



February 1976

WESTERN INTERNATIONAL HOTELS
Partners in travel with United Airlines



Bob Lorenzini is Thurston-Dupar Winner

Selected as the winning candidate to receive the 18th annual WIH Thurston-Dupar Inspirational Award is a somewhat dazed Bob Lorenzini (center), Miyako (San Francisco) purchasing agent.

UAL Chairman Edward E. Carlson (left), and WIH Chairman L. P. Himmelman (right) share the proud moment with Bob during presentation ceremonies and offer their congratulations.

The coveted employee recognition Award was presented at the traditional Thurston-Dupar luncheon held at the Washington Plaza in January in conjunction with the annual Management Conference.

The Award takes its name from Messrs. S. W. Thurston and Frank Dupar, two of the founders of Western International Hotels, and was originated by Carlson in 1957 as a tribute to these two gentlemen.

In addition to an Award plaque, Bob was presented with a two-week, all-expense-paid visit to the WIH hotel of his choice in either North or Central America. (See page 4 for story details.)

executive offices report

on the move



Reported elsewhere in this issue of Front! are highlights of the 1976 annual Management Conference.

Here, we would like to call your attention to the Conference theme, "Better Management = Better Earnings."

In that simple, straightforward statement lies the formula for our success during 1976 and beyond.

But what did the Conference emphasis on being better managers have to do with any one of us who are not in hotel management positions?

Actually, quite a bit.

To begin with, we are all managers in varying degrees. At the very least, each one of us is responsible for the personal management of our own job assignments.

It is the continuing development of our personal "better management" skills that largely determines the continuing development of our own careers. And, as a consequence, our own "better earnings."

No company—or any organized group—can successfully achieve beneficial goals for itself and its members without the involvement of all its people. Accordingly, the successful achievement of Western International's goals is dependent upon the direct involvement of each one of us.

As you well know, 1975 was a difficult year for our industry. While economic indicators appear a bit brighter for 1976, the year ahead will not be an easy one.

However, we look forward to it with optimism. We are confident that through the application of all our better management efforts, we will, indeed, be rewarded with better earnings.

LYNN P. HIMMELMAN
Chairman

HARRY MULLIKIN
President

HARTMUT BALLIN, formerly director of food & beverage at St. Francis, now director of food & beverage at Los Angeles Bonaventure.

GEORGE CALDWELL, formerly director of sales at Hotel Scandinavia, Copenhagen, now director of sales at South Coast Plaza.

WALTER CHELL, formerly beverage manager at Carlton, Johannesburg, now beverage manager at Hotel Toronto.

BARBARA HULSTROM, formerly chief operator at Mayflower, now PABX operations manager at Peachtree Plaza.

ANDREW MACLELLAN, formerly assistant manager, Victor's at St. Francis, now EDP manager at Los Angeles Bonaventure.

WILLIAM MAINES, formerly building superintendent at Michigan Inn, now corporate building superintendent WIH Design & Construction Division.

JOSE MENDEZ, formerly assistant food & beverage manager at Camino Real, Mexico City, now food & beverage manager at Camino Real, Guatemala.

DENNIS MILLER, formerly assistant controller at Ilikai, now controller at Anchorage-Westward.

BERNARD SCHERBAUM, formerly director of catering at Ilikai, now director of catering at Los Angeles Bonaventure.

PAUL SCHOFIELD, formerly controller at Mayflower, now controller at St. Francis.

HEINRICH STEFFEN, formerly executive chef at Cosmopolitan, now executive chef at South Coast Plaza.

CHARLES "RICK" STOEPLER, formerly executive assistant manager at Camino Real, San Salvador, now executive assistant manager at Camino Real, Guatemala.

PHILIP STOY, formerly controller at Anchorage-Westward, now controller at Philippine Plaza.

JAMES WILSON, formerly controller at St. Francis, now controller at Los Angeles Bonaventure.

Front!

A monthly publication by and for employees of

Western International Hotels

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LITHO IN U.S.A.

Employee comp room process speeded up

Effective as of February 1, employee requests for complimentary rooms are being handled through our Westron reservations system rather than through the mail.

The new procedure not only allows a more efficient handling of these requests, but also offers the additional convenience to employees of a speedier response. This is of particular benefit to employees whose vacation schedules are predicated on business fluctuations or other instances where short lead time room requests are unavoidable.

The WIH Personnel Office strongly advises, however, that when making travel plans, and for your own peace of mind, you should adhere to the established schedule for making your reservations. That is, make your application at least two weeks in advance of the arrival date for properties located in the United States and Canada, and 30 days in advance of your arrival for other hotel locations.

Here is the new complimentary room reservation request procedure:

1. Check with your reservations office to find out if space is available on the dates desired.
2. If space is available, obtain an Employee Reservation form from your personnel office (controller or office manager if there is no personnel office), and complete the form in full.
3. Your personnel office (controller or office manager) will verify the number of room nights to which you are entitled, then deliver the form to your reservation office who will relay your request to the hotel of your choice.
4. Upon receipt of reply from the contacted hotel, your reservation office will notify your personnel office (controller or office manager) who will, in turn, advise you whether the reservation has been accepted or regretted.

If you have any questions regarding this procedure or your particular Complimentary Room Plan benefits, check with your personnel office, controller or office manager.



L. P. Himmelman (right) receives the "key" to the City of Tulsa from Mayor Robert LaFortune at a dinner just prior to a press announcement of Western International's intent to manage the Williams Plaza.

Oklahoma O.K. for new WIH hotel

Tulsa, Oklahoma, oil and aerospace industry center and one of America's most beautiful cities, is the site for the newest hotel addition to our WIH family.

At a Tulsa press conference in early January, Chairman L. P. Himmelman announced Western International's intention to manage a \$20 million hotel to be constructed in that city's downtown Williams Center.

Himmelman revealed that the 12-story property—named the Williams Plaza—will have 400 guest rooms and will offer a variety of dining, meeting and recreational attractions.

Williams Center, a \$200 million business and commercial complex, encompasses nine square blocks near the heart of the city. Among the project developments, and nearing construction completion, is the 52-story Bank of Oklahoma Tower. A 2½-acre park will connect the hotel with the City of Tulsa's Performing Arts Center.

Himmelman noted that plans for the Williams Plaza call for a ballroom accommodating 1,000 persons, plus numerous other meeting rooms. It will also have a coffee shop, a combination restaurant and club, retail shops, health club and an indoor-outdoor

swimming pool.

Hotel architects are Neuhaus + Taylor of Houston, the same firm that designed the Houston Oaks. Architect for the Williams Center master plan is Minoru Yamasaki whose design credits include the Century Plaza.

Hotel owner is Williams Realty Corporation of Tulsa. Eddie Henson, president of Williams Realty Corporation, has stated that construction of the Williams Plaza will begin this spring, with occupancy scheduled for January 1978.

Henson added, "Williams Plaza hotel is needed in Tulsa's downtown business district, providing a quality hotel managed by an internationally recognized company, and complimenting Tulsa's efforts to gain more visitors and convention business."

During the press conference, Himmelman commented to newsmen, "We are proud of our selection to operate this excellent hotel and delighted to be a part of Tulsa's growing commercial and social community."

Both Himmelman and Henson agreed that the Williams Plaza will take its place as "the finest hotel in Tulsa." (See PHOTO NEWS page 6 for artist's rendition.)



Thurston-Dupar winner is 'real neat guy'

Bob Lorenzini, Miyako purchasing agent, is a real neat guy.

Fellow employees who know him—and that takes in most of the hotel's 116-member staff—think so. They will also tell you why.

They will tell you about his personality—warm, friendly, easy-to-know, modest.

Particular mention will be made of his generous spirit. How Bob can always be counted on to lend a helping hand when needed. Or money. Or even his private possessions. You will hear about his contributions towards employee social functions—volunteering of his time, effort, the use of his dance records, food items, or whatever.

Sure to be mentioned is Bob's genuinely enthusiastic attitude. In fact, it was largely his infectious enthusiasm that inspired the organization of the hotel's bowling teams.

Where no organized employee sports activity had previously existed, the Miyako now has the distinction of having more involved people and teams than any other hotel in the San Francisco hotel league!

A lot of hotel guests think Bob is pretty neat, too.

Prior to his purchasing department appointment last October, Bob worked in the banquet department for a little over three years—mostly as a houseman. (Now just 21 years old, Bob is hooked on the "hotel biz" and is determined to make it his lifelong career.)

His outstanding service performance and beyond-the-call-of-duty efforts to satisfy meeting group requirements did not go unnoticed. As the Miyako's Award Selection Committee noted, "More complimentary letters and comments were received from our guests noting his ability and concern than we have received regarding any other employee."

Bob's generosity and unselfishness is equally as evident in his community involvement activities.

This has included his volunteer work in old age homes and hospitals where he has read to, written letters for, and performed orderly duties for the patients.

He regularly donates a part of his vacations to a children's camp, counseling and serving as an activities director and swimming instructor.

Complimentary tickets to circuses or sports events received by the hotel are passed on to Bob. In turn, working through a local Catholic school, he sees to it that these tickets are distributed to needy children. When he can, Bob will even act as an escort for the youngster groups attending an event.

Personal friends and family members are just as eager to relate incidents of Bob's acts of "neat guy" kindness, thoughtfulness and concern.

A working sister with four preschool children, tells how she can rely on brother Bob, whenever he is available, to babysit, provide trans-

portation, or any other needed assistance.

A close friend relates a particular incident where Bob had been instrumental in the recovery of a mutual friend suffering from drug addiction—offering care, hospital transportation, financial aid and a place to stay.

Busy as his hotel and personal life is, Bob still finds time to participate in the sports activities he most enjoys—bowling, swimming and tennis. And for many years he has been pursuing his musical talent interest in classical piano studies.

It's not only Bob's fellow employees, his hotel management staff, his family and his friends that have rated him as a "neat guy." The WIH Thurston-Dupar Employee Inspiration Award judging committee thought so too.

They proved it by selecting Bob as the winning candidate to receive the company-wide Award for 1975.

And that's neatest of all!

Properties Division

In his introductory remarks to Management Conference attendees, Chairman L. P. Himmelman announced the formation of a new corporate division—the Properties Division.

Heading the new division is Senior Vice President John Calvert, who was also named chairman of the newly formed Properties Investment Committee.

Responsibilities of the division, Himmelman stated, would include the "handling of all our investments, with particular emphasis on real estate, and ownership and leases thereof, and, of course, all our financing."

Moves in management positions

Taking effect during January were these three appointments to key management positions as announced through WIH executive offices:

Steve Halliday, formerly director of sales at the Bayshore Inn, is now that hotel's executive assistant manager.

Peter Smith has moved from senior assistant manager at Hotel Toronto to executive assistant manager at the Calgary Inn.

Dick Helfer has moved up from front office manager to senior assistant manager at Hotel Toronto.

Management Conference stress on 'better management'



Edward E. Carlson keynotes Thurston-Dupar luncheon.



"Two days of input. . .". Conference attendees from left: Peter Blyth, general manager Hotel Scandinavia, Oslo; Peter Martin, general manager Philippine Plaza; and Arthur Oades, general manager Bayshore Inn.

Two of input—then, two of output. That's how the annual Management Conference sessions held at the Washington Plaza in mid-January, stacked up for the attending members.

Theme, and 1976 working goal for the four-day meeting was "Better Management = Better Earnings."

The first two Conference days were largely input days. At workshop sessions, conducted by an American Management Association (AMA) instruction team, Conference members concentrated their learning efforts on sharpening their "better management" skills.

Discussion topics ranged from a broad overview of management planning techniques to the detailed specifics of decision making processes.

Repeatedly emphasized throughout the AMA sessions was communications effectiveness—both verbally and in written form—as a vital management tool technique.

The final two days of the Conference workshops were largely devoted to group output sessions. They focused on the practical applications of the learned "better management" techniques to our WIH operations.

Rotating discussion group sessions, chaired by corporate officers, explored major areas of prime hotel management concern. They included cost management (with a special emphasis placed on energy management), marketing and employee relations.

A panel discussion presentation by

the Personnel Division staff updated the attendees on the Division's current and ever-expanding activities. Particularly well received was a progress report on the installation of an EDP (electronic data processing) system for employee record maintenance. The new system, which will initially service only U.S. properties, is scheduled to come on line some time in April.

The final Conference session day was highlighted by the traditional and eagerly anticipated "Thurston-Dupar Inspirational Award" luncheon. (Winner details reported on cover and page 3.)

That occasion proved to be a doubly inspiring one. Special guest speaker featured at the luncheon was Edward E. Carlson, chairman of our parent company, UAL Inc., whose expressed concerns regarding the free-enterprise system were both eye-opening and thought-provoking.

The closing session found a Senior Management Panel on the "firing line" as they fielded questions tossed to them by Conference attendees. Moderating the question and answer program was WIH Chairman L. P. Himmelman.

Hotel management people representing thirteen countries of Western International's world were among the some 100 Conference attendees.

Chairman for the 1976 Conference was Bonaventure General Manager Fern Roberge, assisted by Washington Plaza General Manager Lee Jenks as vice-chairman.



Front! takes a look at the progress of some future family members

Looking ahead—

Tulsa - Still in the drawing board stage (as of early January) is this artist's rendering of what the WILLIAMS PLAZA, slated for downtown Tulsa, will look like when completed. Construction of the twelve-story, 400-room property is scheduled to begin this spring. (See page 3 for story details.)



Looking up—

Detroit - When this photo was taken in December, the DETROIT PLAZA (center) was dwarfed by the four office towers surrounding it. (The occasion was the topping off of the 39-story towers.) But that situation will reverse itself when the hotel reaches its full topping off height of 70-stories this year. The 1,500-room Detroit Plaza is scheduled to open in February, 1977.



Looking in—

Manila - Not until this September at the earliest will hotel guests be able to enjoy the delights of the PHILIPPINE PLAZA'S ballroom pictured in the foreground of this "interior" construction shot. That's when the 700-room, eleven-story hotel is scheduled to open. When the hotel is completed, its ballroom will be the finest and largest in Manila with a seating capacity for 1,600 people.

'Hey That's My Number!'

Seattle - Sandy Keilhauer of the Pacific National Bank of Washington exchanges her winning ticket stub for an expense-paid trip for two to the BENSON at the "Oktoberfest" given for the OLYMPIC's corporate secretaries club (Club 1222) late last year. Barbara Hairston, Olympic sales manager and president of Club 1222 (right) makes the prize presentation assisted by visiting ANCHORAGE-WESTWARD Director of Sales Pat Mullin who had drawn Sandy's winning number.



'Celebrate a Proud Land'

Pasadena - Television viewers of the Tournament of Roses parade on New Year's Day might recognize this United Airlines float. The float, United's first entry in the annual event, featured two drummers and a fife player symbolizing the Spirit of '76, a rotating floral panel depicting historic figures and sites, and "Mother Country" music.



The Great Bed Race (Chapter II)

Seattle - Recently Front! featured a photo of the Olympic's entry in the "Great Seattle Bed Race," a fund-raising affair benefiting the Muscular Dystrophy Association. Also competing in the event, and winning second place honors, was the WASHINGTON PLAZA's entry pictured here. The team members from left: John Wilson (garage attendant); John Moore (banquet waiter); Terry Berg (garage attendant); John McKinney (head houseman); Paul Mollan (building superintendent); and driver Jim Nicklos, Jr. (garage attendant). Credit is given to hotel Director of Housekeeping Gloria Schmidt for the bed entry "decor."





Mexico City - Recent guests of the ALAMEDA were the world-famed Russian ballet stars Valeri (left) and Galina (right) Panov, pictured with the hotel's Director of Public Relations Gianella S. de Carvajal. The much acclaimed husband and wife duo (now citizens of Israel) had scheduled several performances in Mexico City.



Winnipeg - Pierre Elliot Trudeau (center with dark tie) Prime Minister of Canada, is surrounded by press members and hotel guests during his recent visit to the WINNIPEG INN. Later, Trudeau addressed the Ukrainian Businessmen's Club group meeting at the hotel.



Toronto - Comedian George Gobel, a recent visitor to HOTEL TORONTO, chats with Bev Thorne, assistant manager of the hotel's Barristers Bar. Gobel was one of the guests on the Bobby Vinton Television Show being taped in Toronto.



Anchorage - En route on his trip to China last year, President Gerald Ford and party made a stopover visit to Anchorage and the ANCHORAGE-WESTWARD. Welcoming the President, Mrs. Ford and their daughter Susan to the hotel are Anchorage-Westward General Manager Dave Paulon (back to camera), and his wife Ginger (partially hidden, right).

Shangri-La upgrades facilities. . . 'downgrades' time

In James Hilton's novel "Lost Horizon", the imaginary world of Shangri-La is depicted as a utopian paradise where time stands still.

Nothing ever ages.

That idyllic utopia, however, does not exist in the real world. . .not even in the world of the Shangri-La hotel.

It's not that the almost five-year-old Singapore property is showing its age. Far from it. But the constant comings and goings of countless guests over the years has inevitably left its mark.

Last year, when the Shangri-La announced construction of a 170-room Garden Wing addition plans were also made to completely upgrade the facilities of the existing property to harmonize with the new section.

Upgrading projects either completed or currently in progress include reconditioning of the marbled lobby floor; improvements to the air-conditioning and sound systems in the Island Ballroom; refurbishing of all guest rooms and suites; and an interior design re-do for some of the hotel's restaurants and bars.

When the entire upgrading project is completed—just before the new Garden Wing opens in 1977—it will be an astute guest who realizes that one section of the hotel is older than the other. As with the Shangri-La of "Lost Horizon", time at the Shangri-La of Singapore may then very well almost seem to have stood still.

Dusit Thani changes

Werner F. W. Milfeld is the general manager for the Dusit Thani, the WIH affiliated property in Bangkok. Milfeld was appointed to that post last September. Prateep Trilohaka is the hotel's general sales manager.

'The certificates, please'

Seattle - A week-long orientation of the WIH corporate and executive office functions in December was climaxed for its three participants with WEST-ED certificate presentations at the Marketing Division offices. The three, flanked by Vice President Dave Evans, far left, and Senior Vice President Bruce McKibbin, far right, are: Willi Dietz, general manager of the CAMINO REAL, SAN SALVADOR; Andy Rogers, director of sales, CAMINO REAL, GUATEMALA; and Alfredo Lievano, director of sales for the CAMINO REAL, SAN SALVADOR.



'Horizon' is hotel winner

Singapore - Lawrence Magnan (left), SHANGRI-LA general manager, congratulates hotel bartender, Steven Lim, whose original beverage concoction "Horizon" was the hotel's winning entry in the 1975 Golden Chalice Award competition. Lim's entry is being judged along with all other hotel winners to select the company-wide Golden Chalice winner.



Not likely to erupt

San Salvador - When CAMINO REAL, SAN SALVADOR Executive Assistant Manager Charles Stoepler transferred from that hotel to assume the same position with the CAMINO REAL, GUATEMALA he was given a staff farewell party. As a parting gift Stoepler was presented with an original painting by a Salvadorean artist of a volcano scene - typical of that country's landscape. Making the painting presentation to Mr. and Mrs. Stoepler are, at right: Ana Maria de Vides, sales and public relations manager and Camino Real General Manager Willi Dietz.



Take a Bow

... **Henry Bogiel**, ANCHORAGE-WESTWARD bellman, for placing among the top four runner-up winners in the 1975 "Bellman/Bellwoman of the Year" international competition as sponsored by the American Hotel & Motel Association, Samsonite Luggage and American Airlines.

Competing against almost 1,000 nominees from all over the world, Bogiel's outstanding attributes of "humor, compassion, eagerness, artistry and productivity" were particularly noted by the judging committee in their evaluation.

For his win, Bogiel was awarded a matched set of Samsonite luggage and the plaudits of the innkeeping industry.



... **Sam Messoudi** (left), executive sous chef and **Heinrick Steffen**, executive chef, both of the COSMOPOLITAN, for their generous response to a most worthy cause.

Last Thanksgiving a group of Denver merchants provided all of the foodstuff for a Salvation Army dinner to serve more than 500 indigent persons. For their contribution, the two chefs volunteered their services to prepare and cook all of the turkeys served at the dinner.



... **Marilyn Haley**, reservationist with the WIH CENTRAL RESERVATION CENTER in Omaha, for being selected as that office's first Thurston-Dupar Inspiration Award winner. Marilyn, who began her WIH reservations career in July, 1974, is pictured receiving her Award check from Reservations Manager Dick Whaley.



... **Jong Sook Choe** (center), cashier in the MIYAKO's East-West dining room, for the successful pursuit of her ambition to become a naturalized United States citizen. Sharing her proud moment (left) is Aurora Clemena, day manager of the dining room, and (right) Miyako Manager Tom Hosea who had presented the Korean-born Jong Sook Choe with a dozen red roses to commemorate the occasion.

...**Bob McCauley**, HOTEL TORONTO general manager for being selected as the recipient of the first "Hotelier of the Year" award by the Commercial Travellers Association of Canada.

Jack Haley, president of the Association which represents 22,000 sales professionals throughout Canada, stated at the award presentation ceremony, "The decision to present the award to McCauley was a unanimous one. He has worked very closely with our organization for several years and is one of the finest professionals in the hotel industry."

...**Lee Jenks**, WASHINGTON PLAZA general manager for his efforts in promoting hotel career development studies through the Washington State Hotel & Motel Association chapter. A gold Century Club Award plaque was presented to Jenks by the American Hotel & Motel Association citing him and the Washington State Chapter for "fostering the encouragement of employee enrollment in AH&MA Institute Career Development courses."

...**Russ Nickel**, WESTERN SERVICE & SUPPLY CO. vice president/food facilities, for being chosen by the National Association of Food Equipment Manufacturers to receive their Honorary Doctorate of Food-service medallion for his contributions to the food industry. Nickel is current president of the International Society of Food Service Consultants.

...**Bill Dugovich**, WIH public relations manager and **Sue Brush**, OLYMPIC public relations manager for their respective second and third place win in the American Hotel & Motel Association's annual Public Relations Achievement Awards competition.

...**Helen Achterman**, equal employment supervisor at the WASHINGTON PLAZA and **Jim Pope**, WIH assistant controller, for sharing their professional know-how through the instruction of AH&MA Seattle Chapter career development courses. For Helen it's a class on "communications," and "hotel accounting" being taught by Jim.

'Our people came through—'

The damage has been repaired. Things are back to normal again.

And for the CAMINO REAL, MAZATLAN staff, it's all a nightmarish memory now.

Memories that begin with vivid recollections of those first terrifying moments when "Hurricane Olivia" struck the Mexico resort city with a savage fury one evening last October.

They remember, above the roar of the storm, the sound of shattering picture windows as gusts of 130 mph winds battered the hotel.

They remember seeing trees and other plantings bent to the ground or uprooted by the wind's force—the beach bar being swept out to a raging sea.

As clearly recalled—being thankful for the working emergency generators when the municipal power system flickered out, and trying to halt the flooding waters that ruined the Lafitte restaurant and damaged several other areas throughout the hotel.

For the Camino Real guests (every room was occupied at the time) their most memorable accounts of that awesome experience is sure to include high praise for the hotel's staff.

Although naturally concerned about the storm's effect on their homes and their families, many of the employees remained at their posts long after quitting time to care for and calm frightened guests.

While damage to the hotel was extensive, no one was injured, thanks largely to the safety actions taken by employees.

The following morning, the port of Mazatlan was in a shambles. The streets were flooded, and public transportation was at a standstill.

In spite of these difficulties however, virtually all employees arrived for work. Breakfast was served on time. And the care and feeding of the hotel's guests continued as best as it could under the circumstances.

Subsequently, the Camino Real has received a number of letters from guests who shared the experience complimenting the staff on their cool-headedness, guest concern, and dedication throughout the crisis.

As General Manager Abelardo Vara simply stated it, "Our people came through. We can really be proud of them."

CORRESPONDENTS

Acapulco Malibu, **Oscar Cruces**. Alameda, **Giannela Soto Quinard**. Anchorage-Westward, **Becky Gottschalk**. 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, **Jessica Melgoza**. 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 Maday**. Edmonton Plaza, **Donna McLaren**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. 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., **Janet Kato**. Olympic, **Sue Brush**. Peachtree Plaza, **Courtney Gibson**. Prince Hotels, **Vickie Llantata**. South Coast Plaza, **Karla Listman**. St. Francis, **Charles Conine**. Shangri-La, **Gwenda Loong**. Space Needle Restaurant, **John Poquette**. The Plaza, **Katie Rosenberg**. Washington Plaza, **Sandy Novak**. Winnipeg Inn, **Maggie Clark**. WIH hotels in Guatemala, **Mary Lina Ruiz-Ciani**. WIH Reservations Center, **Thurlene Smith**. WIH Credit and Acctg., **Karen Cross**.

Lloyd W. Nordstrom

Lloyd W. Nordstrom, WIH Board of Directors member, died of a heart attack while on vacation in mid-January.

The prominent Seattle retailer was active in local affairs and well known throughout the Pacific Northwest business community. He was elected to the Western International Hotels' Board in April, 1974.

He will be greatly missed by his many friends and business associates.

inn basket news line...

WHAT'S THIS HOTEL WORLD COMING TO! — Flipping through the December issue of HOTEL & MOTEL MANAGEMENT magazine, our attention was grabbed by these three items that made us wonder:

ITEM No. 1... A recently opened 116-room luxury hotel in New York City caters to a most unusual clientele — house pets! (No people allowed.) With room rates ranging from \$7 to \$13 a day, the hotel has been running a steady 100% occupancy — mostly cats and dogs and an occasional ocelot. ITEM No. 2... A 78-room motel in Miami has reconverted its room accommodations into what its owners term a "sex playground." We blushingly skimmed the X-rated details on that story and hastened on to: ITEM No. 3... A major Tokyo hotel is promoting a health examination package aimed, particularly, at the busy, globe-trotting executive. The package includes a three-hour physical exam conducted by the medical staff of an adjoining medical clinic. Also available is a more extensive set-cost package that includes two full days of examinations.

* * *

KEEP SMILIN' — Here's a thought to light up your people-serving-people "smile button" from HOSPITALITY columnist C. DeWitt Coffman: "A smile is the world's greatest gesture. It says, 'Hi. You look like a pretty nice person. What can I do for you?'" Further on in his commentary, Coffman offers this "smile-power" observation: "At a hotel front desk a smile turneth away wrath. It soothes the savage beast. It stills the troubled waters. And it sure as hell helps sell the merchandise!" (From the December 1975 issue.)



* * *

ANOTHER 8½ PERCENT — The United Airlines Employees' Credit Union (UAECU) Board of Directors declared another 8½ percent per annum dividend for the second quarter in a row. Gene Artemenko, UAECU secretary and treasurer, announced the dividend details to both United and WIH shareholders in early December stating that the dividend would be credited to the member's share account on December 31, 1975.

* * *

THANKS TO "BACK" — the in-house publication for the Continental Plaza, and to contributor Bill Luna of the hotel's Lion Bar for this lest-we-forget contribution appropriately entitled...

REMEMBER

Remember while on your vacation last year
that friendly doorman that met you at the door;
that happy bell captain who helped you with your luggage;
that warm waitress who treated you as a friend and not as a stranger?
Remember that bartender who (despite his aching feet)
showed you how to have a good time in town?
Remember that smiling front desk team and all those people
wearing badges, always willing to go out of the way to solve
your problem?
Remember — people remember these very same things about the
Continental Plaza!