Golden Chalice is awarded for the most outstanding wine list, drink list and drink promotion.

The award competition and the winner(s) in each of the categories for 1970 are as follows:

Silver Spoon Awards

Breakfast Menu—The Space Needle; Coffee Shop or Dining Room Luncheon Menu—(two winners) the Piccadilly Bar of the Antlers Plaza and the Beef Room of the Washington Plaza; Specialty or Atmosphere restaurant—The Benson's London Grill; Dessert Menu—The Space Needle; Room Service—The Winnipeg Inn; Children's Menu—The Century Plaza's (Mickey Mouse Mask); Special Menu—The Dusit Thani (for its Pavilion Cafe "Nite Owl" menu).

Golden Chalice Awards

The most outstanding Wine List—Benson; Outstanding Cocktail Menu—Winnipeg Inn; Outstanding Drink Promotion—The Dusit Thani's "Surin Special" which is served in a teak wood container with two carved elephant head handles.



DINO VONDJIDIS, Executive Assistant Manager of the Dusit Thani (right) receives the traveling trophy for the hotel's winning Drink Promotion from WIH President Lynn P. Himmelman and WIH Vice-president, Joe Callihan.



OUR GALS IN NEW YORK. The voice of Western International Hotels in New York City is obviously a smiling one judging from the photo above. These are the New York Regional Sales Office Reservations crew: (Bottom Row) Susan DePeri and Kathy Cariello; (Middle Row) Milli Crisostomo, Estella Powell, Hilde Leffler and Maureen Connolly; (Top Row) Jean Rodrigues and Joan Stokes.



HOT WHEELS. A solution to the Los Angeles transit problem (with an added plus against air pollution and for physical fitness) was solved by these three Century Plaza staffers. They bike back and forth to work each day from their homes in Santa Monica which averages about 4 miles each way. The "hot wheelers" from left are Sharon Schwartz, Accounts Receivable Clerk; Linda Turney, Accounts Receivable Secretary; and Sherry Swan, Secretary to the Resident Manager.

BLITZ. In early September Sales staff members of the Washington Plaza, Olympic and the Los Angeles Regional offices joined forces in San Francisco with St. Francis and San Francisco Regional offices sales people for a Bay Area Sales Blitz. Its purpose was a concentrated sales effort to generate corporate business for the Seattle properties. A similar campaign was waged the following week in the Los Angeles area. The "go get 'em guys" of the San Francisco blitz team are pictured above from left: Bob Hutchinson, Washington Plaza; Gary Long, WIH Marketing Division; Jack Miller, Los Angeles Regional Office; Cliff Sugimoto, San Francisco Regional Office; Ty Stroh, Washington Plaza; Jeff Marks, Los Angeles Regional Office; John Steinbach, Olympic; Dick Biehn, St. Francis; and Bruce Mumford, Olympic.

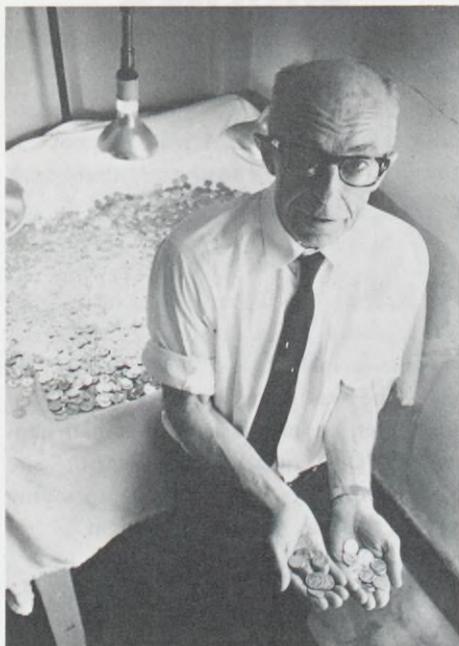


HORNEY OWLS. Finishing their 10-game season with a record of 7 wins, 2 ties and 1 loss, the Calgary Inn soccer team receives local acclaim as the "Calgary District and Rocky Mountain National Park Champs". Known as the "Horney Owls", they are, Back row from left: Peter Johner, Peter Landolt, Ving Woo, Camille Schwartz, Dino Geogalas, Tony Johnston, Walter Chell, Coach; Spiro Vassiliou, Uwe Welsch, Joern Reimers, Wolfgang Goudriaan, and Dieter Welsch.

NEWS-PICTORIAL



SUN BAR. Now that wintry weather is almost upon us it's sorta' pleasant to look back on the things we did last summer. One of the nicest was happening on the rooftop gardens of the Bonaventure. It was the opening of its newest and very popular attraction, a poolside bar, "Le Barsoeil" (sun bar) for the convenience of sun and pool bathers.



WHAT'S HIS LINE? The clue is in Arnold Batliner's hands. Batliner, Coin Washer for the St. Francis Hotel, recently flew to New York and stumped the experts on the TV guess show, "What's My Line". The taped show is scheduled to be released throughout the United States sometime in January. Coin cleaning, using special washing equipment, has long been a St. Francis tradition and it is one of the few major hotels in the world to perform the unique guest courtesies.



PUERTO VALLARTA—Joern (Hubie) Stroka, Acting General Manager of the Camino Real, Puerto Vallarta, welcomes United States President, Richard Nixon to the hotel. The Camino Real was host for business and social functions when President Nixon and his group conferred with the President of Mexico during their Puerto Vallarta meeting late this summer.

Drum Beating "Cultural Treasure" On Miyako Staff

FOR THE average hotel guest, a stay at the Japanese styled Miyako hotel in San Francisco is a somewhat unique experience.

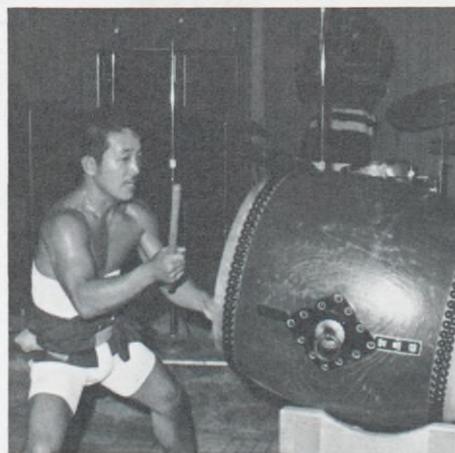
But even the most travelled might lose his sophisticated composure if he knew that his bellman was an authentic in-the-flesh Japanese "Cultural Treasure!"

This rare distinction has been bestowed upon the personage of Miyako Bellman Seiichi Tanaka by the Japanese Government. It was given in recognition of his mastery of the classic Japanese drums—a talent that requires years of training and finds its stylized origins deep in Japanese history.

The sounds emanating from Seiichi's drums are very exciting and quite different than those which Westerners are accustomed to hearing. It is actually as much a physical exercise as a rhythmic or musical one. The movements and postures are as exacting and difficult as those demanded from karate (in which Seiichi has attained a black belt) or even the theatrical art of kabuki. The drum is a fairly large, barrel shaped affair and is mounted on a wooden frame.

WITH HIS talent developed in Japan, Seiichi came to the United States to establish a drum club in the hope of introducing this unique Japanese art to America (He joined the Miyako staff as Bellman when it opened in 1968). Seiichi was able to organize a drum club group of four members in San Francisco which included another Miyako staff member, Room Service Waiter, Koji Imai.

The group performs at various func-



TANAKA and Japanese drum

tions celebrated by the Japanese community in the city as well as in less formal affairs such as Japanese restaurant openings, business anniversaries and at groundbreaking ceremonies for new construction. Occasionally, they will perform for delighted guests at the Miyako's Garden Bar.

The group, the first of its kind in the United States, has begun to receive widespread acclaim and requests to perform from as far away as San Diego and St. Louis.

However, while other members of the Miyako staff display a tremendous admiration for Seiichi's talent, they would deeply regret losing both him and Koji Imai to the professional stage. Not only are they excellent employees and talented artists, but the possibility of losing their authentic Japanese "Cultural Treasure" is not to be taken lightly.



FIRST PLACE. Placing first in the Second Annual Oregon Hotel-Motel Golf Tournament in September was a foursome from the Benson Hotel. Team members included (above) Jerry Pauley, Director of Sales; Jim Britt (with trophy), London Grill Waiter; Gary Kjenslee, Doorman, and (not pictured) Keith Smith, Bartender. Benson General Manager, Basil Miaullis (second from left) gets in on the trophy presentation.



FRONT FAMILY FEATURES

The Amateur Gourmet

Wines

Which Wine To Serve?

WHILE its use is centuries old, each passing day finds more and more people "discovering" the pleasures of serving and drinking wine.

Unfortunately however, for many people these pleasures have remained limited—inhibited by a lack of knowledge of proper wine etiquette. They have become confused and intimidated by exaggerated "rules" as to which wine to use with which foods. Rather than embarrass themselves by serving the "wrong" wines to guests or in ordering an "incorrect" wine with their meals in restaurants, they will go without.

To counteract this attitude, those connected with the wine industry and others have stated that the only broad rule one need follow is, **The wine that pleases you is the wine to use**".

While this statement could be generally accepted to a point by the novice, a more practiced palate will discover that certain wines do go better with certain foods. For instance, just as candy is not eaten with a main course ordinarily, neither is a sweet wine served then.

WINES range from dry (the opposite, in this case, of sweet) such as most dinner wines to sweet as most dessert wines—and in degrees of dryness and sweetness in between.

Within this range are five broad classes of wines. There are **appetizer wines**, such as some sherrys and vermouths, that run from dry to medium. There are **red dinner wines**, such as Burgundy and claret, and **white dinner wines**, such as chablis and sauternes—all mostly on the dry side. **Dessert wines** such as port and tokay run toward sweetness. Then there are **sparkling wines**—the most popular is cham-

pagne—which can range from extra dry to nearly sweet.

GENERALLY speaking (or drinking) the red dinner wines go best with red meats because of their more hearty flavor. White dinner wines complement the more subtle white meats such as chicken and seafood.

Listed among the red wines, although they are actually pink in color are the Rose wines. This is a very light wine and goes nicely with any meal item and is especially good to take on picnics!

Champagnes are also all-purpose and may be served before, during and after meals—as your budget permits.

ONE MORE hint for better wine enjoyment... red wines seem to taste better if served at room temperature while white wines, roses and champagnes are better chilled.

(Next Month—How to Serve and Keep Wines.)

Puzzlers

FATHER AND SON

My father's age I just found out.
He's four times as old as me
But after only five more years
His age'll be mine times three.
You can sure guess what I'll ask of you,
So speak without delay.
My father's age—and also mine—
Quick now, what do you say?

MONEY EXCHANGE

Suppose you are a Cashier at the front desk and a guest wanted to cash a check for sixty-three dollars cashed in six bills, none of them ones. Can you satisfy this request?

TWO QUICKIES

A certain number is increased by 3 and the result is then divided by 2. The result is twice the original number. What is the number?

What two whole numbers multiplied together give 31?

ANSWERS: (1) Pa is forty and I'm ten the till (3) One (4) Thirty-one and one. . . . but gaining on him (2) You could if you had a fifty, a five, and four two's in

FUNNIES

Overheard at the Bar: "I was all ready to accept an invitation to the \$100 a plate political dinner until I read the note at the bottom of the letter that said, 'Roquefort dressing 25 cents extra'."

On a recent air flight, a woman went to the lavatory a few moments before the captain turned on the "fasten seat belt" sign. She was gone for quite some time when her husband asked what had happened. "Oh, I was just coming out" she responded, "when this sign lit up saying 'return to seat', so I sat back down".

Overheard in the dining room as the pastry tray was being offered: "If my eyes say yes, yes—it's usually a no-no".

Cheering thought. If you're losing a little on top... you're probably gaining it back in the middle.

The Safety-Front

OVER the past several years, the National Safety Council has urged drivers and other auto occupants to "buckle up for safety". That is, to wear seat belts whenever traveling in a car.

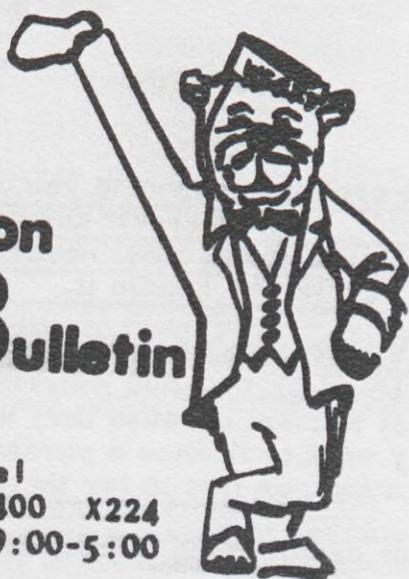
A council study estimates that if all those car occupants involved in traffic accidents last year were wearing their seat belts, 8,000 to 10,000 lives could have been saved. It also estimates that from 2,700 to 3,300 lives were saved during 1969 because auto occupants involved in traffic crashes were wearing their seat belts.

OTHER studies show that people who need seat belts most generally use them least. That is, driver groups with higher accident involvement rates tend to use seat belts less than driver groups with lower rates.

Who does use seat belts most? Studies have shown that older drivers use them more than young drivers; male drivers more than female drivers; and they are used more when traveling on super highways than on city streets.

WHETHER you are a young female driver around town or an older male super highway sport, accidents can happen. **So, Buckle Up For Safety—you may owe your life to your seat belt!**

Credit
Union
Bulletin



Washington Plaza Hotel
Room 224
Seattle,

MA 4-7400 X224
Hours 9:00-5:00



*happy
thanksgiving!*

Your Credit Union - - - It Does

The credit union world you belong to is a different kind of world. In your credit union world money is used to solve problems and to meet needs, NOT to "make money" for the people who handle it.

HAVE YOU EVER THOUGHT THAT...

...about 22,000,000 Americans belong to credit unions, most of them because they know they get a better break when they want to finance a purchase, repair a home, pay for a vacation, or just to lay their hands on some cash?

Your credit union is your money-service agency. Its chief jobs are to put money in your pocket when you save with it, and to keep money in your pocket when you borrow from it.

1. The cost of a credit union loan is low. In spite of all the verbal promises over the phone, there is no such animal as a 6% personal instalment loan. You rarely find consumer instalment money for less than credit union net cost, unless you ask other credit unions.
2. The credit union loan is made to meet needs, not to make money. Your credit union officers discourage a borrower who should not be borrowing. On the other hand, your credit union may lend a member far more than he asks in order to help him control his finances.
3. It is more convenient to make the loan in the first place, and more convenient to make the scheduled payments.
4. Every eligible loan is covered by life insurance to \$10,000, and at no extra cost. An insurable borrower cannot leave a personal debt behind him for someone in his family, or for a co-maker to pay. Security is not forfeited.
5. Members' affairs are treated in confidence. Credit union officers observe the strictest honor in asking members no more personal questions than they must, and they guard confidential information as if their own reputations were at stake.

Union Services Debt Doesn't Sell It

6. The credit union does not charge refinance penalties. Many commercial houses charge a stiff fee for rearranging the payment terms or increasing the amount of a loan.

7. With the credit union the borrower can pay ahead of schedule without penalty. Credit union officers who have helped in loan consolidations know how big a price people sometimes pay for getting out from under a personal loan made "outside."

8. The borrowing member is dealing with his friends. Your credit union has a heart. When repayment becomes difficult, for instance, the credit union does not compound a man's troubles, we help to solve them.

In brief, the credit union loan is credit extended to people by themselves, with their own money, for their own good.

None of this means that the credit union is a soft touch for people who ask for more money than they can handle, or who have failed to keep previous agreements.

One more special thing about your credit union: if it knows that you really can - under very special circumstances - borrow more favorably somewhere else, it will advise you to go there.

But you need to have full protection when you make comparisons. Verbal promises and quotations mean very little. Insist on seeing all the facts in a completed Disclosure Statement, which will give you the Finance Charge (the cost of the credit) and the Annual Percentage Rate (the basis on which the cost is figured).

You will find, 99 times out of 100, that your credit union's Disclosure Statement gives you more for less cost than anyone else's.

TRUTH IN LENDING!!

Is it true what they are saying? You bet!
Money is tight these days in Seattle. It
is getting harder to pay those bills and
still come up with a little extra for the
things you and your family want.

Is it true what we are saying? You bet!
Your Credit Union, Westy Federal, has money
to loan it's members for almost any purpose.
If you are a Westy member and need money,
apply for your loan. If you're not a Westy
member, JOIN UP NOW! Just see your Personnel
Coordinator or call Mrs. Alta Bloomer at the
Washington Plaza Hotel, MA-4-7400, ext. 4224.
DON'T FORGET ... Many great prizes will be
given away at the Westy Open House on
November 11.

In honor of Westy's Birthday, the offices
in the Washington Plaza will be open all day
so you can get to know even better what Westy
is all about \$ \$ \$ for you!

Our sometimes Picture Caption Editor dropped by the office recently after a lengthy disappearance (said he had been attending a rock festival on an unnamed Aleutian Island with a bunch of hippie seals and assorted straight penguins, and was obviously still on whale blubber). Following are his "explanations" of what was really happening in each of these employee photos.



"That's easy . . . they're raking the beach for lost coins dropped by sunbathing tourists." (Ilikai employees continue their year-long campaign to keep Waikiki clean.)



"The big black book has scored again and, yes, she can also line up a date for his good-looking friend." (Assistant Manager, Mike Corrigan and Chief Clerk, Joel Vest of the Century Plaza.)



"She's positive she placed it somewhere on her desk but now it seems to be gone." (Doris Dreher, Secretary for the WIH Design & Construction Division.)

PHOTO ALBUM



"They've just heard a good joke but the guy on the right didn't get it." (Benson staffers from left: Wanda Nelson, Accounting Secretary; Bob Keith, Controller; and Ken Williams, Assistant Controller.)



"Notice their strained smiles . . . I can tell both are wearing girdles that are killing 'em." (Cosmopolitan Maids, Katie Mack and Louise Pogue.)



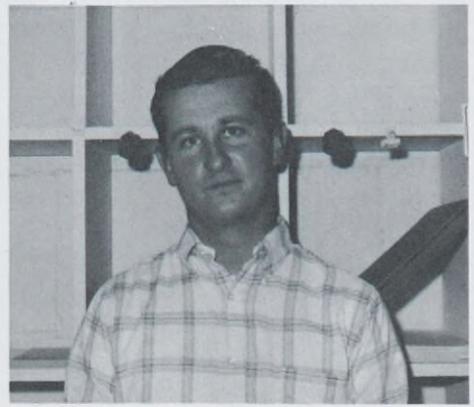
"You'd be happy too if you had just won the office football pool." (Pat O'Brien, Purchasing Agent for the St. Francis.)



"Don't let that innocent smile fool you . . . I know he's already had three helpings!" (Jack Swaboda, Food and Beverage Manager of the Bayshore Inn.)



"A bulbsnatcher . . . and caught in the act!" (Norman Rockwood, Lampman of the Olympic's Maintenance Department.)



"Whatever went wrong, he's pretty sure he didn't do it . . . and, anyway he was sick that day." (Laundry Manager of the Northern Hotel, Ed Bargar.)

Westside Room

OF THE CENTURY PLAZA

IT WAS almost like being "back stage" just before show time.

In an hour or so the first dinner guests would start arriving and still later the first show of the evening would begin.

For the present, the Westside Room Theatre-Restaurant was almost empty. The house lights were up and here and there room staffers, like stage propmen, were setting up in preparation for the expected crowds. Waiters dressed in their semi-formal Room uniforms began to drift in and near the entry ringing telephones were promptly answered by the girls handling the dinner reservation requests.

THE PHONES seemed especially busy. As the huge posters outside the Room entry announced, this was opening night for the featured name entertainer.

Seated at a near ringside table and still dressed in street clothes, was the Room Manager, Fred Bishop. Later he would have to change into formal dress for his role as the gracious room host, but now he was otherwise busily occupied as he flipped through a stack of paper work and submitted to this interview. Occasionally, these activities were interrupted for quick conferences with one or another staff member. Certain last minute preparations for the opening had to be made or some special guest arrangements had to be attended to. Each exchange was handled with dispatch in a direct but friendly manner.

TIGHT SHIP

"We run a tight ship," Fred states, then he added, "The Westside Room is the finest theatre-restaurant around—I don't think you'll find another Room to match it in the quality of its cuisine, entertainment and service in the world!"

FRED offers this judgment with the authority of years of exposure and experience in the business. Previous to his management appointment to the Westside Room (he has been with the Room since the Century Plaza opened in mid-June 1966) Fred worked for several years in some of the better known Miami Beach hotels, such as the Eden Roc for 8 years, as well as other top East Coast hostelrys.

Fred also claims a show business background which he finds of particular advantage in his position. He is the brother

. . . a "room attitude" for quality and service excellence



of TV personality, Joey Bishop, and in his earlier years, was teamed on stage with Joey and another Bishop brother. Because of his show business associations, Fred maintains a familiar relationship with many of the Nation's top entertainers, several of which have appeared on the Westside Room stage.

THE ROOM is in itself a showcase of theatrical glamour and elegance. Its semi-circular arrangement of tiered levels focuses on a dance floor and orchestra stage. The seating capacity is for 300 persons but from either the banquettes or rail-side tables all seating enjoys an un-



ROOM MANAGER
Fred Bishop brings to the Westside Room a background of show business excitement and restaurant business know-how.

obstructed view of the stage. Red with gold are the predominating Room colors. Subdued lighting from glittering chandeliers, areas of walnut paneling, and plush carpeting further contribute to the Room's atmosphere of warm intimacy in spite of its fairly large size.

The full complement of Room employees include 14 Waiters, four Captains, six Busboys, and three Reservations Girls. Also, included in the staff are two very knowledgeable Wine Stewards who have been with the Room since it opened. It is open from 6:30 p.m. to 1 a.m. six days a week (dark Mondays) and showtimes are scheduled for 9:00 and 11:30 p.m. The twelve

piece Room orchestra, under the direction of Al Pelligrini, performs for both entertainer accompaniment and guest dancing. The orchestra has become its own popular Room attraction during the three years the group has been booked.

AS PREPARED under the direction of the Century Plaza's Executive Chef, Walter Roth, each item of the Room's superb menu is cooked to order by Westside Kitchen Chef, Glur Werner. To complement the guests' fine dining experience, the Room offers a distinguished selection of foreign and domestic wines.

ROOM 'ATTITUDE'

But what is most impressive is the quality of service and personal attention the Room staff extends to its guests. Fred expressed it as a "Room attitude". We must reflect the same high standards and quality image the Century Plaza itself is known for," he explains. Then, referring directly to his Room staff, he says, "Many of our people have been with us since the Room opened and they've all developed a professional attitude towards their jobs. They know what they have to do and how to do it. We all know, for instance, that there is nothing worse than an unhappy guest, so each of us does his best to satisfy all guest requests and offers the finest service and attention possible to keep 'em happy."

LATER that evening we were Westside Room guests for dinner and the opening show. Both were outstanding. But it was in the staff's "attitude" for service excellence and personal attentiveness that made the occasion a particularly memorable one.