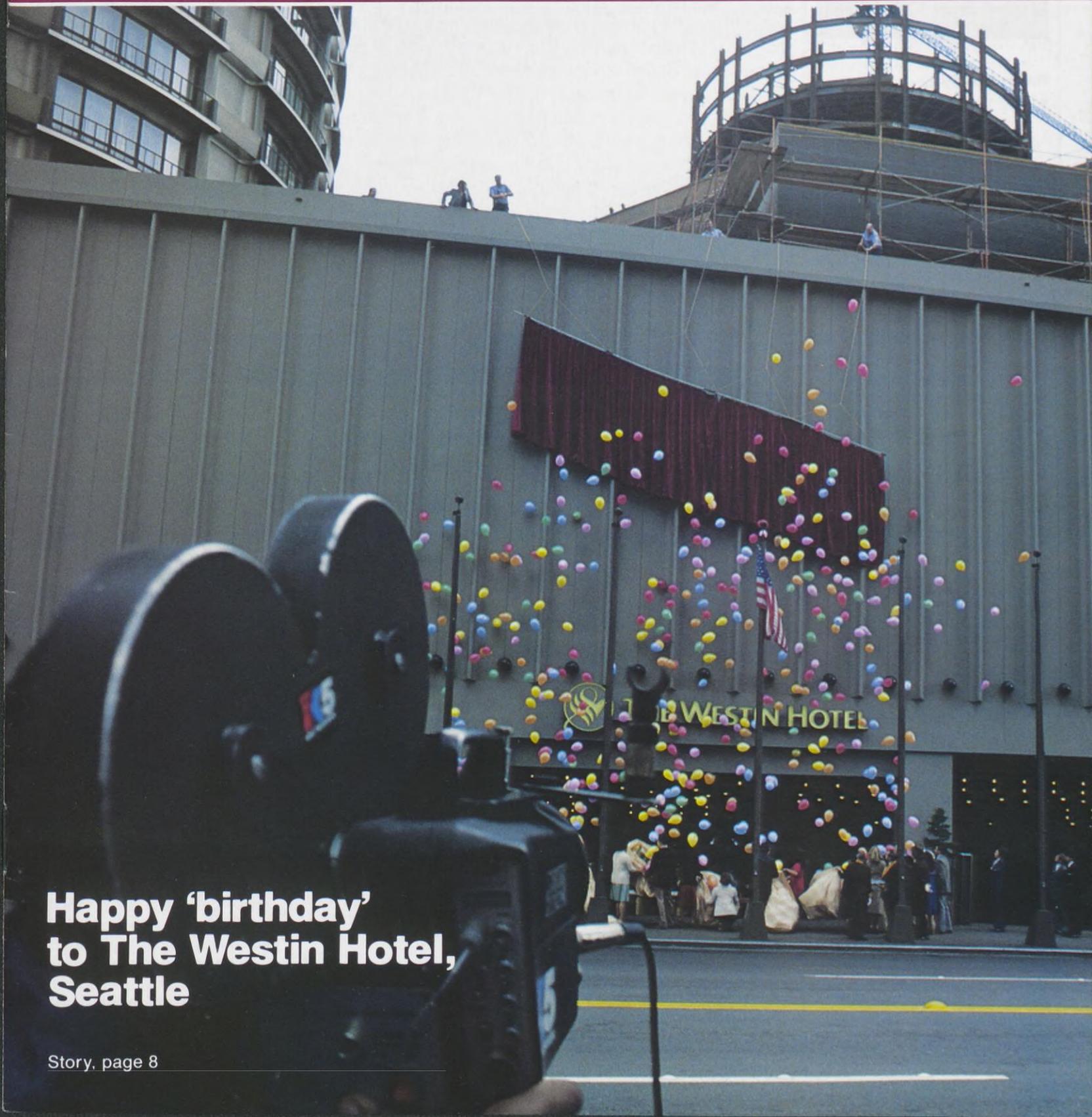




WESTIN HOTELS

OCTOBER 1981

Front!



**Happy 'birthday'
to The Westin Hotel,
Seattle**

Story, page 8



Harry Mullikin

*Chairman and
Chief Executive Officer*

Front Cover: *Since the company changed its name to Westin Hotels in January, many hotels have followed suit, incorporating "Westin" into their names also.*

The name changeover process is a many-faceted and complicated one, and one hotel that completed almost the entire name changeover in a dramatic – and hectic – overnight transformation was the now-named Westin Hotel, Seattle, formerly the Washington Plaza.

To mark the official name-change on September 1, the hotel invited VIPs and press to witness the unveiling of The Westin Hotel, Seattle's new Westlake Avenue entrance sign.

Following comments by General Manager Jim Treadway and Westin Chairman and CEO Harry Mullikin, the drape covering the new sign was lifted and hotel employees released hundreds of helium-filled balloons while a band played to onlookers' cheers. Story, page 8.

Front!

A monthly publication by and for employees of Westin Hotels

Gabe Fonseca,

Internal Publications Manager

Linda Plumb,

*Publications Editor
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Seattle, WA 98121*

Our new name identity is taking hold

I am very pleased to report that our Westin Hotels identity continues on course in establishing itself throughout our company and in creating a strong identity with the public as a name synonymous with the finest hotels and resorts in the country.

In this issue of FRONT! you'll be reading about a number of cases in point.

There is a two-page feature, for instance, that details the Washington Plaza changeover and its "rebirth" as The Westin Hotel, Seattle.

Another article reports on the latest group of hotels that have incorporated Westin into their existing hotel names or who have changed their names to Westin.

Of more internal interest, the back color-cover of this issue pictures the many variations of our new Westin Hotels service pins. We think you'll agree that these Westin symbol pins are not only exceptionally attractive, but reflect the superior quality your hotel and your company represent.

Yet another FRONT! story introduces the handsome new Golden Gavel pin now emblazoned with our Westin symbol.

These are just a few of the many identity changes that have been taking place since we introduced our new company name and symbol last January. And before the entire changeover is completed there are a number of changes yet to be made. We will be keeping you informed of them as they occur.

Meanwhile, I would like to express my appreciation for your generally very favorable response to our name change. Not all of these changes, I realize, have been easy for everyone to accept. But, as a group, you have taken these changes in stride, and I want to compliment you on the character you have shown in the way you have accepted and whole-heartedly participated in our company's transformation.

Your cooperation has proven once again that Westin Hotels is a great group of people. Thank you very much.

It's that dreamed-of tropical paradise.

Lush growth and flowers spilling down to the sea. Broad, unspoiled beaches edging blue-green Pacific waters. And more than 350 days a year of clear, sunny days.

It's Ixtapa, one of Mexico's newest resort locales widely acclaimed for its extraordinary natural beauty.

Now with the opening of the Camino Real, Ixtapa in early October, there's an extraordinary hotel to match all that magnificence.

For one thing, the 450-room hotel's spectacular setting takes full advantage of the surrounding beauty.

Nestled on a hillside, the hotel and its beautifully landscaped grounds cascade down to the sandy beach below. And outside each guest room, a private hammock-equipped terrace opens to panoramic ocean views.

For another, each guest room is as handsome and inviting as can be found anywhere. The furnishings, designed by the hotel's architect, Ricardo Legoretta, includes chairs crafted of leather, handmade lamps and colorful tile headboards.

Each air-conditioned room also features a fully-stocked refrigerator bar. And when the sliding louvered doors to the terrace are open there is a Casablanca-type ceiling fan to circulate cooling ocean breezes.

Everywhere throughout the hotel there is ample evidence of special touches and careful details combining to create a unique resort environment.

"It's literally a hand-made hotel," notes Ulrich Schwartz, Westin sales vice president/marketing. "In addition to the many meticulously hand-crafted items throughout the hotel, almost everything that went into its construction — even the mixing of cement — was all hand done.

Camino Real, Ixtapa — Westin's proud new addition to its Mexico hotel family



All guest rooms at Camino Real, Ixtapa offer spectacular ocean views from their private terraces.

"At one time there were as many as 3,400 workers swarming around the site."

The hotel, probably one of the most expensive that Westin has been involved with to date, cost almost \$150,000 a room to build, Schwartz estimates. "It's quality all the way," he says.

The Camino Real, Ixtapa offers no less ambience — or quality — in its food and beverage outlets — numbering five in all.

The elegant La Esfera features international dinners under the stars or inside. After dinner, the room turns into a lively nightspot.

Azulejos serves breakfast, lunch and dinner both indoors and out.

There's an informal beach-side grill, La Cueva, and overlooking the three dramatically cascading freshwater pools is the Solarium for breakfast, light lunches and drinks.

The lobby bar features tropical drinks, live entertainment, and a view of the Pacific Ocean.

And to help supply all the food outlets with only the best and freshest edibles, a gourmet shop will turn out fresh pasta, bread, ice cream, pastries and other specialties daily.

While it has much to offer the pleasure traveler, the Camino Real expects to do a good meeting business also — as much as 35 percent of its total business, says Schwartz.

The hotel's ballroom seats 600 for a banquet or 750 for a reception, and has two smaller rooms that will handle groups from 20 to 70.

Whether on business or strictly for pleasure, guests can choose to relax, or take a more active approach to their hotel stay.

For those more inclined to recline, there are the private

terraces for lounging or sunbathing, or a choice of three fresh-water pools, or the secluded beach.

More active-minded guests may want to golf on the nearby par 72 Robert Trent Jones course or play tennis on one of four championship courts. And there's water sports of every kind from scuba diving and deep sea fishing to waterskiing.

Along with its luxury and modern amenities, the Camino Real, Ixtapa also offers something more. That "something more" — a step back in time to the quaint, unhurried side of old Mexico exploring Zihuatanejo, the small fishing village bordering the resort.

Or for the more adventurous, the hotel provides rental jeeps for exploring other villages and tropical plantations.

The Camino Real, Ixtapa is located twenty minutes from the Zihuatanejo International Airport and 130 miles north of Acapulco on what is known as Mexico's "Gold Coast."

The hotel represents Westin's first major dollar investment in Mexico and is jointly owned by Westin and other partners.

Andres Rossetto, former general manager of the Camino Real, Guadalajara, and with Westin Hotels since 1969, is the general manager of the Camino Real, Ixtapa.

Now, all Canadian hotels include Westin identity

As of mid-September it's The Westin Bonaventure, Montreal. (In the province of Quebec it's known as Le Bonaventure Westin, Montreal.)

The Montreal hotel was the last Canadian property to incorporate Westin in its name that now includes The Westin Hotels in Toronto, Edmonton, Calgary, Winnipeg and Ottawa (under construction), and The Westin Bayshore, Vancouver.

NEWSFRONT

New service pins tell a lot about wearer

The new Westin service pins — a bronze-tone replica of the company's symbol — are now available and have been furnished to all hotels for appropriate presentation.

Worn on the lapel or as a pendant, they offer an at-a-glance identification of wearers as Westin family members.

But a closer look can tell a lot more.

Westin pin-spotters can get a rough estimate as to how long any pin-wearer has been a company employee, for instance, by simply reading the

number on the pin. (Since pins are issued in five-year increments, however, a reading could be off by almost that many years.)

In addition to the number, pins with diamond insets or circled with variously colored bands can offer further clues about the wearer.

How employees can recognize these clues is explained on the "Pin Spotters Guide" featured on the back cover of this issue. Also displayed are full-color enlargements of the various Westin service and recognition pins.

Introducing (ta-da) . . . the new Golden Gavel pin



You might recognize the shape.

But the new Golden Gavel program pin bearing the handsome Westin symbol on a brushed-gold miniature gavel is brand new.

And, according to Dave Evans, vice president/hotel sales, the new pins are now available for hotel use. (For your supply, call Charlene Chabin in the Marketing Division.)

The Golden Gavel program was instituted back in 1978 in recognition of some people who are very important to Westin's hotels — the meeting planners.

These are the people who, as representatives of a company, corporation or association,

book and plan hotel group meetings that may range from a dozen people to convention groups of a thousand or more.

In recognition of the meeting planner's importance to Westin, the Golden Gavel program was developed.

Key to the program is the Golden Gavel pin pictured here.

While it is presented to a meeting planner as a token of a hotel's appreciation, the pins also serve another important purpose.

They tell the employee that the pin-wearing meeting planner is either visiting the hotel with the intent of bringing business to the hotel, or has already booked the business and is there just prior to or during the booked meeting attending to details.

The alerted employee should recognize the Golden Gavel pin wearer as a special person. And that the wearer is to be given every consideration in their requests for assistance or information.

There is good reason.

Meeting planners are responsible for up to 40 percent of a hotel's room occupancy business. And directly or indirectly that business accounts for that much, or more, of a hotel's food and beverage business.



Mullikin challenges the ASTA group.

'Great Opportunity' offer hits mark with U.S. travel agents

Judging from the resounding cheers and enthusiastic applause that greeted the announcement of Westin's "Great Opportunity for travel agents" plan, the message had hit its mark. It held a challenge and an offer that the gathered travel agents would find hard to refuse.

The announcement came from Chairman and CEO Harry Mullikin during his address to the some 8,000 U.S. travel agents attending the 51st Congress of the American Society of Travel Agents (ASTA) meeting in Honolulu in September.

Mullikin began by challenging the travel agents to double the number of Westin hotel room bookings and, in the process, double their commission earnings.

"At Westin Hotels," Mullikin said, "we are currently estimating travel agent room sales production at about 20 percent." He contrasted that with travel agent sales for United Airlines which account

for more than 60 percent of their revenues.

The challenge made, Mullikin then hit his audience with Westin's "Great Opportunity" offer.

That offer: between September 11, 1981 and March 31, 1982, Westin Hotels would set aside its normal 50 percent discount on rooms for travel agents. Instead, during that period travel agents would be offered free rooms at any Westin hotel for a maximum of four nights per stay on a space available basis.

In a memo to all Westin hotel managers Mullikin noted, "While our offer (to travel agents) is a bold one, we expect the long-term gains to far outweigh our short-term investment. We are anxious that as many travel agents as possible are able to take advantage of our offer and, by experiencing our hotels and our high levels of service, to book more Westin business."

. . . and hits mark with Westin hotel bookings

Reaction to Mullikin's "Great Opportunity" offer was both immediate and dramatic in the increase in both calls and business booked through Central Reservations.

The first three days of the week following the announcement, call activity through Westin's "800" numbers increased more than 16 percent and the number of room nights booked increased 13 percent over a comparable Monday-Wednesday period.

The proportion of travel agent production of room night sales increased from 59.7 percent to 69 percent during these first three days.

During that same period, 700 travel agents had taken advantage of the complimentary room offer, requesting approximately 1,700 room nights for an average stay of 2.5 nights.

WESTINPEOPLE

Management moves

The following management changes were announced recently:

Jerry Wolsborn, general manager of The Mayflower, has been named general manager of The Westin Wailea. He replaces Volker Ulrich who has resigned.

Steve Harper, general manager of the Michigan Inn, has been named general manager of The Mayflower. Tom Heder, formerly resident manager at The Westin Peachtree Plaza, replaces Harper as Michigan Inn's general manager. Replacing Heder as resident manager at The Westin Peachtree Plaza is Ray Sylvester, director of rooms.

Named as the new director of rooms was David Ling, resident manager at the Detroit Plaza.

Peter Kuttner has been named general manager of the Camino Real, Guatemala. Kuttner, new to Westin, replaces William Jauregui who has resigned.

Pat O'Brien, general manager at The Westin Oaks, has been named vice president, Westin Services.

Replacing O'Brien as general manager at The Westin Oaks is Randy Guthrie, general manager at The Westin South Coast Plaza.

Bob Hawes, manager at The Westin Bonaventure, Los Angeles, will be taking over as general manager at The Westin South Coast Plaza.



Joyce Gandy conducts one of her CPR classes.

Is there a doctor in the house?

ATLANTA — Not quite, but Westin Peachtree Plaza employee Joyce Gandy is a certified instructor of Cardiopulmonary Resuscitation (CPR) and her expertise could save a life in an emergency situation.

Gandy, secretary to the resident manager, keeps a busy schedule after hours as an affiliate faculty member with the Georgia Heart Association and as chairperson for the Mid-Fulton County CPR Committee.

CPR courses are offered four times a year at the hotel, and until recently, employees sometimes had to wait six weeks or longer to get an instructor from the Red Cross.

When Gandy learned of the hotel's program, she volunteered her services as an instructor.

"Joyce has helped us enormously here at the hotel," says Dottie Fierst, training director for The Westin Peachtree Plaza. "Without her, we would not be able to teach nearly as many of our employees this important life-saving technique."

The CPR course is an eight-hour class which trains students to save the lives of victims of a heart attack, choking, suffocation, electrocution, or drowning. The course at the

hotel was given this year, in March and July, with 16 graduates. Two more courses have been scheduled for this fall.

Gandy's goal is to form an in-house training program in which a two-day instructor's course will be given to qualify employees to train others in CPR. The first such instructor's course was given in July to six members of the security department.

Security, assistant managers, food and beverage and the health club are the key target areas for CPR training in the hotel since they would most likely face a guest needing CPR help.

To date, 90 percent of the Security department is trained in CPR and six are now qualified as instructors.

And it *has* been worthwhile, the hotel reports. In May, employee Charles Sarre saved the life of a woman who was choking on a piece of meat in the Cafe Express, and Steve Stovall of Security, with the aid of a former supervisor, was able to revive a heart attack victim in time to get him to the hospital.

"Joyce is doing a wonderful job and we are proud to have her as one of our fellow employees," said Hermann Gammeter, the hotel's managing director.

ON THE MOVE

Joe Huber, from cost control supervisor, corporate Food and Beverage, to assistant director of food and beverage, The Westin Hotel, Seattle.

Paul Martorelli, from director of restaurants, Crown Center, to director of food and beverage services, The Westin Wailea.

Carolyn Morgan, from assistant controller, The Space Needle, to assistant controller, The Westin Wailea.

Kazuyoshi Murayama, from assistant controller, Detroit Plaza, to controller, The Westin Hotel, Calgary.

Linda Rosenberg, from sales manager, NY Regional Sales, to national sales manager, the Westin Hotel, Seattle.

Patrick Wheeler, from energy manager, The Westin Bonaventure, Los Angeles, to energy manager, The Westin St. Francis.

'Good guy of the day'

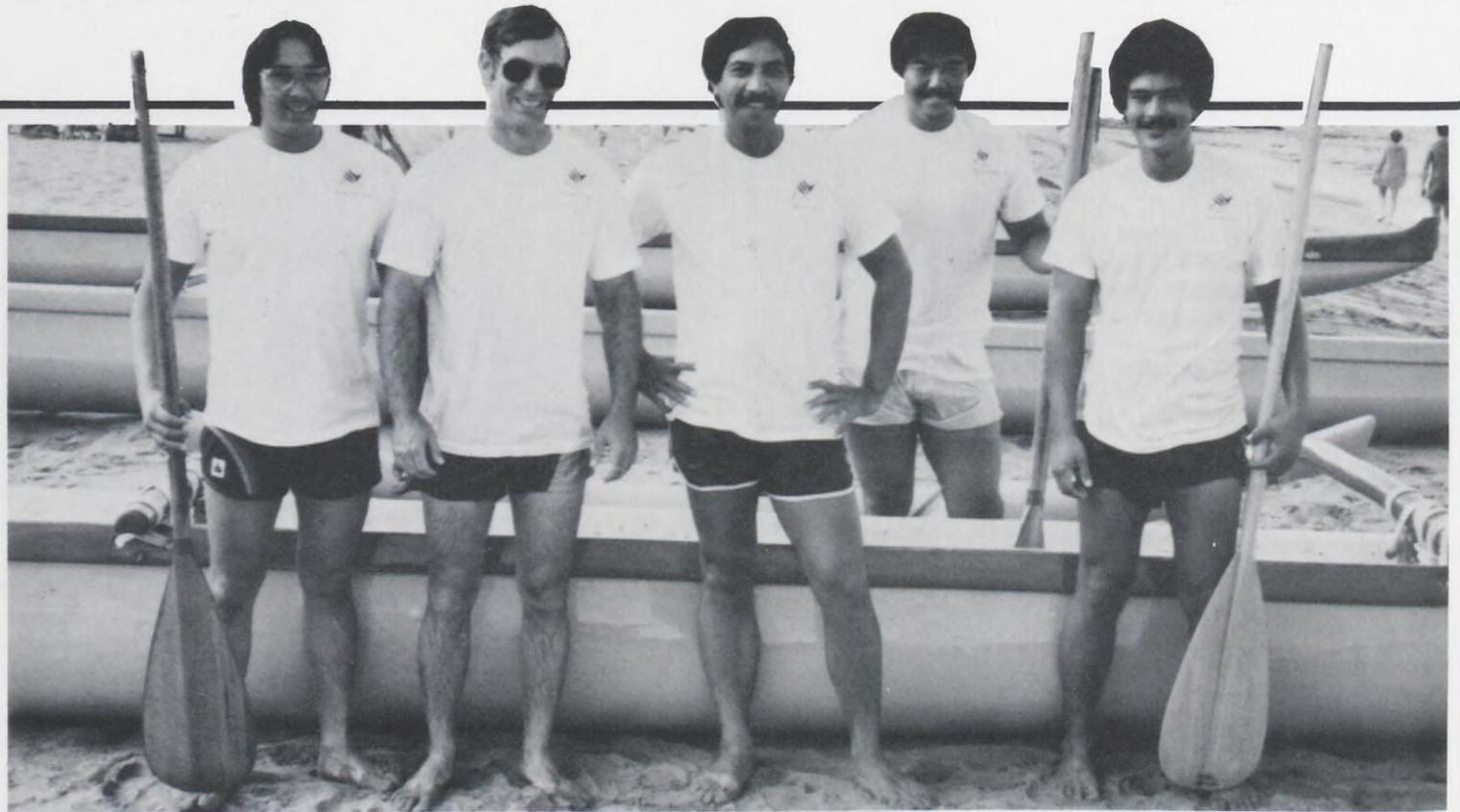
CALGARY — How do you get to be named "Good Guy of the Day?" Well, just ask The Westin Hotel, Calgary's general manager, Arthur Oades.

He knows because a local Calgary radio station, CKXL, recently named him just that.

Among the attributes cited for the honor were: Oades' good sense of humor, his dedication to his staff, his community involvement, his work for charity (the hotel helped raise over \$120,000 in the "Light Up A Child's Life" Christmas promotion), and for his commitment to family (he hasn't missed a single of his son's soccer games yet).



WESTIN PEOPLE



Wailea Canoers paddle to a close third

MAUI — Out of 21 island teams, The Westin Wailea's canoers placed a close third in the annual Maui Stokers Cup '81 this summer.

The team, put together just for this special fund-raiser race, included paddlers (from left): Craig Tanaka, Daryl Davis,

Doug Genobia, Larry Hiyakumoto and Gary Helm.

The race, which saw island businesses competing against one another, was organized to raise money for the island's Kihei Canoe Club, of which Hiyakumoto and Helm are members.

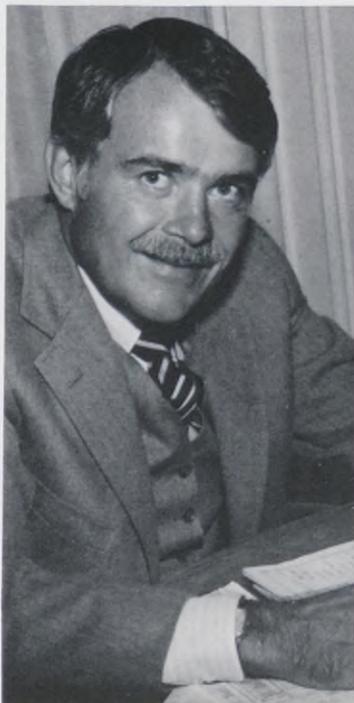
Hiyakumoto, one of the hotel's doormen, and Helm, a bellman, have about six years

of canoe racing experience between them. As freshman stokers for the Kihei club, they also raced in a number of other canoe competitions this past summer.

One, a long-distance race, and the other a sprint race, gave the club first-place finishes. Helm says they paddle in about 10 races' throughout the summer season.

"The longest and most challenging by far," says Helm, "is the Molokai channel race. It's 40 miles of grueling effort," he says. But he and Kiyakumoto, and their Kihei club plan to enter the race again this year.

"It's about the best way I can think of to stay in shape," says enthusiastic paddler, Helm.



'Tough but fair, and worth it!'

SAN FRANCISCO — "Tough but fair . . . and worth every bit of the effort."

That was Westin St. Francis controller Terry Neils' evaluation of the grueling exam he took recently that earned him Certified Hospitality Accounting Executive accreditation.

That certification as presented by the International Association of Hospitality

Accountants, is a rare honor. To date, only three people have qualified for certification.

The exam covered accounting principles, managerial accounting principles, and law and taxation. Because the test has such a tough reputation, Neils studied for it by actually developing an eight-week training program based on what he thought the examination content would be.

Not only was the exam a rigorous one, but the requirements to even "sit" for it are nearly as comprehensive. Candidates become eligible based on accumulated point credits received from the IAHA. Points are given for academic achievement,

participation in professional activities, actual work experience, and involvement in IAHA activities.

Neils has worked for Westin hotels since 1965 when he began as an auditor at the Finlen Hotel in Butte, Montana, then a Westin hotel. He has been at The Westin St. Francis since 1979.

Chef Keller award-winner concentrates on taste, nutrition, low cost

MONTREAL — From a small farm in the hills of Switzerland to one of Montreal's most prestigious hotels, The Westin Bonaventure's executive sous-chef, Rudy Gmur, has come a long way to win Westin Hotels' coveted Chef Reinhold Keller award.

The annual company-wide award competition, sponsored by the Westin Food and Beverage division, invites entrants to submit an original recipe, according to a pre-determined category, for judging.

Gmur's win was announced at the F&B Conference in early July. His entry, a meat and vegetable dish of many variations, he calls "The Kettle."

Gmur was one of 10 children who helped on his parents' farm with the production of smoked meat, sausage, cheese and other dairy products. The farm, which was virtually self-sufficient, and his mother's "wonderful home cooking" provided Gmur with his first culinary forum.

His varied professional experience, beginning at age 15, has taken him from Zurich

to Geneva to Cape Town and finally to Montreal.

Gmur, 26, sees a truly great chef's challenge as one of creating dishes which will appeal to a broad spectrum of the public, and not solely to an exclusive clientele. It is this philosophy which led to his winning creation, The Kettle.

The Kettle consists of duck, pork, veal shanks, lamb shanks, chicken and beef bones, all cooked together in the same broth and each meat served with its own appropriate sauce or garnish. The accompanying vegetables are wrapped in cheesecloth and cooked in the broth.

The entire recipe serves eight. All the ingredients are available on the local market and most importantly, comprise a nutritious, low-calorie, easy-to-prepare meal, says Gmur.

As a master chef, Gmur says he plans to further develop recipes for large-scale restaurant and home preparation while continuing to concentrate on marrying fine tastes with nutrition and low cost.

Perhaps all is not so different from those days back on the farm.



Houston chef inducted into gastronomic brotherhood

HOUSTON — The Westin Oaks' Executive Chef Victor Gielisse (right) was recently inducted into the prestigious Confrerie de la Chaîne des Rotisseurs.

The Chaîne des Rotisseurs is the largest gastronomic

organization in the world, with about 3,000 members in the United States alone.

Wielding the sword at the awards ceremony at a Houston restaurant was Dr. Doyle N. Rogers (left), Baillie, Member Conseil D'Administration, USA. Houston restaurateur and Vice Chancelier-Argentier Joe Mannke (middle) looks on.



Executive Sous-Chef Rudy Gmur (center) shows his award "winnings" — including the Chef Keller trophy — to Norbert Brandt, executive chef, and Michel Geday, director of food and beverage at The Westin Bonaventure, Montreal.



If you liked us as the Washington Plaza,

FESTIVITIES HERALD 'REBIRTH' OF WASHINGTON PLAZA AS THE WESTIN HOTEL, SEATTLE.

Onlookers packed tiny Westlake Triangle across the street from the hotel. Among the group were hotel staffers, corporate offices people, some specially invited guests and curious passers-by.

Following some remarks from Chairman and CEO Harry Mullikin and General Manager James Treadway from the platform, the band struck up a rousing fanfare.

Television cameras and news photographers immediately focused their lenses skyward to the rising clusters of multi-colored balloons, then straight ahead to catch the unveiling of the marquee sign and the hoisting of the Westin flag.

Afterwards, those involved tramped back to the hotel and Trader Vic's restaurant for a brief press reception.

Meanwhile, at the specially decorated staff cantina, employees were helping themselves to cake and punch.

There was a festive air of a giant birthday celebration about the occasion.

And in a sense, that's what it was.

The event, which took place on Tuesday morning, September 1, was a celebration of the "birth" of The Westin Hotel, Seattle. Henceforth, Westin's headquarters city hotel would no longer be known as the Washington Plaza.

Though not the first property to incorporate Westin in its name since the corporate name change took effect last January, The Westin Hotel, Seattle identity changeover was the most complete (it was the first operating hotel to change all of its interior and

exterior signage) and most dramatic thus far.

"We wanted to make the name change announcement a very special and memorable occasion for the hotel's employees and the community," said Sue Brush, the hotel's public relations director.

Brush had been serving as a member of a three-person committee that included Dean Tinker, hotel project manager, and Susan Ranf, purchasing manager charged with planning the identity change details under the direction of Treadway.



Roberta Schermetzler carts her "new name" supplies back to the engineering department.



Sales/Convention Services employee Monica DeMio gets her new Westin nametag just before the official name-change ceremonies from Rose Rasp, market research coordinator at the hotel.

While the hotel's "rebirth" took place in just a matter of hours, plans for the transformation had been secretly underway for nearly three months beforehand by the committee.

"The reason for the secrecy," Brush explained, "was to achieve maximum impact when the public announcement was made."

Before that public announcement, however, plans called for the word to get out to as many of the hotel employees as possible.

That was accomplished by clipping hotel name change announcements to employee time cards and placing them in supervisor message boxes early Tuesday morning. This was followed by a mass distribution of a special edition of the in-hotel publication, *The Circular*, that reported all the name-change details.

ment, then all other items according to their priority listing, by the end of the year."

That "out with the old, in with the new" process was all set to go on name-change-day morning.

A distribution center had been set up for issuing changeover "kits" to the various hotel departments.

In addition to mostly office-use materials, the kits included the handsome new employee nametags, soon to be distributed to all Westin employees.

Meanwhile, the hotel task force was busily working on

But orchestrating the employee and public announcement arrangements was only one part of the committee's changeover action responsibilities.

"One of the first things I asked the committee to do," Treadway said, "was to compile a listing of everything we could think of around the hotel requiring imprint change to our new name. We ended up with over 200 items."

"From that list we classified items according to priority for change. Priority A, for instance, included those things of highest guest visibility such as in-room pieces and restaurant menus and napkins and the like. It also included such office-use items as stationery, business cards — even typewriter ribbons since we were changing our hotel colors of brown and beige to the Westin wine-red and silver-gray colors.

"Our aim," Treadway continued, "was to change all priority A items that we could on the day of the announce-



Kae Block, corporate reservations coordinator at the hotel, compiles packets of new guestroom items bearing the new name.

yet another changeover assignment.

That was to canvas all guest rooms and remove all items bearing the Washington Plaza identity that could be replaced with The Westin Hotel, Seattle imprint items. This, according to Treadway, was not that simple a job, since the hotel was enjoying an almost 100 percent occupancy at the time.

Other hotel staffers had been assigned the responsibility of changing all hotel public area signage from the front desk to the garage. (Exterior signs had been installed earlier and kept covered until the announcement.)

By Tuesday afternoon the identity changeover — as far as was planned — was complete. Guests who had checked into the Washington Plaza would now be checking out of The Westin Hotel, Seattle.

In the days following, as employees were becoming acquainted with their new name, the hotel switched into high gear to bring the name change message to its many client and market audiences.

In its various forms, the message was patterned after the advertising campaign that broke shortly after the corporate name change announcement.

In the ads, the copy line beneath an illustration of the present tower leads off with, "If you liked us as the Washington Plaza . . ." and ends with the line (underneath illustrations of both the present and future towers): "You'll love us as The Westin Hotel."



you'll love us as The Westin Hotel.

PHOTONEWS

A night from the Arabian Nights

JOHANNESBURG — It was indeed a night right out of the *Arabian Nights* when The Carlton hosted an Eastern theme party for a group of wholesale travel agents.

The staff transformed a function room into an Eastern bazaar, complete with "Finger of Fate" cocktails and dark-eyed veiled maidens tending to guests' every need. Ali Baba, alias Bobby van Rensberg, director of security, led the

harem of maidens through the evening.

After the feast, belly dancers entertained the travel agents, and later the agents entertained themselves at the Harem disco.

Party guests were impressed with the affair, the hotel staff reported. Kudos for its success go to Pat Stewart, director of sales, for the idea; Kevin Blackbeard, catering manager, for its implementation; and to the sales, reservations and banqueting staff, shown here in costume for Ali Baba Night at The Carlton.



New GM gets Viking welcome

OSLO — Dick Fyock, former general manager at Hotel Scandinavia (right), "crowns" the hotel's new general manager, Richard Ransome with a Viking helmet as an official welcome to the land of the Vikings.

Ransome, who was previously executive assistant manager at The Westin

Bayshore, came on board the Hotel Scandinavia in August, while Fyock made plans for his return to the United States to take over the reins of The Westin Galleria, Dallas.

"I'm looking forward to returning to the United States, and to managing the new Dallas hotel," Fyock said.

"And," said the British-born Ransome, "I feel almost as though I were coming home."

A real bunch of wacky winners

EDMONTON — They decorated cakes blindfolded and made beds in handcuffed pairs. And for all this, and more crazy stunts, they won the first place trophy in the first annual Hotel Olympiads, held in conjunction with the city's Klondike Days festivities earlier this summer.

The Westin Hotel crew competed in six wacky Olympiad events, along with 13 of the city's other hotels.

Winning the sales event by throwing a football through the center of a tire was director of sales, David Morton. The kitchen staff team of Mark Dayanandan and Natalie

Hingley placed second in blindfolded cake decorating, and handcuffed twosome Mary Simpson and Albert MacDonald of housekeeping also copped second by making a bed handcuffed together.

And all the while, an enthusiastic squad of four hotel cheerleaders supplied ample encouragement.

The team (back row, from left): Gervais Rousseau, Hans von Bloedau, Steve Halliday, Mark Dayanandan, Natalie Hingley, Albert MacDonald, Mary Simpson and David Morton. (front, from left): Anne Grosse, Judy Simpson, Hugh Woo, JoAnn Cass and Bambi Butlin.



Mauna Kea Beachers walk for charity

BIG ISLAND, HAWAII — Mauna Kea Beach hotel employees made a good showing in — and a good contribution to — the Hawaii Hotel Association's recent charity walk.

From a total of 373 walkers on the big island, Mauna Kea employees, friends and family dominated the participation with 80 walkers. And just as impressive, all 80 finished the 16 kilometer event which raised about \$20,000 on the Big Island alone.



The first hotel manager to cross the finish line was Adi Kohler (left), in an hour and 16 minutes. Spearheaders of the hotel effort were Craig Pautler (center) who finished first with a time of one hour, seven minutes, and Chef Achim Dietrich, who finished third in one hour, 30 minutes.



A day at the races

WINNIPEG — Westin Hotel, Winnipeg guests were treated to a day at the horse races recently — all compliments of the hotel.

On July 4, the hotel hosted a trophy race at Assiniboia Downs race track. The race was

run in honor of Independence Day in the U.S.

Registered guests of the hotel enjoyed free transportation to the races on an English double-decker tour bus, and each also received a VIP pass to the races.

As the race's host, The Westin Hotel received plenty

of publicity — with its name (then Winnipeg Inn) appearing on infield signs, electronic tote board and race tickets.

Presenting the trophy in the winners circle to winning number 7, "Pour the Gold," was the hotel's general manager, Timothy Whitehead.



A special graduation meal

CALGARY — Three of The Westin Hotel's apprentice chefs graduated from their three-year apprenticeship training program recently, and put on a very special graduation luncheon in honor of the occasion.

Local food editors and media people were invited to sample the trio's culinary creations. On the menu they found such haute cuisine delights as filet de sole au mousse de saumon, cote de veau aux champignons sauvages and sorbet aux framboises fraiches.

The graduates (from left): Sherry Anderson, Peter Horlacher and Collin Roulson, shown here during the food preparation process.

And what did the experts think of the trio's efforts? The consensus was that all three were well on their way to developing the expertise that Westin's chefs are renowned for.



PLAIN: Spot the Westin symbol only. It identifies the wearer as having been with Westin Hotels for less than five years.



5 YEAR: Spot the number. Wearers of this pin have been with Westin for at least five years but less than ten years. Numbered pins are issued in increments of five, 5, 10, 15, 20, etc. years of service.



OYSTER BLUE: The wearer of this pin color band has graduated from one of Westin's annual Management Seminars which qualifies him or her as a member of the Westin Corps.

Pins



REGAL RED: The wearer of this color band has been honored as a local winner (hotel/office) of the Thurston-Dupar Inspirational Award.



25 YEARS with DIAMOND: Spot the diamond sparkle. The wearer of this pin, with 25 years of service, has earned his or her first diamond inset. Diamond insets are also on 30, 35, 40, 45, and 50-year pins.

Pin Color Bands



EMERALD GREEN: Wearers of this color band are company-wide winners of the annual Thurston-Dupar Inspirational Award.



ROYAL BLUE: This color band wearer has been a recipient of the annual Carlson-Himmelman Achievement Award in recognition of particular achievement or service to the company.

Pendants



All Westin service pins are also optionally available as pendants to be worn either as a necklace or bracelet charm.

THE WESTIN HOTELS PIN SPOTTERS' GUIDE

Your at-a-glance guide for easy identification of service pin numbers, diamonds and color bands