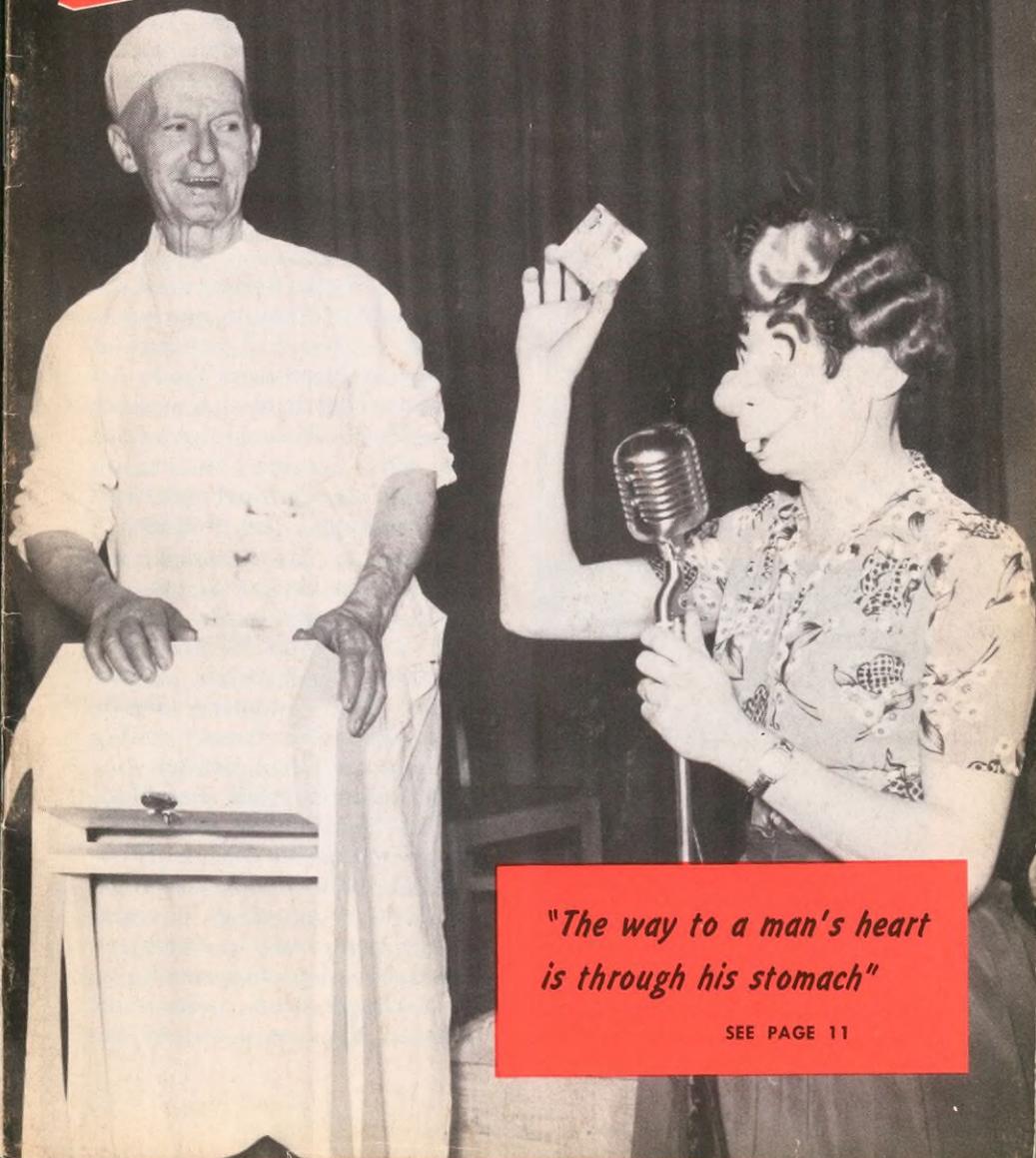


*Western Hotels, Inc.*  
**Front!**

April, 1951  
Vol. 5, No. 2



*"The way to a man's heart  
is through his stomach"*

SEE PAGE 11

## The Man Who Can't Say "No" . . .

*No. 5 in a series of articles on the men who helped build Western Hotels, Inc. into the organization it is today.*

**I**F you are forming a club and need one more member—just ask Charles Hunlock, vice president in charge of public relations for Western Hotels. He will join anything that will relate him to more of the public or that has as its purpose the improvement of Seattle, Washington or the Pacific Northwest. He can't say "no."

Here are a few of Hunlock's affiliations: president for eight years of the Seattle Hotel Association, director of the American Hotel Association, trustee of the Seattle Chamber of Commerce (also serves on five different

Chamber committees), director of the Washington State Hotel Association, director of the Washington Spiritous Beverages Association, vice president of the Seattle Symphony Orchestra, trustee of the Seattle Civic Unity Committee, chairman of the Advertising Committee of the Evergreen Playground Association, chairman of the Washington State Advertising Commission, secretary-treasurer of the Employers Conference of Washington, and chairman of the Tourist Committee of the Pacific Northwest Trade Association. He has been a member of the Hotel Greeters of America since 1913, serving one term on the board of governors and twice as international vice president.

These are just business and civic organizations. Socially, Hunlock belongs to the Rainier Club, Washington Athletic Club, Broadmoor Golf Club, Seattle Tennis Club and the Seattle Yacht Club. (He doesn't own a tennis racquet or a yacht.)

This doesn't mean that Hunlock just joins and forgets, he actually works at his various affiliations. He will attend an average of 18 to 20 meetings a week, sometimes as many as six or seven a day, and participate in policy-making decisions in almost all of them. He does it largely be-



**CHARLES W. HUNLOCK**  
Vice-President  
Western Hotels Inc.

cause he believes it's good business, but partly because he really enjoys it.

"I don't think one can over-emphasize the value of a wide acquaintanceship to anyone in a business like the hotel business," he says, "but you do have to believe sincerely in the importance of the objectives of these groups and be willing to accept positions of responsibility and to properly discharge your duties."

Public relations, however, as represented by these activities, is only one of the fields of interest of the amazing Mr. Hunlock. The other is labor relations. He usually represents management in negotiations with the 14 different labor unions that participate in the hotel business. In the pulling and hauling of the free American economy, such negotiations are many and trying. Hunlock is known as a patient, understanding negotiator, firmly insistent upon fair policies.

These two fields, public relations and labor relations, Hunlock considers to be "wide-open with opportunities for young men aspiring to high places in the hotel business."

"These are relatively new fields," he explains. "When I first started in the business there were virtually no labor organizations at all in it. Now there are many. They play a necessary role in the nation's economy and harmon-

ious relations between management and labor are essential to the welfare of the industry.

Labor relations today requires an extraordinary amount of study. Any man who represents either side in a negotiation must be familiar with the details of every job in the hotel. He should have an understanding of accounting, and most of all, he should be thoroughly grounded in the various legal aspects of the problem. Not many people have these qualifications. That's why I say it represents such an excellent opportunity for young men willing to do a little extra study."

But for an accident, Hunlock might well have been a surgeon today instead of a hotel executive. His father was a physician in a little eastern Oregon town and, as a boy, young Hunlock was thinking of a similar career when he accidentally cut off his thumb with an axe. It was sewn back on but with its use restricted enough to discourage his hopes of becoming a surgeon. Hunlock went to Portland to go to high school, but entered the hotel business and never got around to graduating. His first job was in 1911 as an elevator operator in Portland's Imperial Hotel. Early in life he decided that the only way to get varied experience was to keep on the move and his movements from then on would have tired out a durable gypsy. From the

Imperial he jumped to the Hoyt Hotel as a clerk. "This," he says, "is the toughest job I ever had. I worked 12 hours a day, seven days a week, for three years.

In 1914 when Portland's Benson Hotel opened, he joined its staff and then hopped to the Multnomah as night auditor when it opened soon afterwards. Then he became chief clerk at the Marion in Salem. His first managerial job came in 1917 when he bought a lease on the Carter Hotel in the little town of Carter House in Ontario, Oregon, which he sold a few months later when called into the army.

After the war Hunlock went to San Francisco to work in the Plaza and Terminal Hotels as room clerk. He returned to the Marion for a few months, then south to Los Angeles as assistant manager of the Lancashire. He returned to Salem and then went to Seaside, Oregon as assistant manager of the Seaside Hotel. He became manager and stayed there until 1928 when he became associate manager of Mt. Baker Lodge at Bellingham. From there it was an easy hop to the Leopold in Bellingham and to the New Washington in Seattle.

He became associated with the Maltby-Thurston Corporation in 1929 as assistant manager of the Benjamin Franklin when it opened. The next year he jumped to the Hungerford as manager. In

1931 he managed the Camlin for a few months and then went back to Portland to become assistant manager of the Multnomah. It was there that Hunlock's talent for meeting the right people really became evident. He met and married the daughter of Portland city councilman A. L. Barber. Mrs. Hunlock enjoys an active life just as much as her husband and has her own list of affiliations. They have no children.

In 1933 the Hunlocks moved back to Seattle and stayed. He became resident manager of the Benjamin Franklin, and finally in 1935 manager of the Mayflower. Here he stayed until 1947 when he stepped up to become a full-time Western hotels vice president.

Along the line Hunlock managed to acquire financial interests in various hotels and today is a substantial stockholder in the Maltby - Thurston Corporation. Despite high taxes, Hunlock firmly believes that it is still possible for a young man to accumulate enough to buy into the hotel business. "He either has to save it or talk somebody into backing him. Probably a little of both."

He admits that some of his ventures didn't pan out too well. "On one occasion I lost my money and that of several backers. I was over three years getting out of debt. I don't know how else you learn about these things though.



**FIRST PRIZE** in the individual trays division of the Culinary Arts Display in Seattle was won by the Benjamin Franklin's Crab Louis, above.

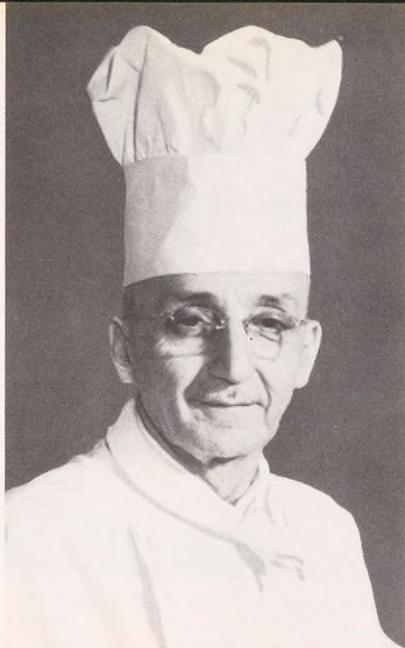
## *Food Artists*

**T**WO Western Hotels chefs won awards for their food artistry at the Culinary Arts Display in Seattle in January. They were George Penchos of the Benjamin Franklin and Floyd Kast of the New Washington. Penchos' exhibit won first prize in the individual trays division. A beautiful gold trophy and blue ribbon are now on display in the Benjamin Franklin dining room announcing the fact to guests. The New Washington exhibit won second prize in the buffets division and also has a trophy.

Penchos' individual tray was an elaborate Crab Louis on a huge 75-pound south sea clam

shell which he took out of the window of The Outrigger. It was served with crab legs, grapefruit, avocados, assorted canapes, a combination salad decorated with fresh pineapples on coconut stands, gardenias, ti leaves and driftwood draped with fishnets.

Penchos has been chef at the Benjamin Franklin for 15 years. Born in Greece, he studied cooking in Italy and France before coming to New York in 1906 to cook in several summer resorts in that state. His first jump westward was to the La Salle in Chicago when it was opened. From there he moved to St. Louis for four years and in 1912 landed at the Davenport in Spokane as assistant chef in charge of banquets. He came to Seattle in 1931 as din-



FLOYD KAST

GEORGE PENCHOS



ner cook at the College Club and from there to the Benjamin Franklin.

He left that hotel for three years to own and operate the coffee shop at another Seattle hotel, then went back to the Benjamin Franklin. Penchos is married, has an adopted daughter and one son who is news supervisor for the telephone company in Seattle.

Like most chefs, Penchos has rather positive ideas on the preparation and service of food. He believes that chefs should train their own cooks. In his long experience he has trained many cooks who are now chefs in their own right. He has five cooks on his present staff, including some men who have been with him for several years, such as Pete Cholos and I. A. Krisologo. Among the other oldtimers on his kitchen staff is Frank R. McCammon who has been at the hotel since August, 1934.

Penchos crusades incessantly for more interesting dishes for hotel dining rooms. He is a great believer in experimenting with new recipes and urges other cooks to do likewise. Several years ago he tried a series of international dinners at the hotel, a different nation's foods being featured each week. Among his present favorites is a planked stuffed salmon served boneless with a dressing of crab, shrimp and oysters.

## Vegetable Cook . . .

ALL good vegetarians in Utah should appreciate James J. ("Jimmy") Floris, vegetable cook at the Newhouse, although Jimmy maintains that one doesn't have to be a vegetarian to enjoy good vegetables. With rising meat prices and occasional meat scarcities, however, the vegetable cook's job doesn't look like any bed of shoestring potatoes.

Whatever unusual problems come up, however, will probably be old stuff to Floris who is celebrating 30 years of service at the Newhouse. He handles the vegetable preparation all by himself along with a host of other duties. On one occasion, it is reported that he singlehandedly took care of vegetable preparation for a banquet of more than a thousand people.

Floris hasn't always been a cook. In fact, in his younger days one might have predicted a military career. When he was 16 years old Floris was fighting in

the war in Tripoli and later in the Balkan wars. He came to the United States at the age of 18 and was working at the Newhouse when World War I began. He went into the army and served in Europe for two years. He was decorated twice by the U. S. government and received the Victoria Cross from King George V of England.

Floris is a proud foster father. While in France he found a four-months-old girl and through the efforts of the Red Cross he was able to adopt her and bring her to this country. She has attended Mills College and Temple University, and at the present time is attending Stanford University's medical school.

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### COVER PICTURE

Front's cover this month pictures some of the goings-on at the annual Newhouse Christmas party. Jimmy Floris, vegetable cook, is operating the "lucky number" machine. The story sent in by the hotel identifies the master of ceremonies merely as "Sadie," but readers will immediately recognize "her" as William S. Hewitt, catering manager at the Newhouse. Hewitt was formerly at the Mayflower in Seattle. At the time of his transfer he was secretary of Seattle's Stewards and Caterers Association. He is now a member of the same organization in Salt Lake City.



## *Tranquil Hostess*

MRS. Ethel Silve, dining room hostess at the Maurice in San Francisco, has one record that most other hostesses will find hard to equal. In over three years she has not had a single personnel change in her staff of waiters, waitresses and busboys.

In this upset age such stability is something to be noted. A lot of it undoubtedly springs from Mrs. Silve herself, and her assistant, Irma Bablon. Both women came to the Maurice approximately 18 years ago. This was during the depression when hotel staffs everywhere were outdoing themselves to give service and lure the

dwindling supply of guests to their respective houses.

Mrs. Silve started as a waitress and did so well she was promoted to hostess of the dining room within two years. She has held this same position ever since. Many of the children she used to place in a high chair for a meal have since come back to be served as young married couples.

A hostess' life is kept interesting by almost day to day incidents involving the peculiar characteristics of guests. "One time during the meat-rationing days of the war," she recalls, "a guest ordered one of our finest filet steaks, but asked that it be ground up into hamburger before cooking. Needless to say, this put the whole dining room in an uproar until the guest sheepishly explained that he had not had a good piece of meat for months and what was worse, he had a new set of false teeth so that he couldn't chew a solid piece of meat when he could get it."

### WHAT'S WRONG IN THIS PICTURE?

Dorothy Tippetts and Charlotte Spegar, waitresses at the Newhouse in Salt Lake City, depict how not to serve customers. The demonstration was part of a two-week daily course conducted by William Hewitt, catering manager. Over 15 waitresses participated in the course which included such subjects as appearance, personality, method of approach, meeting customer wishes, making out checks and efficiency of service. The skit ridiculed the thumb-in-soup type waitress who between chomps on her chewing gum leans forward and says "Where ya from, honey?" Front was able to find 16 things wrong in this picture. How many can you find? Turn to page 22 to check your list with ours.





ROBERT METZDORF



AL B. HAWNEY



JAMES H. HASTINGS



## BEN FRANKLIN PROMOTIONS

Several promotions at the Benjamin Franklin were announced last month by Lynn P. Himmelman, manager. Robert A. Metzdorf was named senior assistant manager. Al B. Hawney moved from room clerk to become assistant manager and James H. Hastings was named chief room clerk.

Metzdorf has been at the hotel approximately four years. He previously worked at the Owyhee and the Boise. Hawney started at the Benjamin Franklin in 1948, working one summer as a bus boy while attending Washington State College School of Hotel Administration. He returned to school that fall but came back the next summer and stayed on.

Hastings came to the hotel just a year ago. He was formerly room clerk for three years at the Leopold in Bellingham—however, he started his hotel career in Seattle as a bellman at the Mayflower in 1936. He worked at the President in Mt. Vernon for seven years before going to Bellingham.

## OWYHEE HOMECOMING

Ray Schilling, left, celebrated a homecoming at the Owyhee when he returned to the hotel's staff after an absence of 25 years. It was that long ago that Schilling started as a bellman at the hotel. Then he left to go into the sales business.

## The Way to a Guest's Heart . . .

*"For a man seldom thinks with more earnestness of anything than he does of his dinner"—Samuel Johnson*

DURING the last few months, most Western Hotels have entertained an unusual guest, a smiling, enthusiastic white-haired man, who pried into everything around the hotel that had to do with food. He counted the plates on the table, compared sizes of food portions, found misspelled words in menus, prowled around the kitchen studying the layout, equipment and methods of operation. He looked—and tasted—and made notes.

The things that went into his notebook are to have a profound

effect on Western Hotels food department activities in the future. The unobtrusive little man was J. L. Hennessey, one of the foremost food authorities in the nation, who now operates his own food consultant service as John L. Hennessey and Associates. Hennessey is the man who instituted many of the popular food department practices of the Statler Hotel organization and who retired from Statler as chairman of the board of directors. He is a member of the board of Schrafft's Stores which operates 50 restaurants in New York State and is president of the Radisson Hotel in Minneapolis. During the war he served as chief food con-

### **PERRY MANAGES WALDORF**\_\_\_\_\_

Jeff Perry, assistant manager of the Waldorf for the last eight years, took over as manager last month when Harold Gronseth left the post. Gronseth acquired a resort at Ruby Beach on the west side of the Olympic peninsula and will devote full time to its operation.

Perry started his career as a bellman at the New Washington over 15 years ago. Before going to the Waldorf he worked at the Roosevelt and several other Seattle hotels.



JEFF PERRY



THINGS WERE COOKIN' when . . . recently with Western Hotels ch over:" From left, Lee Macrum, G M. E. "Jimmie" Graham, Roose Graham, Olympian.

sultant for the War Department in Washington. General Dwight Eisenhower presented him the Award of Merit, highest civilian honor.

Hennessey loves good food and considers it one of his missions in life to do everything possible to encourage its preparation and service. That is probably why he allowed himself to be persuaded

by Western Hotels' management to survey its food operations and, acting in a counseling capacity, to make suggestions for improvement. All this is part of an aggressive new program which seems destined to make 1951 the "food year" of Western Hotels. Whether it's deep fried prawns at The Outrigger, filet mignon at the Starlite Roof, buttermilk hot-

When J. L. Hennessey, food consultant, discussed food preparation and service with hotel chefs and cooks. Here are a few of them snapped while "hashing things over." From left to right: George Penchos, Governor; Dean Atkinson, Winthrop; Benjamin Franklin; John Roosevelt; Hennessey; John Tonkin, President; Ed McHan, Von's Cafe; William



cakes at the Leopold or prime ribs at the Winthrop, the quality, service and taste of food are getting the most relentless going over they have ever received in the organization's history.

Late in January, Hennessey reported his findings and recommendations at a luncheon attended by cooks, chefs and managers from all Western Hotels in Se-

attle and nearby cities. In general, his observations were summed up in a phrase of his own creation, "standardize and simplify."

Without sacrificing the individuality of the various hotels' dining rooms, Hennessey recommended that more effort be devoted to standardized recipes and procedures that would reduce costs and elevate the general level

## "HENNESSEY-ISMS"

J. L. Hennessey, food consultant for Western Hotels, has a gift for vivid phraseology that helps to win acceptance for many of his points of view. Here are a few samples:

"Consolidate and improve your operation by taking the best ideas from everyone."

*"A hotel's reputation is only as good as its local reputation, and that is gained through the service of good food."*

"Don't plan or build for 'peaks'—let them take care of themselves."

*"Standardize and simplify."*

"The absence of noise doesn't mean that you can have class—but you can never have class with noise."

*"Where women go for lunch you will always find the men."*

"The hotel business is like show business. A good percentage of your guests are coming for the first performance. If the actors (employees) put on a good show, they come back again, but if they handle their lines and parts indifferently, then the performance is a poor one."

of food service throughout all the hotels. To this end he further endorsed the idea of a Western Hotels experimental kitchen.

To simplify food operations, he recommended reductions in the number of dishes used in serving a meal (he cited one instance when he had received eight dishes when he ordered an Irish lamb stew), reduction in the number of entrees on the menu, addition of salad combinations and sandwich combinations, and other similar suggestions.

Hennessey urged simplification in descriptive copy used on the menus themselves. "Throw out French names," he advised. "Make more adequate descriptions, too. Don't just say 'Poached Eggs Benedict.' Tell what they are. Don't say 'luncheon entrees,' say 'luncheon suggestions.'"

He advised chefs to put "lift" in their meals. "Serve hot foods hot and cold foods cold," he declared.

After his talk, Hennessey answered questions from the various chefs and cooks present, and participated in discussions representing differing points of view regarding food service.

Many of Hennessey's suggestions were immediately put into effect. Others will show up in the months ahead as Western Hotels dining rooms gear themselves to become the most outstanding family of restaurants in the West.



**FAREWELL KISS.** William Hudson, general manager of the Georgia in Vancouver, B. C., received an enthusiastic goodbye kiss from Mrs. Helen Russell who retired recently after 22 years' service with the hotel. Mrs. Russell was a member of the linen room staff. The entire housekeeping department participated in a farewell get-together and Mrs. Russell received several gifts of appreciation from her co-workers. The get-together was arranged by Mrs. H. M. Sreeton, executive housekeeper, at left, above.

**CASCADIAN DEERSLAYERS.** These bellmen at the Cascadian Hotel in Wenatchee have some sort of a record. Each went hunting on the same day, but in different locales, and each brought home a deer. They are, from left, Bobbie Andrews, Bell Captain Eldon Jones, Jimmy Spence and Bob Fairchild. Andrews can boast another achievement. He recently wooed and won Inace McCord, the Cascadian's attractive coffee shop cashier.



## *A-Bomb Photographer*

ANYTHING that has to do with atom bombs is interesting to Harry Mullikin, new catering manager at the New Washington Hotel. During the history-making Bikini blasts, he was 22,000 feet in the air snapping pictures of the explosion's progress and cloud drift. This was while Mullikin was serving as air corps photographer after the end of the war.

In his present position, Mullikin is also dealing with explosions, but of a different type. He now has to prevent "chain reactions" from starting in guests who may find something to displease them in their food or service. The department he is taking over has had a tumultuous recent existence. About a year ago the dining room, coffee shop and lobby were completely remodeled and expanded. Then the kitchen was moved upstairs from the basement. There were also a number of changes in personnel, all contributing to an unsettled atmosphere.

Mullikin will try to smooth out the operation and rebuild the popularity of the hotel's dining room. Results are already apparent. Except for his time in the air corps, Mullikin has always made hotel work his chosen career. He began in 1941 as an ele-

vator man at the Cascadian in Wenatchee, going through the steps as night porter, bellman, bellcaptain, clerk and chief clerk. Along the line he managed to get in two years of study in Hotel Administration at Washington State College and a year at the University of Washington.

From the Cascadian, Mullikin went to the Benjamin Franklin in 1948-49 and then to the New Washington where he worked on the desk until moving up to catering manager last October.

In addition to atom bombs and dining room problems, Mullikin now has another disturbing element in his life. On February 27, the stork delivered a husky boy at his house. He is now absorbed in the catering problems of bottle-warming and pabulum mixing.

HARRY MULLIKIN



## *Chase Moves Up*

Tom Chase, formerly chief room clerk at the New Washington, moved up to assistant manager last month. Though he has been at the New Washington only two years, Chase has had plenty of hotel experience. Born in Omaha, he worked at small hotels in Denver on his way West and finally in 1937 became clerk at the Multnomah in Portland.

During the war Chase went to work for the Federal Housing Authority handling lease and occupant problems in the critical Vancouver, Washington ship-building area. When the crisis was over, he moved back to the Multnomah as assistant manager in 1945 and then came to Seattle two years later. After a little time



**TOM CHASE**

with other hotels in the city, he joined the New Washington in 1949. He is married and has three children and a Dalmatian pup who is their pride and joy.

## **ABEL SCORES HOLE-IN-ONE**

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Scoring a hole-in-one is very pleasant, but it is especially exhilarating if your across-the-street business rival is a green-eyed witness. That's what happened on February 6 when Willard E. Abel, general manager of the Sir Francis Drake spanked a five-iron shot into the cup 140 yards away before the astonished and envious eyes of George Love, financial manager of the competing St. Francis Hotel. Reports from eye-witnesses further maintain that Abel's shot described a beautiful arc and went directly into the cup without bouncing or rolling.

## **KNOWLES BECOMES FATHER**

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George Knowles, recently appointed assistant manager of the Leopold in Bellingham, became father to a baby daughter on January 13, an event which also made manager John Pierce a grandfather for the first time. At a baby shower later in the month, Leopold employees gave Pierce a snapshot album with "Kathy" imprinted on it. Pierce is an energetic amateur photographer. His granddaughter's name is Katharine Elizabeth.

## Mayflower Rebuilds Rooms

THE Mayflower Hotel in Seattle is virtually building itself over from the inside out. By the end of 1950 it had completely remodeled 89 rooms and the pace is still continuing.

The remodeling doesn't stop with just a coat of paint. It includes all new furniture, new window valance boards, new lighting fixtures, new carpets, the additions of showers in the bathtubs, and the installation of lighting fixtures over medicine closets in the bathrooms and outlets for electric razors. Even bigger things were being contemplated until the defense curtailments put a halt to such plans.



The men directly responsible for the hotel's remarkable renovation record are Engineer Harry Westrup, his three engineer assistants, Charles Coleman, M. E. Bybee and George Campbell, and two painters, Herman Locken and Quintin Hintz.

Westrup, who has been engineer at the Mayflower for the last five years, started his career on a floating "hotel." In 1925 he became a fireman and engineer on a Dollar Line passenger ship running to the Orient. He stayed on ships until 1935 when he decided to settle down and get his stationary engineer's license. He became an apartment house engineer, took a brief flyer in the nursery business and then worked as a shipfitter in the Todd shipyards during World War II. He came to the Mayflower in 1946 and has been there ever since.

One innovation he introduced at the Mayflower is a heating system that preheats a lower grade oil. The money saved by burning the lower-cost oil paid for installation of the preheating system the first year it was used. He also has a new tube cleaning machine for cleaning boiler tubes, thus maintaining high efficiency in the heating plant.



MAYFLOWER ROOMS get a real going over when this crew goes to work. From left, they are Herman Locken and Quintin Hintz, painters, and Harry Westrup, engineer. The painters used over a dozen different color combinations in the rooms. Their toughest job was repainting the hotel's boiler room which is now as bright and colorful as any room in the house. "We had to wear respirators and spray it," they said.

## Multnomah's "Men of the Year"

EARLY in January when writers and historians were busy picking all kinds of "things of the year," the Multnomah Hotel decided to pick its own "man of the year."

The honor went easily to Lewis Bain, head porter at the hotel for the last 20 years. The event was celebrated properly and Bain was made the subject of another one of bellcaptain Jack Murray's famous blackboards. The chalk had hardly been dusted from the board, however, when Murray himself suddenly became the recipient of an award in his own right. He was named "Bellman of the Year" by Sigma Iota, student society of innkeepers at Washington State College.

Mr. and Mrs. Murray went to Pullman, Wash. on January 22

to accept the award and attend a student Bell Hop in their honor. The award was presented to Murray on the basis of an "outstanding record in human relations for a highly efficient and completely courteous service organization at the Multnomah and for the general good name which he has given to the hotel business in the Portland area."

Murray comes originally from Toledo, Ohio and somehow in his early life he managed to get in two years of journalism study at the University of Toledo. He worked in many of the nation's outstanding hotels before wending his way westward to the Multnomah 10 years ago.

Murray's "blackboards" started during the last war when he became acutely aware of how few employees knew who their co-workers were or anything about them. He set out to solve the problem by making a little blackboard chalk talk each week giving the facts of life about one of the employees. Up to date he estimates he has done 315 blackboards in all since he first began.

The Murrays are completely wrapped up in the hotel business. Mrs. Murray often works part-time as an elevator operator in the evenings just for the hotel atmosphere.





MULTNOMAH'S MAN OF THE YEAR is Lewis ("Louie") Bain, above, who has worked at the hotel for 20 years. He became the subject of one of Bellcaptain Jack Murray's blackboards.

## STARLITE ROOF AIDS ROMANCE

Recently, the world premiere of the movie "Valentino" was held in San Francisco. The usual Hollywood fanfare, with dozens of movie stars on hand, created much interest in the romantic story of another era.

The publicity-alert Sir Francis Drake created a special drink for the Starlite Roof called "Drink of Romance." Whether it rekindled any old romantic memories is something no one has been able to determine, but many people enjoyed the cocktail and it created considerable favorable publicity for the hotel.

## "Hoteletypist"

A newcomer to the Sir Francis Drake "Hoteletype" staff is pretty, soft-spoken Pat Shea. Pat started working at the hotel last October, and is now capably handling one of the busiest "Hoteletype" offices in Western Hotels.

Pat was a secretary for Universal Credit Corporation in St. Paul, Minnesota before coming to San Francisco, and likes California much better than her native state. Her hobby is figurine painting.

Though she communicates with many Western Hotels each day, Pat has never met any of the other "Hoteletype" operators, or visited any other Western Hotels than those in San Francisco. On her next vacation, she plans to visit the Northwest and meet the people she "talks" with each day.

In the near future the San



PAT SHEA

Francisco "Hoteletype" office will be located in the lobby of the Sir Francis Drake, and Pat will be selling Western Hotels reservations in person and by telephone.

### THINGS WRONG IN THE PICTURE

1. Overuse of jewelry
2. Right hand thumb in dish
3. Left hand over dish
4. Pencil behind ear
5. Silverware in pocket
6. Chewing gum (at least the evidence shows in the pocket)
7. Spots on tablecloth
8. Dripping dish
9. Flowers in hair
10. Silver not set properly
11. Waitress should be wearing band in hair similar to that worn by waitress playing role of customer.
12. Bread off plate
13. Dirty side towel
14. Pot plate should be set above service plate, not in it.
15. Bright nail polish.
16. Sour facial expression.

## "Golden Gater"

MANY of us have a secret ambition to live in a certain city or work in a certain job, and somehow it never happens. One person who has realized this ambition is Mary Cunnien, secretary to the manager of the Sir Francis Drake in San Francisco.

Over six years ago Mary, then secretary to the manager of the Roosevelt in Seattle, had a secret desire to live and work in San Francisco. In 1947 Mary's boss, Willard Abel, was appointed general Manager of the Sir Francis Drake and he asked Mary if she would consider moving to the new city and the new job . . . something she had wanted to do for years.

Every morning now Mary Cunnien climbs aboard one of the fabulous, clattering cable cars of San Francisco and rides to the Drake's front entrance. Every evening the cable cars are overloaded with people and sometimes Mary is only able to just



MARY CUNNIEN

"hang on," but she loves living and working in San Francisco.

Mary was born in St. Paul, Minnesota, but soon moved to the Pacific Northwest. She has now been with Western Hotels over six years and has spent four of those years in the Sir Francis Drake. Her working day is a busy one, and she knows all the inner workings of a large hotel. When asked if she had any unusual or humorous experiences in the hotel business, Mary replied: "I could write a book!"

### WINTHROP NEWS

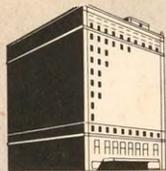
On March 2 the Winthrop published the first issue of a small four-page bulletin of its own, giving the staff news.

RUSS NICKEL, who has been in charge of food service in The Sabre, received his induction notice from the army.

HENRIETTA WESTERDAHL has been appointed acting housekeeper of the hotel.

BOB WOOD was named storekeeper. He is a newcomer at the Winthrop and a graduate of the Washington State College School of Hotel Administration. He is particularly interested in advertising and public relations.

BEN HALVERSON is a new addition to the hotel's front office staff.



**GEORGIA**  
Vancouver, B.C.



**LEOPOLD**  
Bellingham, Wash.



**NORTHERN**  
Billings, Mont.



**ROOSEVELT**  
Seattle, Wash.



**MAYFLOWER**  
Seattle, Wash.



**WALDORF**  
Seattle, Wash.



**NEW WASHINGTON**  
Seattle, Wash.



**BENJAMIN FRANKLIN**  
Seattle, Wash.



**CASCADIAN**  
Wenatchee, Wash.



**MARCUS WHITMAN**  
Walla Walla, Wash.



**WINTHROP**  
Tacoma, Wash.



**GOVERNOR**  
Olympia, Wash.



**OLYMPIAN**  
Olympia, Wash.



**BOISE**  
Boise, Idaho



**OWYHEE**  
Boise, Idaho



**MULTNOMAH**  
Portland, Oregon



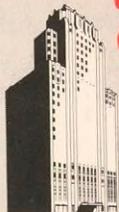
**BENSON**  
Portland, Oregon



**BANNOCK**  
Pocatello, Idaho



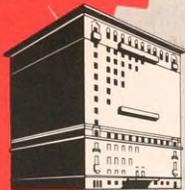
**NEWHOUSE**  
Salt Lake City, Utah



**SIR FRANCIS DRAKE**  
San Francisco, Calif.



**MAURICE**  
San Francisco, Calif.



**MAYFAIR**  
Los Angeles, Calif.



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