



WESTIN
HOTELS & RESORTS

OCTOBER 1986

FRONT

**Tearing apart and
putting back together**

(See RENOVATIONS story, page 8)



NEWSFRONT

Moving up Moving on

Karen Crouch, asst. director of human resources, The Westin Bonaventure to director of human resources, The Westin Hotel, O'Hare

James Dunford, director of marketing, The Westin William Penn to director of marketing, The Westin Hotel, O'Hare

Werner Fankhauser, sous chef, The Westin Hotel, Cincinnati to executive sous chef, The Westin Canal Place

Debra Kelley, reservations supervisor, The Westin Bonaventure to reservations manager, The Westin Canal Place

COVER: Two stages in the remodeling of The Westin Hotel, Calgary lobby are depicted. Most recent is the cover photo with an early-on shot in the inset. The hotel's main building is currently undergoing a complete renovation that, in addition to the lobby, includes the grand ballroom and all meeting rooms, restaurants and lounges, executive offices and all guest rooms and suites.

The multi-million dollar project, which began in March of this year, will be completed in late 1987. The lobby and other public areas are scheduled for completion next month.

FRONT

A monthly publication by and for employees of **Westin Hotels & Resorts**

Gabe Fonseca
Publications Editor
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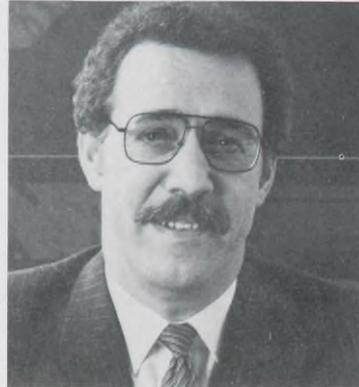
Jim Kerstens, asst. manager, The Westin Hotel, Calgary to asst. manager front office, The Westin Bayshore

Allan McCaslin, benefits coordinator, Century Plaza to employee relations supervisor, The Westin Bonaventure

John Nielsen, front office manager, The Westin Hotels, Houston to senior asst. manager, The Westin Crown Center

Mark Ozawa, convention services manager, The Westin Bonaventure to senior asst. manager, Arizona Biltmore

Daniel Thiebaut, executive chef, The Westin Hotel, Galleria Dallas to executive chef, The Westin Mauna Kea



Dave Paulon

New vice presidents elected

CEO Harry Mullikin announced in early September the election of two new vice presidents for Westin Hotels & Resorts.

They are Dave Paulon, managing director of The Westin Plaza and The Westin Stamford in Singapore, and Peter Smith, general manager of The Westin



Peter Smith

Hotel, Seattle. Both appointments became effective October 1, 1986.

Paulon and Smith have been assigned hotel supervision responsibilities within the Hotel Management Division reporting to Chris Marker, executive vice president.

Paulon, a 20-year veteran of Westin, joined the company in 1966 as manager of the Grill restaurant at Westin's formerly managed Olympic Hotel in Seattle. His first general manager position was with the Space Needle restaurant in Seattle in 1973. Subsequently Paulon served as corporate Rooms Division director and as general manager for the Anchorage-Westward in Anchorage, The Westin Philippine Plaza, and the Shangri-La, Hong Kong prior to his most recent position as managing director of the Raffles City hotels.

Smith also began his Westin career at the Olympic. This as a management trainee in 1971. Subsequently he worked at a number of Westin's hotels in Canada with his first general manager appointment with The Westin Hotel, Edmonton in 1977. In 1980, Smith was named general manager of The Westin Hotel, Toronto and became general manager of The Westin Hotel, Seattle in 1984.

General manager replacements for Paulon and Smith are reported at left.

Management appointments

Four top hotel management appointments were announced by Westin in September, largely occasioned by the elections of Dave Paulon and Peter Smith to vice presidents for the company.

Replacing Paulon as managing director of The Westin Plaza and Westin Stamford in Singapore is Bill McCreary, formerly general manager for the two properties.

Dick Helfer, manager of The Westin Mauna Kea, takes over as general manager of The Westin Stamford & Westin Plaza.

Peter Smith's position as general manager at The Westin Hotel, Seattle has been assumed by Jerry Wolsborn who was general manager at The Westin Ilikai.

Bob Hawes, general manager of The Westin William Penn, has replaced Wolsborn as general manager of The Westin Ilikai.

Named as general manager of The Westin William Penn is Larry Saward who has been resident manager at the Century Plaza.

Wayne Bodington, executive assistant manager at The Westin Bayshore, is now resident manager at the Century Plaza.

NEWSFRONT

They used their heads (and muscle) to win Wheelchair Challenge

As a community event on Canada Day (July 1), some 25 Ottawa businesses participated in a "Wheelchair Challenge" competition.

The event's intent was to raise funds for spinal cord injury research and to support fellow Canadian Rich Hansen, a paraplegic who is currently wheeling around the world raising funds for the same cause.

The "Challenge" required



Team member Alan Ripley gets set to spin.

four-member teams from each participating business. Each team member would sit on a stationary wheelchair, mounted on rollers, then, for a specified time period, hand spin the chair's wheels. Measurement instruments attached to the chair gauged the speed and "distance" achieved within the time period.

In selecting their Challenge team the organizers at The Westin Hotel, Ottawa used their heads in looking to the hotel's health club staff as the most logical source of muscle power to represent the hotel in the competition.

The fit and formidable health club team included Michel Goulet, Alan Ripley, Jerry McIntosh and Roland Larocque. Coach for the team and most enthusiastic supporter was Julie Griffin of the PBX department who herself suffers from a spinal cord injury and uses a wheelchair.

The result was a no-contest contest with The Westin Hotel, Ottawa team far out-wheeling the competition. Not only did they win the event but the hotel scored again by raising the largest amount of funds among all the participants — over \$400.

Later this month, Rich Hansen will be wheeling through Ottawa and will be a guest of the hotel which will give him the opportunity of meeting the Wheelchair Challenge champs first hand.

New assignments made

In line with the new vice president appointments (see related story), CEO Harry Mullikin announced in early September a revised slate of hotel management officer, project management officer and area director of marketing

property responsibility assignments. Mullikin noted that these assignments will become effective in an orderly transition between the time of the announcement and the end of 1986.

HOTEL CITY	OPERATION/ PROJECT OFFICERS	AREA DIRECTORS OF MARKETING
Atlanta	Kim Chappell	Michael Corr
Bellevue	John Olberg	
Boston	Bob McCauley	Ray Stone
Chicago	Larry Magnan	Michael Corr
Chicago (O'Hare)	Kim Chappell	Michael Corr
Cincinnati	Kim Chappell	Michael Corr
Costa Mesa	Bill Quinn	Creighton Casper
Dallas	Lou Martinelli	Michael Corr
Denver (Cherry Cr.)	Lou Martinelli	
Denver	Lou Martinelli	Creighton Casper
Detroit	Kim Chappell	Ray Stone
El Paso	Lou Martinelli	Michael Corr
Ft. Lauderdale	Jack Gaines	Michael Corr
Hawaii (Ilikai)	Lou Martinelli	Creighton Casper
Hawaii (Kauai)	Peter Blyth	Creighton Casper
Hawaii (Maui)	Peter Blyth	Creighton Casper
Hawaii (Mauna Kea)	Lou Martinelli	Creighton Casper
Houston	Lou Martinelli	Michael Corr
Indianapolis	John Olberg	Michael Corr
Kansas City	Jim Durham	Michael Corr
Los Angeles	Bill Quinn	Creighton Casper
(Century Plaza)		
Los Angeles	Larry Magnan	Creighton Casper
(Westin Bonaventure)		
New Orleans	Kim Chappell	Michael Corr
New York	Bob McCauley	Ray Stone
Phoenix	Bill Quinn	Creighton Casper
Pittsburgh	Bob McCauley	Ray Stone
Portland	Lou Martinelli	Creighton Casper
Salt Lake City	Bill Quinn	Creighton Casper
San Francisco	Peter Blyth	Creighton Casper
(Airport)		
San Francisco	Larry Magnan	Creighton Casper
(Westin St. Francis)		
San Mateo	Jack Gaines	
Seattle	Peter Smith	Ulrich Schwartz
Stamford, Connecticut	Bob McCauley	Ray Stone
Tucson	Jack Gaines	Creighton Casper
Tulsa	Kim Chappell	Michael Corr
Vail	Jack Gaines	Creighton Casper
Washington, D.C.	Bob McCauley	Ray Stone
CANADA		
Calgary	Peter Smith	Ulrich Schwartz
Edmonton	Peter Smith	Ulrich Schwartz
Ottawa	Peter Smith	Ulrich Schwartz
Toronto	Peter Smith	Ulrich Schwartz
Vancouver	Peter Smith	Ulrich Schwartz
Winnipeg	Peter Smith	Ulrich Schwartz
OTHER INTERNATIONAL		
HOCASA (Mexico)	John Berthelot	Ulrich Schwartz
Hong Kong	Dave Paulon	Bob Hutchinson
Johannesburg	Bob McCauley	Ray Stone
Manila	Dave Paulon	Bob Hutchinson
Pusan	Dave Paulon	Bob Hutchinson
Seoul	Dave Paulon	Bob Hutchinson
Singapore	Dave Paulon	Bob Hutchinson
Tokyo Prince Hotels	Harry Mullikin	Bob Hutchinson
Liaison		

NEWSFRONT

Roth to retire; Brun named corporate chef

Walter Roth, corporate executive chef for the past several years, has announced his retirement effective December 31 of this year. He will, however, maintain a consultant relationship with the company at least throughout 1987.

Waldo Brun, executive chef at The Westin Peachtree Plaza, replaces Roth as the new corporate executive chef. He will be reporting to his new corporate office location in Seattle on November 1.

Roth, a 34-year veteran of Westin, is recognized throughout the industry for his professionalism and as an instructor in the culinary arts. More specific to Westin is Roth's outstanding contributions to Westin's food and beverage operations throughout his career. This has included his being instrumental in the development of Westin's Culinary Apprenticeship Program, as founder/member of the Westin Academy of Master Chefs, and in the development of the Westin Culinary Institute, the only program of its kind in the industry.

Brun, 25 years with Westin, joined the company in 1961 as sous chef at The Westin Bayshore. He has been executive chef for The Westin Peachtree Plaza for the last eleven years and has been serving as Culinary Apprenticeship Program Coordinator for Westin's hotels throughout the mid-western United States.



The peregrine affair

Perhaps never in its 75-year history has the Westin Hotel Utah hosted such "guests" as to cause so much local interest or such wide-spread publicity.

But these were no ordinary guests. In fact they did not even occupy a room, but rather a perilous window ledge off the ninth floor of the hotel. The celebrated residents were a family of rare peregrine falcons—mom, dad and their three ledge-hatched youngsters.

The peregrine is a highly endangered wildlife species. After the birth of the offspring—two males and a female—it was of great concern to local Wildlife Resources people, Salt Lake City citizens and the hotel's staff that the hatchlings get a safe start in life in their hazardous urban setting.

Survival of the peregrine young captured the imagination of the whole city. In fact when word got out this summer that the two-month old baby birds would be testing their wings, crowds of onlookers packed the hotel's sidewalk with cameras and binoculars on the ready.

On their initial take-offs, the rookie fliers would often lose

control and begin plummeting towards the traffic-clogged street below. These occasional emergency street landings would bring wildlife officials and self-appointed bird guardians dashing into the traffic to the rescue.

Realizing that it was not just the peregrines that were endangered but the lives of its traffic-dodging citizens, the city took action. Bird rescuers were issued bright orange safety vests

for easy spotting in traffic and three big orange signs were posted on the street fronting the hotel that cautioned, "Falcon Bird Watch—Prepare to Stop".

News of the hotel-living peregrine family and the city's concern for the offspring's survival drew media attention as far away as London which sent in a BBC news crew. And a feature report broadcast on National Public Radio across the U.S. included extensive interviews with the hotel's management about their famous guests.

The unfolding drama apparently had a happy ending. In early September, hotel staff bird watchers reported that the entire peregrine family, including the youngsters which had by then begun to maneuver the skys like seasoned pilots, had checked out and were heading south for the winter season. The Westin Hotel Utah, meanwhile, has entered a tentative booking for a "View ledge, double" in the hopes of the peregrine pair's return next spring.

Safety first = First Prize

Safety speaking, they must be doing something very right at The Westin Crown Center.

In 1984 the Kansas City hotel was selected as the recipient of the Westin Safety Award of Excellence.

This year the hotel's outstanding safety record gained further recognition. This time from the American Hotel & Motel Association who awarded The Westin Crown Center with its 1986 Safety Award (for calendar year 1985) within its particular category. The category was for hotels of "Over One Million Work Hours", a formula that is based on the number of hours worked per year in the property taking into account total hours worked by all employees of the hotel.

Awards are given for the lowest frequency rate within each of six work-hours categories based on incidents reportable on the OSHA Log 200 form. (The United States Occupational Safety & Health Act, OSHA, of 1970 requires employers to maintain a log of occupational injuries and illnesses.)

PHOTO NEWS



Roundup

CHICAGO—This summer, The Westin Hotel, O'Hare hosted a Western Round-Up party for executive secretary members of the hotel's special corporate rate program Club 1350. The party, which took place at a local riding stable club, featured a chuck-wagon cook-out catered by the

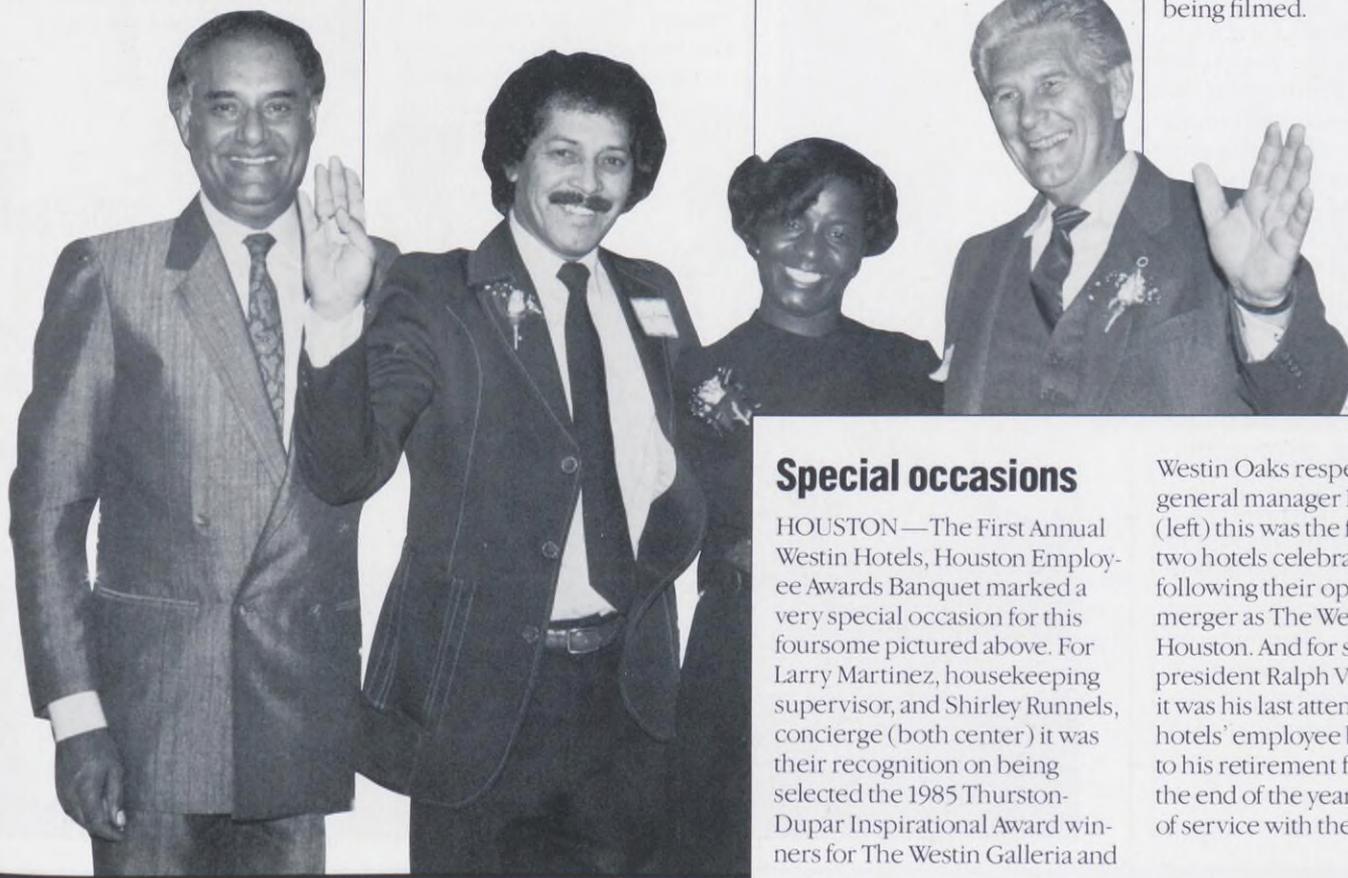
hotel as well as hayrides, square dancing, horse shoes and other outdoor activities. The hotel's sales staff hosts in sort-of Western garb are (from left): Zenaida Tolliver, account executive; Mary Orlando, senior assistant manager; Woody Kinney, director of sales; Barbara Tyksinski, account executive; Alice Hogueisson, reservations manager.



Welcome 'owner'

LOS ANGELES—Bill Quinn (left), vice president and managing director of the Century Plaza, welcomes actor Ricardo Montal-

ban who plays Zach Powers on the popular TV series, "The Colby's." This season's script requires Montalban (aka Powers) to buy a new hotel, "The Excelsior," which, in real life, is the Century Plaza's new Tower and where much of the series is being filmed.



Special occasions

HOUSTON—The First Annual Westin Hotels, Houston Employee Awards Banquet marked a very special occasion for this foursome pictured above. For Larry Martinez, housekeeping supervisor, and Shirley Runnels, concierge (both center) it was their recognition on being selected the 1985 Thurston-Dupar Inspirational Award winners for The Westin Galleria and

Westin Oaks respectively. For general manager Naveen Ahuja (left) this was the first year the two hotels celebrated together following their operations merger as The Westin Hotels, Houston. And for senior vice president Ralph Van Noy (right), it was his last attendance at the hotels' employee banquet prior to his retirement from Westin at the end of the year after 32 years of service with the company.

PHOTO NEWS



About your house

CHICAGO—Those of you who have seen the movie "About Last Night", might find this Robb Lowe and Demi Moore scene a familiar one. To Marjorie Silverman, chief concierge at The Westin Hotel, Chicago, it's a very familiar one—it's her home. Producers of the film had scouted Silverman's neighborhood last fall to find just the right exterior the script required and her's was selected. Shooting took two full days to complete. Says Silverman, "During the shooting, my two teenagers were the envy of the neighborhood's kids, and since the picture's release this summer, they've seen it I don't know how many times."



Hot Stuff

TULSA—Once again, The Westin Hotel, Williams Center was a sponsor and front lawn host to Tulsa's Annual Bluegrass and Chili Festival Cookoff held this year in early September. On the Friday preceding the weekend event, Westin held their own competition cookoff with par-

ticipants from The Westin Crown Center, The Westin La Paloma, The Westin Corporate Sales Office—Dallas, and The Westin Hotel, Williams Center. Judged the Westin Chili champs for their hot stuff recipe was the Tulsa hotel team of Jason Cordel and Leslie Howie.

Pictured is The Westin Hotel, Williams Center booth that featured an aerobics theme, a "Chili for Life" slogan and aerobics performers from the local YWCA.



Appreciation

KANSAS CITY—The quarterly Employee Appreciation Luncheons at The Westin Crown Center have become an eagerly looked forward to tradition at the hotel. The most recent event took on a Mardi Gras theme with an emphasis on Creole/Cajun fare. Division and department heads are recruited to serve during these events that included this toque-topped trio (from left): Glenn Miller, director of sales; Arleen Lagaspi, college intern; Carol DeLapp, director of marketing.



The medalists

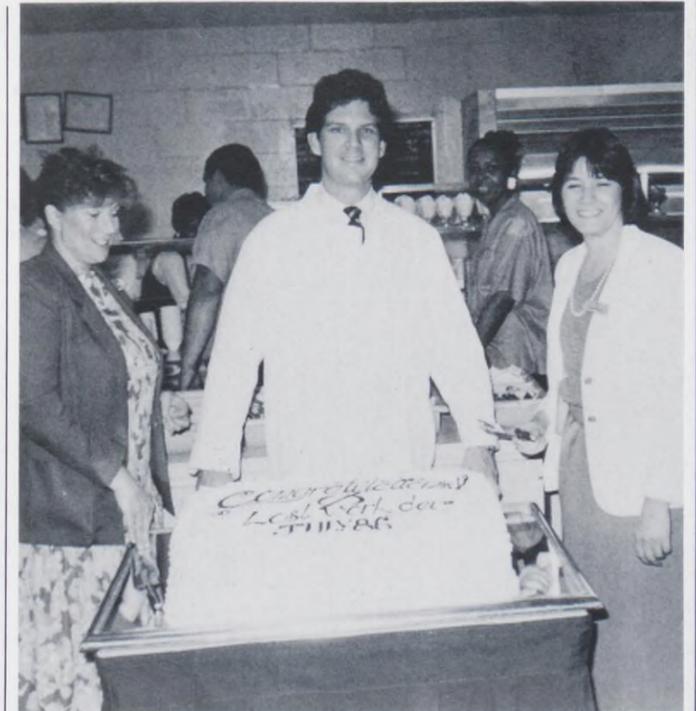
HONG KONG—Shangri-La chefs proved their expertise with Chinese and Western cuisine recently when they captured five prestigious awards at the Hong Kong Food Festival 1986 Culinary Contest. Results achieved by team members included one gold, two silver and one bronze medal in the Western Cuisine Display Class and one gold medal in the Chinese Cuisine Display Class. The event, organized by the Hong Kong Tourist Association, invited all the territory's leading cooks to submit their finest creations for judging by a panel of world-renowned food critics and gourmets. Mark Hellback (third from left) executive chef poses proudly with his award-winner staff (from left): Au Chung-Him, Chiu Kwok-Wah, Mak Wai-Ming, Lam Chak-Fung and Ting Shu-Kuen.

PHOTO NEWS



Stretch, and...

OMAHA—Recently, the Central Reservations Office participated in a Health & Fitness Week program that included yoga technique demonstrations and exercise lead by an outside fitness consultant. The program's purpose was to give employees a better understanding of how important good health and fitness is to their lives and on the job performance. Suggestions and exercises on how to handle stress were also provided. Among the "shaping up" agents (from left): Mari Lohr, Belenda Sheppard, Cynthia Gordon, Linda Mericle and Kathy Ward.



Steak AND cake

ATLANTA—An ongoing program at The Westin Peachtree Plaza is to serve a free steak dinner in the employee cafeteria on the first payday of the month following a month in which 25 or less lost workdays are recorded. (The hotel's executive committee does the serving.) Because the month of July set a record of zero lost work days, steak day diners

enjoyed an added treat—a special cake decorated with a message of congratulations for the zero lost work days in July.

Pictured with the cake before its demolition are (from left): Victoria Simpson, employee relations coordinator; Jim McKennon, resident manager, and Brenda Marshall, liability claims manager.

RENOVATIONS

KEEPING UP WITH THE IMAGE

WESTIN HOTELS & RESORTS — FIRST CLASS WORLDWIDE.

That's the image focus Westin strives to project to the traveling public.

It's an image that encompasses a total quality package. It's a quality of people. A quality of service. A quality of food and beverage operations. And a quality of facilities.

maintaining that first class quality image, particularly in today's highly competitive marketplace, is a constantly vigilant, constantly on-going process.

One obvious reflection of that process is expressed in the maintenance of Westin's hotel facilities. Millions of dollars are spent annually in renovations, upgrading and remodeling throughout Westin's properties.

What prompts these annual expenditures?

Competition is probably the major factor motivating a hotel's redo. It may be the glitzy new hotel that just opened down the street or the extensive remodel of an established competitive property that causes a Westin to reassure its first place position in the community with some fresh, new renovation applications of its own.

Public tastes may also be stimulus for remodel. This is especially true with food and beverage outlets where public preference in restaurant atmosphere and decor is constantly changing.

Hospitality industry marketing trends such as the developing popularity of executive suite concepts, which may involve the entire remodel of one or more guest room floors, is another factor. So is the need to install, or change a hotel's mechanical, electrical, or safety systems, which could involve extensive — if largely

behind the scenes — remodeling.

Then, there may be a need to alter the hotel's original design — in traffic flow, a need for another street entry, a kitchen that requires updating, etc. — to allow for greater operating efficiency.

And, of course, there is always the natural wear and tear of day to day usage. Carpets wear. Upholstery fades. Furniture knicks.

Says Jack Knudtsen, vice president of FORMA, Westin's subsidiary interior design, purchasing and food facilities planning firm, "A tired product could be an embarrassment to Westin and to our public image. While other hotels or chains might be able to get by with a not up to snuff presentation, we can't afford to. We feel our product quality is of primary importance and should never reach the stage where a tired look, particularly in soft goods (i.e., carpeting, wall coverings, fabrics, etc.) becomes noticeable to our guests."

General maintenance through repair and replacement of soft goods and furnishings is routine with Westin, however, and not what Knudtsen refers to when he speaks of renovations.

"When I think of a renovation," he says, "is when you go in and really do something big like tearing something apart completely then putting it back together with a whole new look or identity."

as a "for instance," Knudtsen referred to the current \$9 million restoration program for The Westin St. Francis Tower. The hotel is now undergoing phase one of a two-phase program that includes a redo of 286 guest rooms, the five glass-enclosed Tower elevators and the 31st floor of special suites. (Continued)

BEFORE AND AFTER AT THE WESTIN PLAZA: As workmen start from scratch with the complete remodel of a gutted guest room on one floor, the finished product on a lower floor (inset), is ready to welcome its first guests.

Pictured in hardhats are the three individuals most directly involved in the hotel's multi-million dollar renovation project. Jim Feiler, general contractor and on-site project manager; Jeffrey Flowers, managing director of The Westin Plaza; and Steve Schnoor, director of Design and Construction and project manager for the hotel.





projects in back of the house areas or, more often, installations or replacements of energy management and fire/life safety systems or the various mechanical and electrical systems. Often these projects will be done in conjunction with the more visible remodeling projects.

As Steve Schnoor, Westin's director of design and construction puts it, "If you're

"A tired product could be an embarrassment to Westin and to our public image."

Jack Knudtsen, vice president FORMA

"It's all coming down," says Knudtsen, "the rugs, draperies, wallpaper—everything. We're stripping down to the shell and starting over again with all new guest rooms, all new corridors, all new suites and an all new look."

Similar major renovation projects are in progress at The Westin Bayshore, The Westin Hotel, Toronto, The Westin Hotel, Chicago and The Westin Plaza. Two other hotels—The Westin Hotel, Calgary and The Westin Chosun, Seoul—are also going through complete lobby-to-roof remodels not just because they are needed, but also for "show case" reasons. Both hotels will be among world hospitality hosts to the 1988 Olympics—the Summer Olympics in Seoul and the Winter event taking place in Calgary.

In many remodel projects, FORMA designers will actually put together a mockup of the proposed new look for a renovated guest room showing the exact furnishings, colors, and decor in specific detail for review and approval by all parties concerned. Modifications are then made until everyone agrees on the total package before installation begins.

Frequently, renovations may involve a good deal of work and cost that, upon completion, will go unnoticed by the guest. These may be behind the scenes

going to be ripping apart guest rooms or public areas anyway, it's the logical time to do other needed work such as the retrofit of fire/life safety systems for instance, or an overhaul of plumbing, electrical, air conditioning, heating or other systems."

The Design and Construction staff, while essentially concerned with new projects, is also becoming heavily involved in existing property renovations and installations. Though much of this activity has to do with systems work, the D&C staff handles structural change projects such as redoing a restaurant or a laundry, a lobby design change or an entirely new room addition.

Annually, all of Westin's hotels submit a capital budget proposal to the corporate offices in Seattle for review and approval. Essentially a capital proposal is for the reinvestment of funds in the hotel's physical plant or facility as a necessary part of maintaining and improving the property. The hotel's management staff works with their area vice president in the preparation of these annual budget proposals based on needs, market considerations, the competition and other relevant factors.

As these budget proposals apply to structural and systems work or the area of furniture, fixtures and equipment, they may be reviewed by the Design and Construction Division or the FORMA staff accordingly. In turn, specialists in either of these two areas will work with the hotels as they are assigned to advise, consult and lend their professional expertise towards the project's completion.

"One of the touchiest considerations about doing a hotel renovation, especially if it's a major project," Schnoor comments, "is its impact on guests and on hotel operations. The comfort and convenience of guests are, of course, our prime consideration and we have to work around that without unnecessarily increasing project cost because of added time or delays. It's a real challenge."

Jack Knudtsen agrees, then adds, "But we've found it works best to do a job all in one shot rather than dragging it out piecemeal. If it's going to be a major renovation, for instance, typically we'll do it by level. For instance, we will start with the lobby because that is the first exposure to the guest, and we'll totally redo that before we move on to the next level, then the next and so on."

The length of time it takes to complete a project depends upon the amount of work involved. If it is really major, it may have to be done in phases and take a few years to complete.

The Westin Plaza project, now in progress, is expected to take three years or more to complete. But then a lot of the New York hotel's renovation requirements involve some extensive reconstruction and work on the hotel's electrical, mechanical and life-safety systems.

On the other hand, the redo of the 286 rooms of the main building of The Westin Hotel, Chicago took just three months to complete largely because it simply involved new furnishings and decor work.

Superior quality is an important part of what a guest expects and is willing to pay for at a Westin. Anything less is readily perceived by our guests and can be potentially damaging to the company's hard earned quality image. Monies spent in maintaining that image, therefore, is considered by Westin as essential to its total quality package and as an investment in the company's future.

WESTIN PEOPLE

FRONT LINE

QUESTION: Does Westin plan to open a new hotel in Paris, France? If so, what is the projected opening date, and where is the hotel to be located?

RESPONSE: *By John Schneider, senior vice president growth & development.*

Westin has been exploring hotel development and acquisition opportunities in Paris for several years. Unfortunately, we have not been able to conclude an arrangement due to many difficulties which have been experienced. However, we do continue to review projects as they are presented to us.

Got a question, comment or complaint for FRONTLINE?

Don't hesitate to send it in for a response. This handy response form makes it easy. Use it or another sheet of paper, put it into an inter-office envelope and address it to:

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(No postage necessary.)

Or if you prefer, you can send questions, etc. by regular postage mail to:

FRONT EDITOR
Westin Hotels & Resorts
2001 6th Avenue
Seattle, WA 98121



'KEY' man

WINNIPEG—Terry Der (center), guest services attendant at The Westin Hotel, Winnipeg, proudly displays the Winnipeg Hospitality Award plaque awarded him in a hospitality employee recognition program promoted by the Winnipeg Convention and Visitors Bureau and *KEY to Winnipeg* magazine. Through ballots contained in *KEY* magazine, which are placed in hotels and other businesses throughout the city, visitors can

vote for individuals from whom they've received outstanding service.

Then every two months during the ongoing program, a grand prize winner is selected from the hundreds of nominees to win the prestigious Hospitality Award. Presenting the recent bi-monthly winner Terry Der with his Award plaque is the city's mayor, William Norrie (left). At right is Doug Hales, general manager of The Westin Hotel, Winnipeg.

'REAL' winner

DENVER—Chris Berg, executive sous chef at The Westin Hotel, Tabor Center Denver submitted two original recipes in a recipe contest sponsored by the Western Dairy Farmers' Association requiring that REAL dairy products be used. In the two categories he entered, Berg came away with the first prize awards plus two \$250 first prize award checks. One was for his Almond Joy, an after dinner drink and the other for a main dish labeled Fresh Corn Timbal Vera Cruz.



**FRONT
LINE**

Question: _____

Name: _____

Hotel/Office Location: _____

FRONT DESK

Notes
and
news
briefs

Sets by Westin

Shortly after the September FRONT hit the public relations office desk at The Westin Bonaventure a "let's set the record straight" rebuttal was on its way to the FRONT editor. At issue was the Front Desk page item that claimed Hollywood's favorite hotel was not in Los Angeles but The Westin Plaza in New York. This in reference to the numerous movies, TV shows and TV commercials that have been filmed there over the past several years.

The Westin Bonaventure's response to that editorial claim was an equally impressive and lengthy 2-page listing of feature motion pictures, TV series episodes and commercials that have been shot in and about the hotel during its 10-year history. This included "Breathless", "Ruthless People", "Mr. Mom", "Buck Rogers in the 21st Century", "Logan's Run", and episodes for such TV series as "Downtown", "It's a Living" and "Starsky and Hutch".

Well... just goes to show that Hollywood must have a lot of "favorite" hotels. A lot of them, apparently, Westins. We know, for instance, that Century Plaza and The Westin Ilikai are also often in demand as location sites. We've also known of others, such as the Mexico resort properties, that have played a starring role, or, at least, a bit part in other productions.

Perhaps then we should have put it, "Hollywood's favorite hotels are Westins." As a matter of fact, were the annual Emmy and Oscar awards to initiate a "Best Hotel Set" category, it appears it must be just a matter of *which* Westin would be the winner.

THE PLACES OF WESTIN

(An ongoing series of profile briefs on Westin's hotels and resorts by geographical locations)



IN SALT LAKE CITY

The Westin Hotel Utah

Located in the heart of downtown Salt Lake City, the hotel overlooks picturesque Mormon Temple Square and is steps away from the city's major shopping, entertainment and business centers. The elegant and historic 500-room hotel, which celebrated its 75th anniversary this last June, opened in 1911 and joined Westin in 1984. For years it has been recognized by Mobil Travel Guide and the American Automobile Association as one of Utah's finest hostelrys. Among its dining facilities is the award-winning restaurant, The Roof, with its panoramic city views. Additionally, there is The Grill for more casual dining and the Bowl 'n Basket for light snacks and continental breakfasts. The

hotel boasts one of the largest and most complete meeting facilities in Salt Lake City. The Westin Hotel Utah employs 480 people.

IN VAIL

The Westin Hotel, Vail

Westin's only mountain resort hotel, The Westin Hotel, Vail is part of Cascade Village, a year-round European Alpine resort nestled at the foot of Vail Mountain and adjacent to White River National Forest. The 180-room hotel opened in December, 1982. Food and beverage facilities include Alfredo's for fine dining, The Cafe for casual fare and the Lobby Lounge with huge window vistas of the surrounding mountains' splendor. Recreational facilities abound including a year-round outdoor pool and Jacuzzi, health club featuring indoor/outdoor tennis, racquetball and squash, full spa amenities, and, of course, the resort's prime winter attraction, skiing. Five PGA golf courses are within 15 minutes of the hotel and there is easy access to fishing and hiking. The Westin Hotel, Vail employs 180 people.

IN DENVER

The Westin Hotel, Tabor Center

The 420-room, 19-story hotel is located at Tabor Center, a two-square block multi-million dollar office tower-retail-hotel complex located in the heart of downtown Denver. The hotel, which opened in January 1985, features the elegant Augusta dining room, the less formal Tabor Grill plus the Tabor bar and the Lobby Lounge. Recreational facilities include an indoor/outdoor swimming pool, health club with sauna and racquetball courts. Its varied meeting facilities includes a 200-seat terraced auditorium with front and rear projection booths and a permanent stage. The shops of Tabor Center are directly connected to the hotel. The Currigan Convention Center is three blocks from the hotel and the Denver Center for the Performing Arts is within two blocks. The Westin Hotel, Tabor Center employs 475 people.

