



WESTIN HOTELS

May 1981

Homefront

Gears set in motion for move to Westin Building offices

Jerry Gunderman's desk is covered with draft memos, instructions, and schedules—and most of them carry the heading "THE MOVE."

That's because there are about a million and one details that the Corporate Office Services department, headed by Jerry, must relate to employees before the first offices move into The Westin Building mid to late June.

Employees received the first of several planned memos from his office in mid-April asking everyone to begin preparing for the move by cleaning out files, desks and storage areas.

While the exact moving dates for each department or division have not been definitely set, Jerry expects to have that information out in memo form to employees by the end of May. The memo will also give details on the sequence of moving events, what materials should or should not be boxed, and what kinds of things the movers will not move.

As the first moving date draws near, moving assistants will be selected in each department or division. The moving assistants, identified on moving day (and unpacking day) by their distinctive chapeaus, will be responsible for getting everyone in his or her area packed and ready to go, plus answering fellow-employees' questions.

These moving assistants will be given a special briefing session prior to their offices' move, and they will become each department's resident moving expert.

Meanwhile, Brian Handley, contracted by Westin Services to help with the move (see adjacent story), will be coordinating the placement of new furniture in The Westin Building, plus getting existing furniture reupholstered and refinished where necessary.

The entire move should be accomplished in four installments and it is hoped that the move can begin about mid-June. Employees will spend a Friday morning packing their

belongings, leave when they've finished, and let the movers take over from there. The movers will work over the weekend to "deliver" the offices to The Westin Building. Employees will then report to work Monday morning at The Westin Building and begin the unpacking and putting-away process.

Lile Moving & Storage has been contracted to make Westin's move, and according to Jerry, they will deliver and pick up all boxes used. They have also devised a color-coded labeling system, to assure that the right boxes and furniture end up in the right department in the new building.

While everything will need a label, some items will need to be boxed, while others may be moved as is. For example, everything in desks, credenzas, large files and storage closets will need to be packed in boxes. Such things as lamps, chairs, typewriters, desks and calculators will be moved as is. Only personal items that can be safely boxed will be moved by Lile. Other personal belongings that cannot be boxed, like plants, are the employee's responsibility to move.

If this article hasn't answered all your questions, don't worry. Jerry will be sending out detailed information on the entire moving process in late May and early June.

Should you have questions in the meantime, call either Waren Sakai, office manager, at 5120, or Jerry Gunderman, 5052.

Brian Handley consults with Etta Northern, assistant manager, interior design procurement for Westin Services. Etta has had the nearly full-time job since before Christmas of ordering the new furnishings, fabrics, wall coverings, carpet and equipment for the new Westin office space. It's now Brian's job to get much of this into the new building.

Brian Handley—a real 'mover'

We'll be seeing a lot of Brian Handley in the next few months.

Westin Services has contracted Brian to handle many of the nitty-gritty details of moving us into The Westin Building.

According to Chuck Comstock, executive vice president, Westin Services, Brian's job is to work with each department to coordinate pre-move details and to get refinishing and reupholstering work done on existing furniture. And, of course, he will plan the delivery of new furniture from the local warehouse to the new office spaces.

Brian will also work closely with the moving company, Lile Moving & Storage.

Brian has worked off and on for Westin since 1965 helping with the installation of furnishings in various hotels, among them, the Century Plaza, Washington Plaza, Houston Oaks and Peachtree Plaza.

"But," says Chuck, "this move-in will be different from the others. With the new hotels, he was only moving in furnishings. Here he's moving people and their furnishings. This move is a personal—and important—move for each one of Westin's 320 or so employees, so that makes things a little more complex.

"But Brian can handle it—he's really good at his job and he's great to work with."



New department will 'take care of us' in new building

You have problems with your telephone.

You need office supplies.

You have a question about mail deliveries.

The newly created Corporate Office Services department, headed by manager, Jerry Gunderman, will soon be responsible for taking care of needs like these — and many others as well.

Other members of the Corporate Office Services staff are Warren Sakai, office manager, and Christy Smith, Jamie Miller, Larry Mercado, Kazumi Hirai, Karen Taylor and Edith Ford.

Although Jerry has been busy for a few weeks now laying out objectives, plans and procedures for his new department, employees won't actually see the fruits of his labor until the move into the new building. The Westin Building (the floors occupied by Westin Hotels and Westin Services), and the Westin employees will be Corporate Office Services' prime responsibility.

The first item on the department's agenda is the move itself. An outside person has been contracted by Westin Services to handle the nitty-gritty details of furniture allocation, and a mover has been selected to actually pick up the pieces and relocate them. But Jerry and his staff will be responsible for coordinating all these efforts and getting out instructions and communications to employees explaining moving procedures.

Jerry and others on his staff have also undergone extensive training on the phone system being installed in the new office headquarters so that they will be able to troubleshoot and answer as many questions as possible about phones once employees have settled into their new offices.

Corporate Office Services will also be responsible for:

- the company's mailroom
- central purchasing function
- emergency training and procedures
- installation and maintenance of lunchroom vending machines and coffee service
- bulletin boards (keeping them neat and current)
- security and key control procedures
- furniture, fixture and equipment repair, maintenance and acquisition

Jerry expects his department will be distributing various informational communications to employees both before and after move-in to explain many of the new building procedures, for instance, how the cleaning service operates and who to contact for specific maintenance and service needs.

"There are about a million details related to the moving process that we'll need to deal with," Jerry says, "and once we've settled in a little more, we'll be taking a more in-depth look at other building and employee needs and services.

"After all, we are a service-oriented department, as the name implies, so, naturally, offering services is what we're all about."



Corporate Office Services Manager Jerry Gunderman.

Parking likely to be at a premium

We're going to have a lovely new office building to house our offices in, but unfortunately, no special "housing" for automobiles is yet available for Westin employees who drive to work.

That's because the Westin parking garage at 5th and Virginia will not be completed until 1982, and there are no monthly rates available at the Washington Plaza's garage (construction has limited the space and guests have first parking priority).

So, to help drivers locate parking in what will probably be a tight parking situation, Dwight Call, senior vice president and project officer for The Westin Building, says employees will be given the results of a survey listing all nearby parking lots and garages and their current rates. It will then be up to each employee to make their own parking arrangements.

When The Westin Building garage is completed in the spring of 1982, Westin will be allotted a specific number of parking stalls, as will other tenants in the building. Westin employees will be charged the same rates as other building tenants — no discounts.

Details on these parking arrangements will be outlined as the garage nears completion.

In the meantime, Metro's "second car" may be sounding like a better and better idea...

Letters to the HOMEFRONT Editor

Dear editor:

As a non-smoker I am wondering what guidelines are going to be in effect concerning smoking in the new office building. Will smoking be allowed in the reception or waiting areas where guests will be? Will there be areas in the cafeteria that will be designated as non-smoking? Will the company purchase ashtrays that "contain" the smoke?

The HOMEFRONT and revised employees' handbook made no mention of this issue. I am sure there are other non-smokers in our company who would like to see something done in this area.

Sandy Porter
Personnel

(Editor's note: Dwight Call, senior vice president and project officer for the Westin Building, responds to Sandy's question:)

- We will designate a non-

smoking area in the sixth floor lunchroom.

- Reception areas on each individual floor will not be restricted as non-smoking areas. This is a courtesy to the visitors to our office building as we do not wish to impose a non-smoking restriction on them.

- We will not be able to designate non-smoking areas for individual work stations. It is not practical to organize work areas with regard to the smoking/ non-smoking criteria.

- At this point in time, we have not dealt with the type of ashtrays that will be provided in our space.

- We have taken particular care with regard to the design of the heating, ventilating, and air conditioning system. This should go a long way in providing an environment in which all of us may be comfortable.

New phone system allows versatility

The new Westin Hotels corporate offices will be doing a lot of their verbal communicating via the "New Dimension" phone system, a system that Ma Bell says is the most advanced equipment on the market today for use by a company Westin's size.

The new system boasts a number of special features and special advantages, and should prove quite versatile, believes Jerry Gunderman, manager of Corporate Offices Services.

Because of New Dimension's many capabilities, learning to operate the phones will require special training. So, Pacific Northwest Bell is offering training classes for all employees, and Jerry urges everyone to attend a session.

Here's a sample of some of the "tricks" the new phone system can perform:

- The automated long-distance cost accounting feature can record the charges when a special code is punched in by the caller. This allows the accounting folks to easily and accurately re-bill a project or a hotel (only for calls within the U.S. and

Canada). This means long-distance voucher slips will no longer be needed for U.S. and Canadian calls.

- When calling long-distance within the United States, the computer handling the calls will automatically place the call via the most inexpensive route available.

- Your phone can be told to forward calls to another number while you're out of the office, just by punching in the specified code.

- The automatic callback feature, when activated by a punched-in code, will call you back when a busy extension becomes free.

- Audible beeps, heard only by you, will alert you that someone is trying to call you while you are on your line.

Essentially, most functions are "activated" by punching in a code on the phone, which tells the computer how to handle a particular call. Even though employees will have received schooling on the system, each phone will come equipped with written instructions.

A little reshuffling needed

To better accommodate certain department functions, several departments have had to be relocated in The Westin Building.

Corporate Communications, along with Staff Services administration will be moved from their formerly assigned twelfth floor location to the sixth floor. Design & Construction needed the

additional space on the twelfth floor. D&C will share that floor with Food & Beverage and Real Estate.

Westin Services, which was to have shared the fourth floor with Corporate Office Services, will now occupy that entire floor, and Corporate Office Services will move to the sixth floor with Corporate Communications, Staff Services and the Credit department.

All other departments and divisions will remain on their originally-assigned floors. The current floor-by-floor lineup: Fourth and fifth floors: Westin Services Sixth floor: Credit, Corporate Communications, Corporate Office Services, Staff Services administration, employee lunchroom. Seventh floor: Personnel, Rooms, Group Benefits.

Eighth and ninth floors: Accounting Services.

Floors ten and eleven will be subleased. Twelfth floor: Food & Beverage, Real Estate, Design & Construction.

Thirteenth floor: Hotel Management, Marketing.

Fourteenth floor: Legal, Development, Insurance, Tax and Treasurer.

Fifteenth floor: Executive offices, Corporate Planning, Financial Planning, offices of former officers.



'I've been tu-tued'



Turning 30 for Bill McAleer, assistant controller in corporate accounting, wasn't traumatic — it was downright embarrassing.

But his fellow employees delighted in every uncomfortable minute that this "charming" if somewhat robust representative from "Tu-Tu's" spent wishing Bill a happy birthday.

Bill's wife, Colleen, engaged the services of this oversized ballerina, and as part of the birthday event the Tu-Tu representative presented Bill with a T-shirt and a scroll, which proclaimed "I've Been Tu-Tued."

The presentation was followed by a rousing rendition of "Happy Birthday" and a big Tu-Tu smooch. By this time, Bill must have been too embarrassed to face a camera...

Souvenir books, inserts available

Copies of the book "The Story of Western International Hotels," and the 50th anniversary insert which ran in the December issue of FRONT! are yours for the asking.

Both publications outline the history of our company. The 100-page, soft-cover book, authored by Sid Copeland, contains a detailed history of the company up to 1976, when the book was published.

The eight-page 50th anniversary insert highlights the company's history in copy and photos decade by decade up to December 1980.

Just stop by the receptionist's desk in the Marketing Division — third floor, 2000 Fifth Avenue Building — to pick up your copies. Only one of each publication per employee, please.

Personal safety — something you need to think about everyday

"Think of what you would do if you were physically assaulted — and think about it daily."

That was the advice offered by Rosalyn Bass, community service officer for the Seattle Police Department at a crime prevention/personal safety seminar Westin Hotels sponsored for employees in April.

This was a point that Bass repeatedly emphasized during her talk. By visualizing over and over in your mind what you would do in a threatening situation, your chances of panicking and doing the wrong thing — or nothing — are reduced. And your chances of escaping unharmed are increased.

However, Bass added, you may never have to play out that scenario if you are careful. For instance:

- Use a peephole on your door at home and don't ever let a stranger in.
- Don't carry a purse; carry your essentials in pockets — or if you must carry a purse, make it a small one, and don't carry large sums of money or your car or house keys in it.
- When walking, stay out of alleys and keep in lighted areas whenever possible. If you're walking on a sidewalk, walk close to the curb — if an attacker is lurking in the bushes, you'll have a better chance of escaping — or not being bothered.
- On buses, sit up front, close to the driver, especially if the bus is fairly empty.
- If you even suspect someone is following you, never go straight home. Try to get to a store or other public place where there is a phone to call the police.

If, however, preventive measures have not been successful, self-defense may be the next tactic.

However, Bass explained, self-defense does not necessarily mean a well-placed karate chop or a swift kick to tender areas learned as a black belt martial arts graduate. Mace and tear gas may not be the answer either, since both are illegal to buy and use in the City of Seattle.

Women have other weapons they can use, which in some cases may be even more effective. These include:

- Noise — whistles, cannister air-horns, and the voice. Bass said screaming is effective, but many women don't or can't, probably because they seldom have occasion to scream.

Screaming does not seem to be a natural response — contrary to what television actresses may lead us to believe, Bass said. And it is better to scream "fire" rather than "help" or "rape." "Fire" will always elicit a better response from bystanders.

- Umbrellas, high heels, knees and fingers can all be effective weapons when placed aggressively in the proper places — eyes, adam's apple, nose or groin, for instance.

- Often talking to the assailant may be the key to coming away unharmed. Fast-talking, pleading, giving medical excuses why you would be a poor choice of rape victim may all work successfully.

While a self-defense class is fine, Bass said, she warned that this may give a woman a false sense of security. A real attack may produce panic and then everything learned goes down the drain. Since the victim hasn't programmed herself for dealing with an attacker any other way, she is left defenseless.

That's why, Bass stressed, it's so important to program a scenario and run it through your mind everyday — including screaming practice — about how you'd handle a threatening situation. This way, if it were to happen to you, you are conditioned to react automatically and you will not be paralyzed by panic.

If you'd like further information on crime prevention and personal safety, call the Crime Prevention unit of the Seattle Police Department at 625-5555.

Note of interest for air travelers

The Seattle-Tacoma airport's underground transit system will be getting a \$12 million facelift. The project is expected to be completed in late 1982.

According to a United Airlines newswire issued in March, the Port of Seattle will purchase 12 new subway cars, converting a two-car system into a three-car one. Five additional exit doors in five transit lobbies and two new escalators in the main terminal will be installed. The Port also plans to purchase a new computer, upgrade the transit maintenance shop, and overhaul the original subway cars as part of the overall system upgrade.

Payroll is now processed in-house

You may have noticed that your payroll checks during April looked different than those you've been accustomed to receiving.

And the reason is because they are now being processed in-house on Westin's own computers, instead of, as formerly done, through SeaFirst's computer system.

The switch-over was preceded by about a year of writing computer programs and making modifications. The in-house system was "dry-run" tested for three pay periods and matched against SeaFirst's computer run to check for accuracy before employees received their first in-house prepared checks on April 3.

Another difference of the new checks is that they give more salary information on the check stubs, including a salary-to-date record.

Dee Marchant, manager of the Employee Administration System, of which the payroll function is a part, says they hope to put all hotel payrolls into the in-house computer system within the next few months.

Westin makes TV debut

Our new name will debut on national TV Saturday, May 2, on CBS.

Watch for the American Express-sponsored advertising spot during the United Airlines Tournament of Champions-Sunbird Cup women's tennis coverage. That's where Westin will get its mention. The tourney will air in Seattle from 12:30-2 p.m.

Jazzing it up at the Needle

The New Orleans promotion at The Space Needle Restaurant, which began in January, will now continue through May 24 — by popular demand.

The extended promotion features creole and cajun cooking which includes jambalaya, gumbo, seafood and other exotic dishes, and "down south" drinks like mint juleps and gin fizzes.

The Uptown Lowdown Ragtime Ensemble will continue to provide jazz entertainment Wednesday through Saturday evenings 6:30-10:30 p.m. The ensemble also plays for the Sunday jazz brunches, 9:30 a.m. to 2:30 p.m.

A display of Louisiana's musical history is featured on the Observation Deck.

History may lurk in your desk drawer

Bill Keithan wants your discards. No, not the no-longer-used-but-too-good-to-toss stuff that you mark for Goodwill when you're spring cleaning or house-moving.

What Bill is looking for is company memorabilia or historical items that have been tucked away in our desks, cupboards or storage areas. Soon we'll all be cleaning out these nooks and crannies in preparation for our move to the new headquarters offices. And what should we do with all these unearthed treasures?

As official company archivist, Bill would like to take a crack at them for possible addition to the Westin archive collection.

The type of things having to do with our company's history that Bill is looking for could include: advertising materials; specialty items; awards; certificates and plaques; baggage stickers; hotel china, glassware and silverware; posters; menus; employee publications and magazine and newspaper clippings; signs; photos; postcards; pins; banners. You name it — if it has a company tie-in, send it in to Bill's attention at The Olympic.

Bill would appreciate your "discards" — and so will future generations of Westin Hotels people.

Mark your calendar

May 12 or 13: Management Institute of the NW seminar, "New Concepts in Financial Analysis." Dr. Jim Porterfield. Call Reed Sehon, 3157, for info.

May 18-23: Accounting Conference. The Westin Hotel, Cincinnati.

May 25: Memorial Day holiday. Corporate offices closed.

COMING UP:

June 11-14: Reservations Workshop. Williams Plaza.

June 16 or 17: Management Institute of the NW seminar, "The Human Memory System, Getting More Out of It." Dr. Robert Bjork. Call Reed Sehon, 3157, for info.

June 17: Westin Hotels employees' Service Awards Banquet. Washington Plaza.

June 21-25: Personnel Conference. Bellevue Stratford.

Let's go on a picnic, or...?

The Westin Hotels Employees Guidelines, published last fall, proposed the creation of an Employees' Activities Committee once we've moved to the new building.

That committee's purpose will be to arrange, coordinate and implement social activities for all corporate office employees. We asked some of you what you would like this committee to do once it is organized. Here are some of the suggestions:

Elaine McBride, Financial Services: A company-wide picnic.

Linda Brent, Marketing: I would like to see another company picnic. Diane Taniguchi did such an excellent job of coordinating the last one, why not make her president of the E.A.C.? Also, how about a roller skating party, or ice skating?

Chuck Brown, Development: Organize a concert for Freeway Park, and with the cooperation of F&B/Washington Plaza, have box lunches available for sale to Westin employees.

Cat Regan, F&B: Arrange small, informal sessions to introduce the employees to one another.

Virginia Rhoton, Marketing: Participate in an activity to benefit a charity. This would also help give Westin Hotels a good image in the Seattle community.

Ray Sylvester, Rooms: Establish a date/time for an employee picnic. Also circulate information and sign-up for team activities, i.e., football, basketball, baseball, volleyball, etc.

Salli Dick, Westin Services: Arrange for the opportunity to negotiate free or minimum charge use of health club facilities for Westin employees. Also arrange a cleaning staff for coffee rooms and dishwasher in executive kitchen. And how about setting up some guidelines for smoking/no smoking — i.e., no smoking during office hours except in specified areas or in private offices.

Marsha Larson, Marketing: Begin planning Christmas decorations.

Fred Bingisser, Financial Services: Basketball. And tours of the building.

Sandy Porter, Personnel: Organize a "get acquainted" floor-by-floor activity during working hours. One way would be to have a progressive lunch with each floor preparing one luncheon item.

Ramona Erickson, Development:

Organize two picnics — one in early summer and one in September. For the few who turned out for the last one, it was most enjoyable.

Joni James, Financial Services:

Volleyball or softball and a wine-tasting party.

Cindy Massey, Financial Services: A barbecue.



Cathy Fabel, Westin Services: Strive for unity between Westin Services and Westin Hotels.

Dave Christianson, Financial Services: A kegger.

Diana Miller, Rooms: Establish an organized employee exercise program of some type.

Dorothy Doe, Personnel: Investigate block ticket prices for movies and theaters. Announce the prices and available dates before requesting signups. Ditto evening/weekend sailing and sports events. Interest may soar when prices are available.

Candy Candler, Rooms: Obtain Seattle athletic team tickets.

Nancy Barthlow, Personnel: Once a week post on bulletin board 10 or 20 employee pictures with their names. This would help identify "who was that?"

Profile briefs

Harry Mullikin's two 'right hands'

"I tell you, I should get the President's Award of Merit for working with Margie," Elaine Harfst quips. And even before she finishes the sentence, Margie Watkins chimes in with the claim that it's she who should get the award for working with Elaine. Both are laughing.

Actually, Margie Watkins, executive secretary to Harry Mullikin, and Elaine



Elaine Harfst



Margie Watkins

Harfst, administrative assistant to Harry Mullikin, are quick to affirm that, along with their boss, they form a "real team."

"We all work well together," Elaine asserts. In fact, she and Margie say they feel as though they are working for a friend. "We're very fond of Harry Mullikin — very loyal to him," Elaine adds.

Says Margie, "He's just as pleasant and easy to get along with now as when I first worked for him back in 1960 when he was vice president in charge of food and beverage operations. And," she says, smiling, "he's just as meticulous, too. His standards are very high."

While such high standards do not make any job easy, it's obvious these two women thrive on the demands of their jobs.

Among her many duties, Margie, who has worked for Westin Hotels a total of almost 14 years, takes care of her boss' travel schedule, helps answer correspondence, answers phones and makes reservations at our hotels for VIPs outside our company.

But as Elaine explains, "There's really no outline of specific duties for either one of us. Like we said, we're a team. We work together to do whatever needs to be done."

But one thing's certain. They're always doing something. When we arrived to talk to the two women,

Margie was frantically collating and stuffing letters ("the second first-priority project this morning!"), and Elaine was deep in a trance of concentration as she tapped out the last words to a letter she had to get out that morning.

"Whether or not Mr. Mullikin is out of town, we've always got plenty to do. The work doesn't come to a halt when he leaves," Margie says.

Part of the reason for this is that much of the work these women do is generated from outside the company. The VIP reservations, for instance. And the many phone calls — compliments as well as complaints — that come in from hotel guests.

Elaine handles many of these calls, and also drafts suggested replies for Mullikin to people who have written to the president and CEO of Westin Hotels with questions and concerns.

Elaine, who has worked for Mullikin four years, and for Westin since 1972, also handles confidential matters and does the research sometimes needed to answer the many questions directed to that office each day.

"Customer relations is a big part of our jobs," Elaine explains. "We have to be able to relate to all segments of the public, as well as people throughout the company."

Margie adds, "We have to know how to handle the public in a friendly, business-like manner both on the phone and in person."

When asked what an average day is like, Margie replies (as she eyes the pile of outgoing letters on her desk), "Yesterday is usually not that different from today — except that there might be more priorities one day than another."

"We do feel pressure in our jobs. But it's pressure from external sources. It's not the kind of pressure that makes you worry about job security. It's a healthy kind of pressure," Elaine believes.

So healthy, in fact, that the four years each of them has worked for Mullikin may very likely stretch out into quite a few more.

YMCA-ers, unite

If you are a Seattle YMCA member, give Alan Harrison, 5045, a call.

He would like to tabulate the number of YMCA members in our company to determine eligibility for a group discount.

Moving in— moving on

(New corporate office hires and transfers into, within and out of the corporate offices.)

WELCOME TO...

Kenn Lamoreux, planner, Food Facilities (Kenn had previously worked for Westin Services several years ago in this same position).
Josephine Mazzine, clerk, Payroll.
Kristine Olsen, secretary, Rooms.

...AND MOVING ON

Jerry Gunderman, from director of personnel, to manager, Corporate Office Services, Staff Services division.
Cherie Ohlson, from manager, EEO and Personnel Services, to assistant director of personnel.
Megan Osborn, from secretary, rooms division, to personnel secretary, Hotel St. Francis.
Connie Williams, from clerk, Payroll, to claims administrator, Group Benefits.

Correspondents

HOMEFRONT correspondent for the Insurance Department is Jean Robeson. You can reach Jean with any *HOMEFRONT* news items at extension 5119. (Those not in Insurance should contact the correspondent in your department or division listed below.)



Credit	Carol Ford
Design & Construction	Charlotte Mirick
Development	Ramona Erickson
Insurance	Jean Robeson
Financial Services	John Olafson
Food & Beverage	Marion Kopp
Marketing	Marsha Larson
0-12	Margie Watkins
Personnel	Nancy Barthlow
Real Estate	Merla Moody
Rooms	Dee Zellers
Westin Services	Nancy Newman

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