

Front!

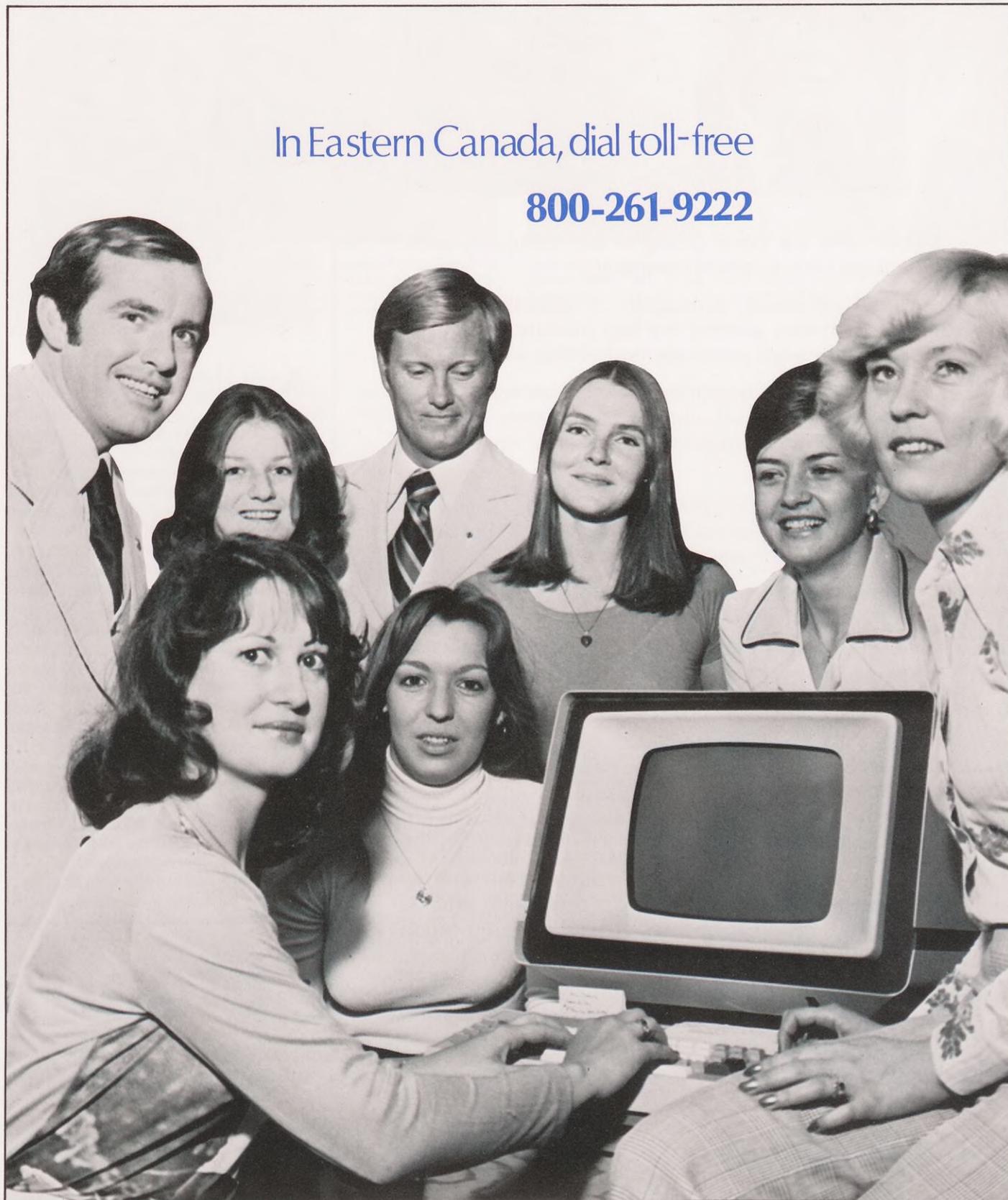


October 1975

WESTERN INTERNATIONAL HOTELS
Partners in travel with United Airlines

In Eastern Canada, dial toll-free

800-261-9222





How have we been doing in our company-wide energy conservation campaign?

As you are aware, a program of effective energy management was among the top priority objectives established by your company earlier this year.

A WIH Energy Management Committee was formed to work with in-hotel energy committees towards reducing fuel consumption and energy operational expenses.

The Committee's emphasis has not been on sophisticated technical systems and equipment to conserve energy, but on individual "people efforts."

A recent report from that Committee indicates that this individual "people effort" approach is beginning to pay off.

Utility expense for the first six months of 1975 was \$2,519,206, as compared to \$2,044,550 during that same period for 1974.

While these figures show we have a long way to go to meet our objective, the Committee emphasized heartening indications that your good efforts are beginning to show.

We are confident, that with your current energy conscious awareness and increased positive efforts, the Committee's year-end report will be even much more encouraging.

We'd like to leave you with this reminder . . . as with whatever else we do, in our energy conservation efforts, people really do make the difference!

LYNN P. HIMMELMAN
Chairman

HARRY MULLIKIN
President



As of September 1, residents of the Canadian provinces of Ontario and Quebec have been dialing a single, toll-free number to request hotel accommodations at any WIH property throughout the world.

The magic number . . . 800-261-9222, except for Toronto residents who can dial locally, 368-4684.

(A similar toll-free reservations system — 800-228-3000 — has been servicing continental United States residents since June 1974.)

The Canadian reservations terminal operation is located at the Toronto Regional Sales Office. Pictured on the cover gathered around one of the computerized CRT units are (back row): Sandy Irwin, regional director of sales; Debbie Betz, secretary; Pat McCabe, sales manager; Anne Carlyle, reservationist; Mary-Anne Jarych, reservationist; Dayle Aird, reservation supervisor; Dianne Hobson, reservationist (seated); and Georgina McGoldrick, reservationist.

Front!

A monthly publication by and
for employees of
Western International Hotels

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LITHO IN U.S.A.

Hotels lauded for vocationally handicapped hiring practices



Washington Plaza Director of Personnel Sandy Novak (second from left) displays the hotel's citation certificate to (from left: Larry Way, night housekeeping supervisor; Lon Woitte, executive steward and Helen Achterman, equal employment supervisor).



Among the Houston Oaks housekeeping staff employed through the program are these three ladies, from left: Thelma Jackson (recently promoted from housekeeping trainee to senior supervisor); Juanita Mahanke, housekeeping trainee; and Azza El-Emari (promoted from floor supervisor to senior supervisor).

Two hotels — the Houston Oaks and the Washington Plaza — have been cited by officials of their respective states for their "outstanding" employment practices in the area of mentally handicapped persons.

To the Houston Oaks went the annual "Governor's Citation" award. As presented through the Governor's Committee for the Employment of the Handicapped, the award gave recognition to the hotel for its on-staff employment of 20 vocationally handicapped men and women.

Most of these individuals are employed as housekeeping staff members. A few others are working in the hotel's Food & Beverage department.

Speaking for her group, Houston Oaks Executive Housekeeper Billie King reports that these employees are "doing very well." She adds, "In fact, we were recently very pleased to be able to promote a few individuals to more responsible positions."

The Washington Plaza has received dual recognition awards for their equally successful hiring program.

The first was the annual Washington Association for Retarded Citizen's award, presented earlier this summer, which cited the hotel for its outstanding work in the field of hiring the mentally retarded.

More recently, the hotel was awarded the Employer of the Year industry award citation from the Washington State Governor's office.

According to Washington Plaza Director of Personnel Sandy Novak, the hotel currently employs some 18 handicapped persons in both its

housekeeping and stewards departments.

Says Sandy, "They are doing a great job for us . . . the hotel management, as well as the directly involved department heads are very enthusiastic about the program!"

Recipe contest inspires culinarians

If your hotel's kitchen crew seems to be particularly preoccupied these days, there's a reason.

It just might be that they are tossing around a mental idea or two in search of some creative culinary inspiration.

Announced in early September was the first in a continuing Annual Western International Hotels' Recipe Contest and Chef Reinhold Keller Award program (The late Chef Reinhold Keller, Western's first executive chef, is recognized for establishing our company's professional culinary standards and for pioneering quality control criteria during the '40's and early '50's.)

The competition, open to all food preparation personnel employed in our U.S. and Canadian hotels, was developed by the WIH Food and Beverage Committee. The intent — to encourage and promote the creativity of our culinarians and to help our company maintain its leadership in quality food preparation.

Participants are permitted only one original recipe entry. However, the

on the move

VLASTIMIL LEBEDA, formerly Executive Sous Chef at Hotel Toronto, now Executive Chef at Winnipeg Inn.

LARRY NEWTON, formerly Beverage Manager at Crown Center, now Beverage Manager at Peachtree Plaza.

BIRGIT RADIN, formerly Director of Housekeeping at Hotel Scandinavia, Copenhagen, now Director of Housekeeping at Continental Plaza.

JAMES TREADWAY, formerly Administrative Assistant to General Manager at Hotel Scandinavia, Oslo, now Front Office Manager at Peachtree Plaza.

JEANNETT BRIAR WALKER, formerly Director of Housekeeping at Continental Plaza, now Director of Housekeeping at Anchorage-Westward.

TERENCE ZWIRN, formerly Reservationist at Omaha Reservation Center, now Management Trainee at Crown Center Hotel.

area for their culinary creativity covers the complete range of food preparation as used in our hotels from cocktail hors d' oeuvres to main entrees.

Each hotel is to judge and select its winning entrant. From these a panel of industry professionals will select three finalists and the grand winner.

Announcement of winners and presentation of award prizes will be made during the course of the annual Food & Beverage Seminars.

Invitation to an opening



An outdoor welcoming address is given by General Manager Kim Chappell.



Among the first to enter the lobby, following ribbon cutting ceremonies, is vice president and project director for the hotel, Dan McClaskey.

The week of August 18 celebrated the opening of the South Coast Plaza Hotel.

Typically, it was an occasion for banquets and parties and colorful ceremonies. An occasion for high excitement and nervous exhaustion, of boo-boos and bravos.

And for the trained but untested members of the hotel's staff in particular, opening week lives in memory as a not-soon-to-be-forgotten experience. If you've been there, you know!

But mainly, it is a "people" occasion . . . the first check-in guests, specially invited ceremony attendees, and crowds of curious visitors eager to discover for themselves what the new hotel is all about.

Now join with us as we follow an opening week crowd on a discovery tour of what South Coast Plaza is all about!

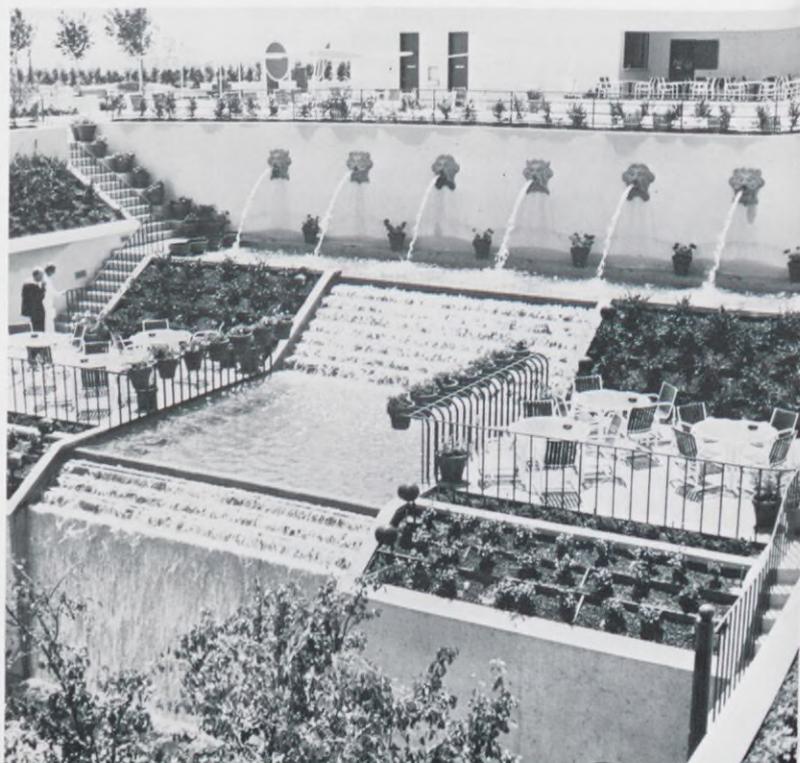


The crowd pours in . . . the hotel tour begins.



A refreshing stop at the Orange Grove Cafe where the history of Orange County is pictured in authentic photo murals.

The outdoor view focuses on a 20-foot-high cascading waterfall, with the Garden Court at its base and the open-air Game Deck and swimming pool at the top level.





Elegantly casual Alfredo's where dining features Italian and continental cuisine 'neath an 18 foot Weeping Fig tree.



Stepping into a world of romantic intrigue, of live entertainment and good-times — the exotic Blue Parrot.



An invitation to stay awhile . . . the extra spacious, luxuriously appointed guest rooms.



'Talentine' Champs

Singapore — Festivities highlighting the fourth annual Staff Nite party for employees of the SHANGRI-LA included a number of competition events for which valuable prizes were awarded. Pictured are the winners of the "Talentine" contest, Front Office Receptionist Marjorie Wright and Julian Pereria of room service, who brought down the house with their rendition of "Dream On."



Show Stealer

Mexico City — Stealing the show at the CAMINO REAL, MEXICO CITY's seventh anniversary staff celebration was an elaborate five-tiered birthday cake. Maitre d' Oswald Rulli (second from left) serves the first slice to the hotel's Vice President and Managing Director John Berthelot. At far left is Personnel Director Luis Morali and at far right is La Cantina Bar Hostess Aremiza Pita.



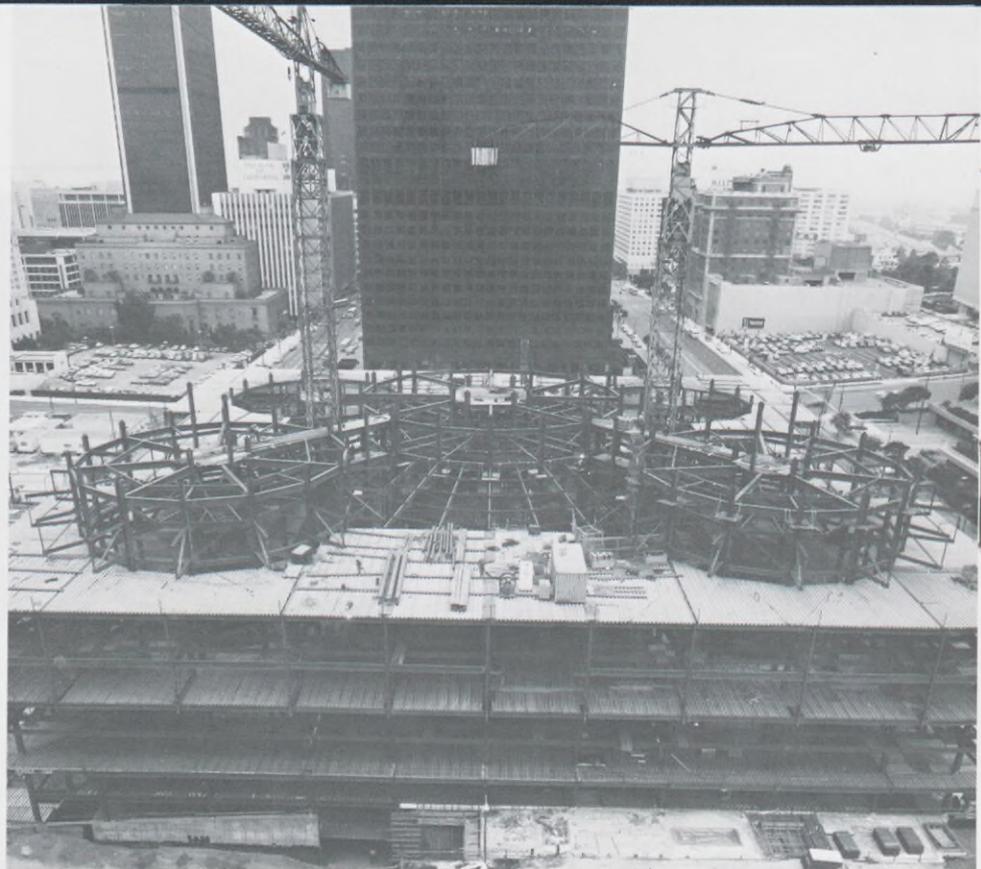
Fourth Anniversary

MAZATLAN — A table of employee celebrants are pictured during a staff party commemorating the CAMINO REAL MATZATLAN's fourth anniversary event. Facing the camera in the foreground are Public Relations Manager Nancy Trucios and Sales Manager Manuel Escalante.



Tall Recruiting Job Order

Atlanta — PEACHTREE PLAZA Employment Manager Charles Sovern and Employee Relations Manager Sharyn Cole study a printout of the hotel's employee needs by department. The 1,100-room hotel will require a staff of 1,500 employees when it opens next January. Sovern estimates that ten people will apply for each position . . . a tall recruiting job indeed for the world's tallest hotel!



Looking Down at What's Coming Up

Los Angeles — Construction is moving rapidly on site of the LOS ANGELES BONAVENTURE, as testified by this "bird's eye view" shot taken in late August. The 35-story, 1,500-room property with its cluster of five bronze glass mirrored towers rising above a center podium structure, is scheduled for spring 1977 opening.



Tennis Stars at Ilikai

Honolulu — Firmly establishing itself as the tennis resort of Waikiki, the ILIKAI has recently joined forces with the Hawaii Leis of the World Team Tennis Association (WTT) in a long term financial venture. The agreement was announced during the second phase opening of the Ilikai's proposed seven court tennis complex. Flanked by Ilikai General Manager Bill Hulett (far left) and the Reverend Abraham Akaka — who marked the occasion with a Hawaiian blessing — are noted tennis star Lei team members: Stan Pasarell, Charlie Panui, Barry McKay, Helen Gourlay, Tom Edlefsen, Butch Bucholz, Margaret Court, and Kathy Kuykendall.



'Where To' Winner Enjoys Hotel Stay

Toronto — Second prize winner in the WIH "where to meet puzzle" contest (details in the September Front!) Bernard Tomasko and family enjoy a chat with HOTEL TORONTO Doorman Roman Sawicki during their hotel visit. Winner Tomasko, a Chicago businessman, was awarded a week's stay at the Hotel Toronto plus first class air fare and \$500 spending money.

photo news



'Pow Wow' Partners In Travel

Boston — WIH and United again joined forces in drumming up tour business with adjoining booth displays at the "Discover America Pow Wow & Travel Mart" show held in Boston in late August. Posing with booth visitors from the Philippine travel industry are from left: Chuck Cartier, sales manager Century Plaza; Archie Holeman, sales manager New York Regional Sales Office (fourth from left); Jean Spaulding, sales manager Peachtree Plaza and Jim Weiss, WIH tour and travel manager (seated behind table); Jerre Riffle, sales manager St. Francis (far right).



WIH Stars at UA Open House

Denver — During United's recent "open house", given for the airline's family members from the Denver area, the WIH exhibit proved to be one of the most popular attractions. Among the hosts for the day long event were (from left): Chunoge Paullus, employee of Trader Vic's at the COSMOPOLITAN; Bob McBride, United regional vice president-Denver; Ray Brum, Cosmopolitan director of sales, and Steve Jung, Manager of Trader Vic's.

Mullikin predicts economy upswing at AH & MA meeting

Banquet and luncheon business — and cash receipts in the lounges — will stage a come-back in the hospitality business this fall.

This is the prediction of Harry Mullikin, WIH president and president of the American Hotel and Motel Association, who met with executives of AH & MA at the Crown Center in Kansas City early in September.

In an interview with the Kansas City Star, Mr. Mullikin acknowledged that belt-tightening on the part of corporate executives reflected the state of the economy in the United States and other countries.

"Companies did reduce travel and curtailed luncheons and banquets that were a part of all business meetings," Mr. Mullikin stated.

He added, however, that he believes the economy is on the upswing. Previously, Mr. Mullikin has urged Western International sales and other executives to work harder "in order to gain a bigger share of a smaller market."

The meeting at the Crown Center hotel was only one of several at which Mr. Mullikin spoke during September. Following the Missouri sessions, he flew to Mexico City for a Western International session there, and following two days at the St. Francis in San Francisco, he was in San Diego to address the resort committee of AH & MA, the world's largest hospitality organization.

In addition to his work on the board of UAL, Inc., where he met with directors in Chicago on Sept. 24, Mr. Mullikin again crossed the country for a speech before members of the California Hotel Association at Carmel.

October also bids to be a busy month of work and travel for the WIH and AH & MA president with meetings scheduled at Vancouver, B.C.; Chicago; Knoxville, Tenn. and Seattle.

Mr. Mullikin's activities as president of the international hospitality association will reach a climax in December when the 9,000-member organization holds its annual convention at the Century Plaza and Beverly Hilton hotels in Los Angeles.

If a man answers — hang up? Well . . . not necessarily!



Steve Pommerich, PBX switchboard operator at the Continental Plaza



Beth Greer, bartender for the Washington Plaza's Library lounge



Leah Marshall, senior assistant manager at the Bonaventure

That telephone number may very well have been correctly dialed. The unexpected male voice answering was that of the hotel's switchboard operator.

Now, consider another encounter situation.

The guest at one of our hotels has ordered a room service breakfast. The usual assumption is that the meal would be served by a room service waiter. Right?

Again . . . not necessarily!

If it happened at the St. Francis, Hotel Toronto, Continental Plaza or the Crown Center, it could just as well have been served by a room service waitress.

These are just two examples of various hotel positions that most of us have traditionally associated with a specific sex.

Today, however, in many areas these traditional job associations just "t'aint necessarily so." The once rigid job classification practices that separated the guys from the gals in industry and business are now being viewed in a new perspective. That view reveals that there are a number of positions traditionally dominated by one sex that can be performed equally as well by an interested and qualified member of the opposite sex.

It's happening in the hospitality industry. And it's been happening for some time within our own Western International hotels.

In a recent check with the Corporate Personnel Division office, for instance, various hotel positions that were formerly associated with a specific sex, now include the employment of one or more members of the opposite sex. Among these are bartenders, guest room attendants, wine stewards, culinarians, executive stewards, sales executives, directors of housekeeping and bus persons, as well as the previously mentioned telephone operators and room service personnel.

Basic consideration for the employment of individuals in "non-traditional" job roles is no different than it is for anyone else, according to WIH Director of Personnel Gordon Schneider.

"It's simply that the individual be fully qualified to handle that position in accordance with WIH standards," he says.

"After all," he added, "it's people — men and women both, who possess the professional skills necessary to perform their responsibilities — that make the difference to their employer and to our guests."



Georgina Joos, wine stewardess at the South Coast Plaza



Anne Hoover, room service waitress at the Hotel Toronto



Paula Crowder, regional director of sales for the San Francisco office



Steve Lansing, room attendant at the Crown Center's housekeeping department



John O'Conner, director of housekeeping for The Plaza with night supervisor Beverly Maison

GINA TUCKER — WIH's active 'first lady' retires



At retirement party ceremonies, Gina Tucker is presented with a parting memento from President, Harry Mullikin.

"It has been a very happy 30 years. I feel that I have been most fortunate to have worked for a company with such dedicated people at the head. Truly, I am delighted that my working years have been spent with such inspiring people!"

These were the deeply sincere sentiments expressed by Gina Tucker upon her retirement as director of housekeeping at the Century Plaza on August 31.

Over the years, the recognition of the many outstanding professional qualities she has applied in the pursuit of her goal ambitions has earned Gina a kind of "first lady" status within our WIH family.

Actually, Gina has successfully pursued two distinct career goals with Western International. The first was in the area of food and beverage. The second in housekeeping.

It all began in 1933 at the Cascadian in Wenatchee, Washington, when Gina joined WIH as a food service manager.

Then in 1940 she married and interrupted her hotel career for a period of some 13 years.

Returning to WIH in 1953, Gina went to work as the assistant food and beverage manager at the Boise Hotel. Four years later, she was transferred to San Francisco where she was assigned to the WIH food research kitchen.

Back to Seattle and a new position

as assistant director of food and beverage for WIH followed. In that post she visited the various properties as consultant, and attended the pre-opening of new properties to help train food service personnel.

In 1961, WIH "lent" Gina to Fujita Tourist Enterprises in Japan to train their food services personnel in preparation for the Tokyo Olympic Games.

It was while in Japan that Gina performed her first duties in housekeeping, a field in which she later was to become an authority.

With the expected onslaught of worldwide visitors attending the Olympics, many Japanese hotels, unfamiliar with Western sleeping accommodations and housekeeping methods, badly needed maid training help. Gina was among the instructors.

No sooner had Gina returned to the United States when she was sent packing to Mexico City to train the hotel staff for the opening of the Alameda.

Then, prior to the Century Plaza opening in 1966, Gina made a distinct career change with her appointment as director of housekeeping for the hotel.

Subsequently, in addition to managing the housekeeping operations for the 750-room property, Gina has otherwise occupied herself by lecturing at a number of colleges and universities, teaching housekeeping classes at Pepperdine University in Los Angeles, and has been an active member and officer of the AH & MA Educational Institute, the Hotel Executive Housekeeping Association, Home Economists in Business, and the National Executive Housekeepers' Association.

If this were not enough, she has also found time to write articles for both Institutions magazine and National Executive Housekeeper magazine.

With Madelin Schneider, an editor for Institutions, Gina has written two books, "The Science of Housekeeping" and "The Professional Housekeeper". The latter will be used as a textbook for vocational schools and colleges.

It is almost anti-climatic to add that in 1970 Gina was the recipient of the company's highest honor — the Thurston-Dupar Inspirational Award!



Seattle — For MAYFLOWER Sales Manager Pat Huntsaker, happiness is obviously a pair of plush animals won at a Seattle amusement center. Vacationing in Seattle recently, Pat dropped in at the Marketing Division offices for a quick visit accompanied by her newly acquired mascot pair.



Winnipeg — WINNIPEG INN employees think a lot of staff cantina employee Ruby Ryckman. So much so, in fact, that when her birthday rolled around recently they expressed their appreciation by surprising her with this huge bouquet of flowers.



Seattle — Former WIH Assistant Credit Manager Ken Thomas beams gleefully as he "gouges" a center hunk from his retirement party cake. Thomas, a former retired member of the Seattle police force, has been employed at his WIH CREDIT DEPARTMENT position for the past nine years.

**David Allin —
An Apprentice Graduates**



David Allin (center) is congratulated by Executive Chef Walter Roth (left) and Executive Sous Chef Werner Gluer.

The graduation dinner honoring Century Plaza Culinary Apprentice David Allin, could hardly be ranked as an "ordinary affair."

For one thing, it featured a specially prepared menu under the direction of the hotel's Sous Chef Werner Gluer.

For another, it was hosted by the hotel's Executive Sous Chef Walter Roth, who personally greeted the many honored guests attending the event at the Century Plaza's Pacific Palisades Room.

And for a third, guests were invited to taste samplings from an array of enticing food exhibits as presented by David's fellow apprentices, Gary Sherer, Danny McGee, David Pallett, Sinar Parman and Nicholas Ramus.

Each of the apprentices exhibited specialty items they had created in the kitchen department to which they were currently assigned.

Then, to top things off, the big moment in the young culinarians career was proudly shared by David's parents who were among the guest attendees.

David entered the Culinary Apprenticeship Program at the Century Plaza three years ago without prior knowledge of the culinary arts. Subsequently he has been trained at all kitchen stations, studied cost control and pricing, and painstakingly developed the many other necessary skills demanded of the culinary profession.

As his first assignment following graduation, David will be working in the main kitchen. In the future, he can look forward to a developing career that could lead him to an executive chef's position.

**GLADYCE GENTRY — St. Francis
'Hot Line' Commander**



"GeeGee, hello. Room 712 in order. Thank you."

As the phone message is received from the maid in 712, Chief Linen Attendant Gladyce Gentry — or GeeGee, as she prefers to be called — immediately transmits the rooms availability status to the front desk via the Electrowriter.

On the Electrowriter receiver, meanwhile, a message is being received from the front desk listing a half dozen or so check-out rooms for both the St. Francis main and tower buildings.

This incoming room check-out information is posted on the room status board by GeeGee. (Subsequently, a runner will collect the information and post it on appropriate room floor status boards signaling the maid staff that these rooms have been vacated and need to be made up.)

From her housekeeping "command post" office at the St. Francis, GeeGee maintains a continuing room status tab on the hotel's 1,200 sleeping rooms with all the aplomb of a 4-star field general. Her headset "hotline" phone, which can be directly dialed by room maid "field troops" from any guest room, keeps her alerted to all "in order" rooms. In turn, her contact with front desk "headquarters" keeps her updated on recently vacated rooms.

Adding to the "command post" atmosphere at GeeGee's station is a desk top microphone (she is also

responsible for the department's paging system), and a standard dial telephone. Surrounded by all this mechanical communications equipment, GeeGee laughingly allows that "things do get pretty hectic at times."

Her position requires that not only must she have the ability to get along well with others, but have an intimate knowledge of the department's operations and of guest rooms.

She is well qualified in these requirements. Among her fellow employees, she is noted for her friendly, cheerful personality, cooperative attitude, and keen sense of humor.

As for her department operations background, GeeGee recently celebrated her 27th year as a housekeeping staff member. Twenty of those were spent as a room maid assigned to the seventh floor ("... I'm still partial to that floor.") in the main building. As she once jokingly put it, in referring to her years of service, "I was poured with the concrete!"

While GeeGee thoroughly enjoys her present linen room position — which she has held for the past seven years — she admits to missing the guest contact she experienced as room maid.

"I've had a lot of famous people on my floor," she muses, "and a lot of things have happened over those 20 years." Then, as she reaches to answer her ringing phone, she flashes a quick smile, and adds, "You know ... someday, I think I'll write a book!"

FRONT! salutes ...



PAT KILLICK, catering secretary at the Cosmopolitan, for being selected by her fellow employees as the hotel's "Employee of the Year!"

BAYSHORE INN-ers

Your hotel correspondent is Barbara Danuke. Call Barbara on extension 326 and give her your input for Front! (All other WIH people: submit Front! items to your hotel correspondent listed below.)

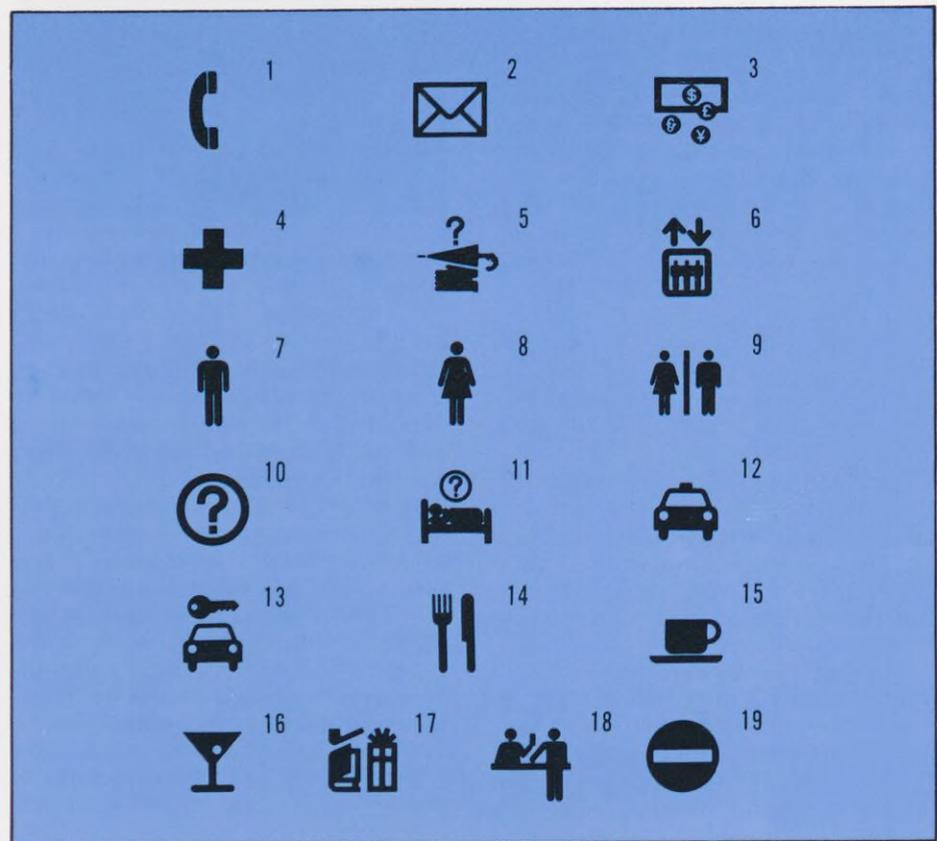


Acapulco Malibu, **Oscar Cruces**. Alameda, **Giannela Soto Quinard**. Anchorage-Westward, **Candy Hulk**. Bayshore Inn, **Barbara Danuke**. Benson, **Nelvia Turner**. Bonaventure, **Anton Khouzy**. Calgary Inn, **Kay Artinian**. Camino Real, Cancun, **Patricia Martinez**. Camino Real, Guadalajara, **Gloria Sagastegui**. Camino Real, Mazatlan, **Nancy Trucios**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Gloria Nunez**. Camino Real, Saltillo, **Luis Aguilar**. Camino Real, San Salvador, **Ana Maria Vides**. Camino Real, Tampico, **Lic. Francisco Gutierrez P.** Carlton House, **Arlene Pobiki**. Carlton, **Leanne Hayward**. Century Plaza, **Blake Chatfield**. Crown Center, **Barbara Harlow**. Continental Plaza, **Audri Adams**. Cosmopolitan, **Lynn Kelly**. Detroit Plaza, **Susan Larkin**. Edmonton Plaza, **Donna McLaren**. Hotel Scandinavia, Copenhagen, **Aksel Christiansen**. Hotel Scandinavia, Oslo, **Kirsti Brekke**. Hotel Toronto, **Pat Samson**. Houston Oaks, **Becky Bratton**. Ilikai, **Valery Satin**. Mayflower, **Martha Sheppard**. Michigan Inn, **Anita Ste. Marie**. Miramar, **Clement Au**. Miyako S.F., **Jessica Melgoza**. Olympic, **Sue Brush**. Peachtree Plaza, **Courtney Gibson**. South Coast Plaza, **Scottie Layer**. St. Francis, **Charles Conine**. Shangri-la, **Gwenda Loong**. Space Needle Restaurant, **John Poquette**. The Plaza, **Janet Luoma**. Washington Plaza, **Sandy Novak**. Winnipeg Inn, **Maggie Clark**. WIH de Guatemala, **Mary Lina Ruiz-Ciani**. WIH Executive Office, **Dorothy Stauffer**. WIH Credit and Acctg., **Karen Cross**. WS & S, **Nancy Newman**.

BELLPERSONS . . . RING YOUR CHIMES! — It's the annual Bellman/Bellwoman of the Year Award contest time promoted by the American Hotel and Motel Association. Winner award prizes this year are being sponsored by American Airlines and Samsonite (the luggage people). Last year we had a close winner in runner-up Bellman Leo Heinz of the Olympic. This year . . . the top spot?

★ ★ ★

SIGN LANGUAGE — The INSTITUTE JOURNAL of the AH & MA recently reported on the group of graphic symbols developed by the U.S. Department of Transportation for the benefit of foreign visitors attending America's Bicentennial celebration. Some are already established international identification signs. Others are new. Currently they are being tested for their effectiveness and comprehensibility. The group is pictured below. How many would you be able to identify? (Answers given below)



SIGN LANGUAGE ANSWERS:

(1) Telephone (2) Mail (3) Currency Exchange (4) First Aid (5) Lost and Found (6) Elevator (7) Toilets, Men (8) Toilets, Women (9) Toilets (10) Information (11) Hotel Information (12) Taxi (13) Car Rental (14) Restaurant (15) Coffee Shop (16) Bar (17) Shops (18) Ticket Purchase (19) No Entry

★ ★ ★

INN-DINGS — Congratulations to Calgary Inn Controller Don Holmes recently notified that he had passed the CPA examination for the State of Washington. (He had taken the two and a half day exam while still employed at the Olympic.) What makes Don's accomplishment particularly impressive is that of the total of 978 candidates taking the test only 149 passed. Of that number, only 41 passed the first time around . . . Don was one of them!