



SEPTEMBER 1987

FRONT



The Westin Kauai —
no resort hotel like it

(Story, page 4)

Moving on Moving up

Charles Agnew, project administrator, Corporate offices to profit improvement mgr., The Westin La Paloma

Bob Arrivillaga, head concierge, The Westin Hotel, Utah to assist. mgr./guest services, The Westin Maui

Patricia Blackburn, assist. F&B director, The Westin Hotel, Seattle to assist. F&B director, The Westin Kauai

Lawrence Bowen, exec. chef, The Westin Hotel, Utah to exec. chef, The Westin William Penn

Robert Brennan, reservations agent, The Westin Canal Place to account exec., The Westin Hotel, San Francisco Airport

Michael Clare, property management mgr., Century Plaza to senior housekeeper, The Westin Kauai

Andrew Czarnecki, F&B operations analyst, The Westin La Paloma to cost analyst, The Westin Kauai

Allan Edgar, director of marketing, The Carlton to director of marketing—Korea, The Westin Chosun

Monty Fluty, guest services mgr., The Westin Bonaventure to director of guest services, The Westin Kauai

Vicki Gates, staff accountant, The Westin Hotel, Tabor Center to chief accountant, The Westin Hotel, San Francisco Airport

Stephen Gee, assist. purchasing mgr., The Westin St. Francis to purchasing agent, The Westin Hotel, San Francisco Airport

Frank Grant, housekeeper, The Westin Hotel, Chicago to director of housekeeping, The Westin Cypress Creek

Ed Jensen, project engineer, Corporate offices to director of property management, The Westin Maui

Bonny Kirin, F&B director, The Westin Hotel, Tabor Center to director of F&B and recreation, The Westin La Paloma

Lisa Klein, assist. mgr. front office, Century Plaza to assist. front office mgr., The Westin Maui

Holly Korenaga, housekeeper, The Westin Hotel, Washington D.C. to housekeeper, The Westin Kauai

Gary Lind, director of F&B and recreation, The Westin La Paloma to exec. assist. mgr., The Westin Hotel, Tabor Center

Karyn Marasco, senior assist. mgr., The Westin Hotel, Copley Place to senior assist. mgr., The Westin Hotel, San Francisco Airport

Sue Matlin, property maintenance/assist. director, The Westin St. Francis to director of housekeeping, The Westin Hotel, San Francisco Airport

David Moffatt, director of human resources, The Westin Paso Del Norte to director of human resources, The Westin La Paloma

John Paul, sous chef, The Westin Bonaventure to sous chef, The Westin Maui

Jennifer Rinker, sales mgr., The Westin Hotel, Seattle to sales mgr., The Westin Bonaventure

Keith Runyan, front office assist. mgr., The Westin Hotel, Utah to front office assist. mgr., The Westin Hotel, Chicago

Richard Stuthers, assist. director of human resources, The Westin La Paloma to director of human resources, The Westin Paso Del Norte

David Thornton, sales mgr., The Carlton to national sales mgr., The Westin Hotel, Calgary

Stephan Waldmann, conference services mgr., The Westin Mauna Kea to assist. front office mgr., The Westin Kauai

Todd Winston, catering sales mgr., The Westin Peachtree Plaza to convention services mgr., The Westin Kauai

Engineer group gets caught up

In their first get together in seven years, building superintendents, engineers and allied staff members from U.S. and Canadian hotels, as well as corporate staff members, gathered at The Westin Hotel, Chicago on July 20-23 for an Engineering Workshop.

While the first day and one-half of their three-day agenda was held in joint session with the convening Risk Management people (see related story), remainder of the sessions focused on topics specific to the group. And, since it had been seven years since they had last gotten together, they had a lot of talking and catching up to do.

Sessions included such job-pertinent topics as "Common Problems in Hydraulic Systems" to "Project Planning and Management."

A larger part of the workshop sessions, however, involved the exchange of ideas and opinions in discussion group format. Areas of discussion included "Ways to Improve Productivity," "Common Project Problems," and "Ways to Improve Materials Coordination and Control."

One of the most generally beneficial sessions was the Workshop closing roundtable discussion on energy conservation measures. These sessions generated a good deal of shared practical application input from among the attendees.

Chairperson for the Engineering Workshop was Gus Newbury, facilities operations manager for Westin.

Workshop Reports

- ENGINEERING
- HUMAN RESOURCES
- RISK MANAGEMENT

Education focus of H.R. conference

Attendees to this year's Human Resources Conference went home well rewarded by a wide-ranging, career-enhancing learning experience.

Education was key to the four agenda-packed days of the Conference held July 13-17 at The Westin Hotel, Chicago. Attending were hotel directors of Human Resources from throughout Westin and select corporate Human Resources Division staff.

In somewhat of a departure from previous get togethers, almost all agenda topic presentations drew from outside authority expertise. Though directly applicable to Westin, the presentations offered attendees much broader based information.

Opening day kicked off with what was largely a full day's focus on the topics of Benefits (a Johnson & Higgins update), and Compensation (a Mercer-Meidinger, Inc. report on the Hay job evaluation program).

Day two formed a series of repeat breakout sessions that focused on such pertinent topics as

drug and alcohol abuse in the work place; employment law litigation; international labor law and the like. These information and discussion sessions were tailored, as practical, to the U.S., Canadian and international delegate audiences.

Corporate offices staff members took the presentation spotlight on the third day with a review of the revised Human Resources Policy Manual. That review continued into Friday, the final day of the Conference. Also on Friday, Tracy Brown, corporate employee recognition program coordinator reviewed the current Premier Performers employee recognition program with the group, updating them on its progress and answering any of their concerns or questions.

Walker Williams, corporate director of the Human Resources Division, chaired the Conference.

Workshop emphasizes Fire/Life safety

The Westin Hotel, Chicago welcomed some 62 attendees, including 16 from Hilton International and Vista International properties in the United States and Canada, to the 1987 Risk Management Workshop held July 20-23.

Representing Westin's hotels were directors of security and loss control managers with a sprinkling of purchasing and profit improvement people and some executive assistant managers.

The workshop group's first day session was held jointly with attendees of Westin's Engineering Workshop which had also been scheduled at the Chicago hotel at the time.

The major topic of consideration for both groups was Fire/Life Safety with emphasis on hotel fire protection and procedures.

On their own, the Risk Management group listened and took

notes as experts expounded in such diverse areas as a review of current Innkeeper's Statutes to the basic requirements of Hotel Security.

Other agenda highlights included a session on Employee Training Programs in related risk management areas as presented by hotel directors of security Rhan Jackson (The Westin Hotels, Houston), Arthur Hoyt (The Westin Plaza), and Tom Boyer (The Westin William Penn).

One of the most popular attendee attractions was a vendor show that displayed various safety, security and Fire/Life Safety products and services.

Herb Poulson, Westin's loss control manager and Workshop chairperson, rated this year's get together as "...one of the most successful and especially so because of our joint sessions with the engineering people with whom we work so closely."

COVER: Viewed from a point on the Kauai Lagoons Resort property, The Westin Kauai rises above Kalapaki Beach and Nawiliwili Bay. The photo was taken in mid-August when the resort hotel was still under construction. (Photo courtesy of Dane Warner Photography)

FRONT

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

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Even coffee breaks became "working sessions" as attendees discussed solutions to mutual problems.



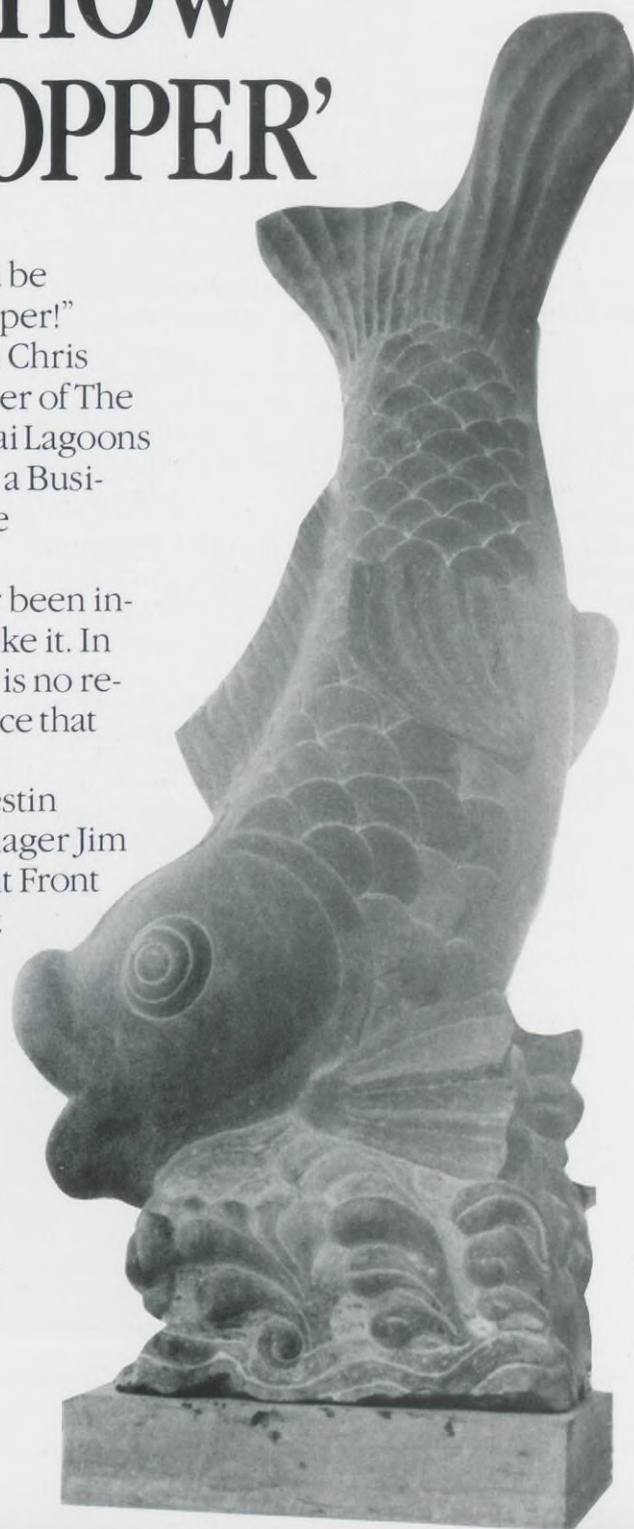
THE WESTIN KAUAI

Debut of a 'SHOW STOPPER'

"This is gonna be a show stopper!" That from Chris Hemmeter, developer of The Westin Kauai at Kauai Lagoons Resort, as quoted in a Business Week magazine interview.

"Westin has never been involved in anything like it. In fact, there currently is no resort hotel in existence that can match it."

This from The Westin Kauai's general manager Jim Treadway, in a recent Front magazine interview.



If this sounds like so much promotional hype, be assured that both men know well of what they speak. In support of their enthusiastic declarations, here are a few facts 'n figures items to support their case. But first, these background basics:

The Westin Kauai, super-resort sister to The Westin Maui which opened in mid-August, is an 850-room hotel (all but 48 have ocean views) located on a 580-acre resort site known as the Kauai Lagoons.

The Kauai Lagoons resort is situated on Kalapaki Beach and the entrance to Nawiliwili Bay. The property also borders Kauai's Lihue airport and, in fact, maintains a private airport access road. The entire resort complex is managed by Westin and is being opened in stages.

The first stage, which includes the opening of most of the hotel's guest facilities, is slated to open September 19.



ITEM: 103 draft horses. 47 four-passenger Landau vis-a-vis carriages. One romantic white and gold wedding carriage. One dray wagon and eight-up hitches of matched Clydesdales, Percherons, and Belgians.

Except for hotel and delivery motor vehicles, the principal mode of land transportation throughout the 580-acre resort is by horse-drawn carriages pulled by either Clydesdales, Percherons, Belgians or Shires.

For large group functions, there is the dray wagon pulled by eight strapping Clydesdales and, of course, accompanied as is traditional by a pair of spotted Dalmatians.

The white and gold wedding carriage is at the disposal of couples who have chosen to exchange their vows at the resort's delightful Chapel by the Sea wedding chapel.

“... there’s no other resort hotel in existence

today that can match it.”

— Jim Treadway
General Manager



ITEM: One and a half miles of lagoons and waterways surrounding zoo islands. Two shopping villages plus a shopping center within the hotel. Over 90 four-passenger outrigger canoes, plus five 40-passenger launches and three smaller launches.

In addition to its system of carriage pathways, the Kauai Lagoons development boasts a network of man-made lagoons and waterways that wind throughout the site. On islands within these waterways a zoo environment has been created as habitat for a menagerie of exotic wildlife to include Chilean flamingos, African gazelles, gemsbok and zebra, Australian kangaroo and wallaby and South American spider monkeys.

The two shopping villages — one called “Fashion Landing” with shops featuring upscale apparel, and the other called “Artisan Landing” that is reminiscent of a Mediterranean art colony with its variety of artisan shops — can be reached either by the waterways or the carriage paths.

ITEM: Two 18-hole golf courses. Eight tennis courts including an exhibition stadium court. The largest swimming pool in Hawaii. 1,500 feet of magnificent sand beach (Kalapaki Beach) fronting sheltered Nawiliwili Bay and a mile of coastline. Full service spa with exercise, weight and massage facilities.

Of all the recreational activities available to guests of The Westin Kauai, probably the most talked about will be the two 18-hole golf courses as designed by golfing legend Jack Nicklaus who is also the Resort’s director of golf. While the Westin Kauai Course was designed principally for the recreational golfer, the championship Kiele Classic Course was designed to rank as among the finest golf courses in the world. It is of tournament class and is



equipped with a substantial gallery facility. The 34,000 square-foot swimming pool is fully tiled. It is built around a landscaped island accessible by footbridge. Placed around the pool are five jacuzzi whirlpool spas.

ITEM: Sixteen restaurants and lounges all being operated by Westin.

The hotel’s extensive selection of F&B outlets was designed for every appetite and every mood ranging from the romantic Inn on the Cliff with its uninterrupted views of the Bay and the sunset, to the informal Tin Roof Sundae Shop at the Beach. Many of the dining facilities are free standing and are located in various locations within the Resort.

For the finest of fine dining, The Masters dining room at the Golf and Racquet Club stars. Its consulting chef is Louis Outhier,



owner and chef of one of Europe’s most highly acclaimed restaurants — L’Oasis on the French Riviera.

Other notable outlets include the Tempura House for Japanese food; Prince Bill’s, a fine steak and seafood house; and The Paddling Club, a free standing disco with a distinctly Hawaiian architectural ambiance.

ITEM: The setting is Hawaii. The feel is elegantly European. The art collection is international. The attraction is universal — and unlimited.

Hotel visitors — most will be arriving by air and will be picked up directly at the Lihue Airport by one of twelve hotel limos — via private hotel road — arrive at an upstairs arrival lobby. They then descend a three-story escalator to the Palace Court

which is likened to Versailles with its rose-colored marble columns that surround a 2-1/2-acre reflecting pond with its 60-foot jet geyser fountains and life-size marble horse center piece which has been carved in China.

The exterior wall murals viewed here, are among the hotel’s impressive 2.5 million dollar collection of fine art works that have been commissioned from throughout the world.

For the arriving guest, the effect of unexpected European elegance in this lush tropical setting is both intriguing and breathtaking, and one that sets the mood for the many delights and surprises that lie ahead.

While many of these “delights and surprises” are a result of the resort’s spectacular physical presentation, as with any Westin, it’s the people who will be making the difference.

“We think we’ve put together a team to match the product,” says Treadway. “It’s a terrific group of professionals with a lot of aloha spirit and style. And though we might seem physically different than our other properties, as far as staff friendliness, helpfulness and services are concerned, guests will certainly recognize us as a Westin.”

In commenting on the resort’s vast array of attractions, Treadway notes, “No matter how often our guests visit us or how long they stay, they will never quite feel they’ve experienced it all and will want to come back. Our resort has to be experienced to understand what this place is all about. There is nothing like it anywhere!”

Nor is The Westin Kauai and the Kauai Lagoons resort experience limited strictly to just its guests.

At one entry access is a visitor’s center that includes parking for one thousand vehicles. Visitor’s can tour the resort ground via a hired resort carriage, go shopping in one of the villages, play golf or enjoy the lagoon water rides. Treadway expects the Center to handle well over 2,000 people a day — a “must see” attraction for both locals and tourists.

The Westin Kauai at Kauai Lagoons. As its creative developer envisioned it it is, indeed... “a show stopper!”

PHOTO NEWS



Price of fame

BOSTON—For the last three years in a row The Westin Hotel, Copley Place, Boston has entered its original clam chowder recipe, Turner's #1 Chowder, in the Annual Boston Chowderfest and has carried off the first prize every time. Because of that, the hotel's Turner's restaurant was not allowed to participate in this year's competition. As compensation, the famed recipe has been permanently installed in the Chowderfest Hall of Fame. Here, executive chef Norman Wade, the recipe's originator, demonstrates the preparation of his "Hall of Fame" chowder on television's The Good Day Show with show hostess Eileen Prose.



A bang-up reception

SINGAPORE—When director of kitchens for The Westin Stamford & Westin Plaza, Otto Weibel and his bride/catering manager Diana Seow, invited some chefs to their wedding, they did not

bargain for the "culinary" response that awaited them.

The hotel's chefs, as well as those from other hotels, formed an honor guard tunnel through which the new bride and groom walked, accompanied by a joyful clanging and banging of pots, pans, soup ladles and whisks.



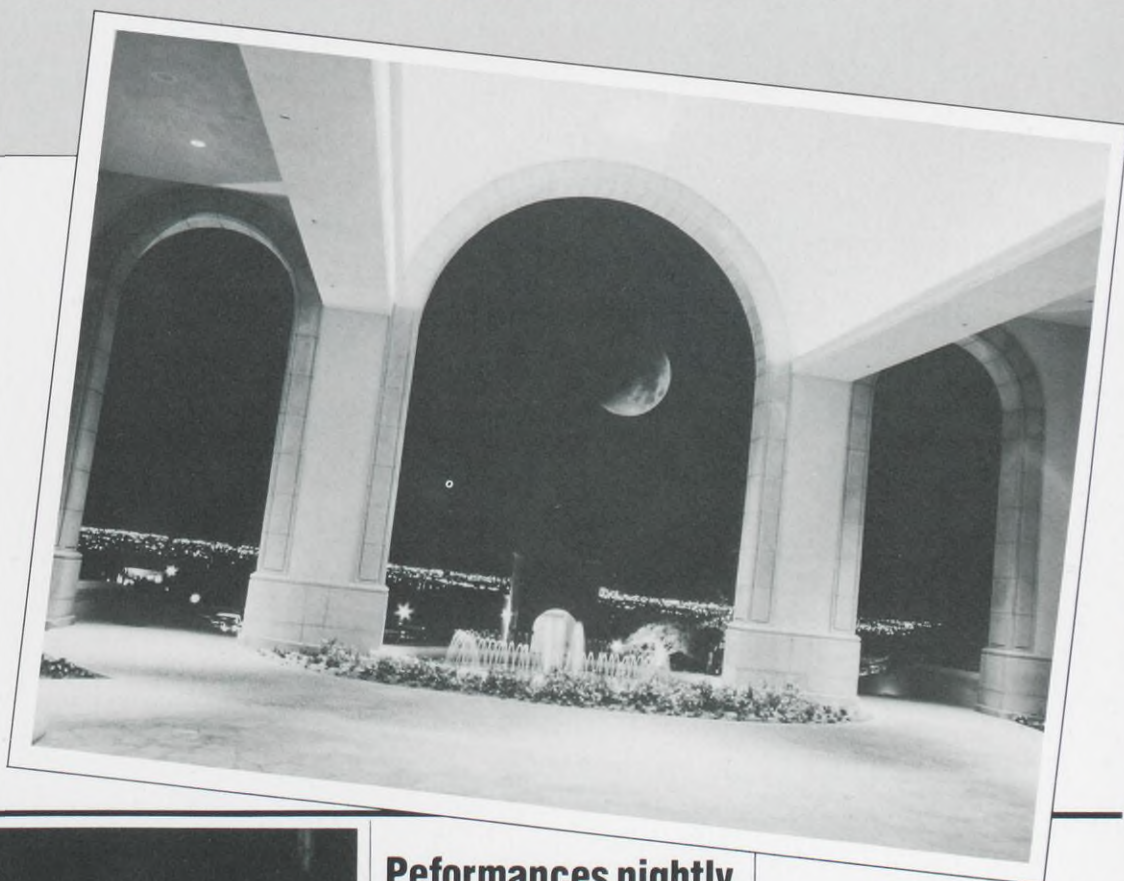
A fifth in eight

VANCOUVER—For the fifth time in eight years, The Westin Bayshore teams scooped the coveted "champion of champions" winner's tray in Vancouver's annual Hotelympiads. The Bayshoreites beat out 14 other major hotels in the five competition races which included the Bedmaking Event, the Air Canada Luggage Lug, and the Cream of the Crop Culinary Race. Here, general manager Denis Forristal holds high the winner's tray to the cheers of team participants.

PHOTO NEWS

Moon over Tucson

TUCSON—To further the interest of quality photography in Tucson, and to acquire some creative new views of this highly photogenic resort, The Westin La Paloma promoted a "Take Your Best Shot Photo Challenge" competition open to both professional and amateur photographers in the area. First, second and third prize cash awards were presented to winners in four photo shoot categories. This dramatic night shot with a quarter moon rising above the lights of downtown Tucson, was selected as the winner in the Best Overall Mood Shot category.



Bingo in the barn

NEW YORK—In mid-July, the New York Corporate Sales Office hosted its Second Annual Westin Beach Party for corporate and association clients and meeting planners. This year's luncheon was held in a rustic New England barn near Hartford, Connecticut. The theme was "Beach Blanket Bingo" with guests playing bingo games for prizes donated by par-

ticipating Westin hotels. In addition to generating good will, the event resulted in several bookings for Westin. CSO sales staff and representatives from the participating Westins as well as from co-sponsors United and Hertz are pictured at the barn entrance.

Performances nightly

CINCINNATI—When The Westin Cincinnati's Delmonico's restaurant closed down briefly recently for renovations, the room's service staff took advantage of the situation to do some self "renovation". That is, they polished up on their professional service skills by attending a motivational seminar developed by the hotel's advertising and public relations agency, Jack-

son/Ridey & Company. Sessions emphasized an "actor's workshop" approach—using minimal costuming and props—wherein servers and other staff learned how to turn each night at Delmonico's into an award-winning performance.



WESTIN PEOPLE



Menagerie

CHICAGO—Fanciful rabbits, pigs, puppies, bears, etc. are among the menagerie of marzipan animals that won Joseph Augustin, head pastry chef at The Westin Hotel, Chicago a bronze medal in the recent National Res-

taurant Association Culinary Arts Salon. Augustin's entries in the competition also included an elaborate bread boat and the spun sugar basket filled with petit fours shown in background.

Eggceptional

HOUSTON—Apprentice chef Elaine Holmes (center) of The Westin Hotels, Houston, proudly displays her egg dish that won her first place honors in a national egg recipe contest sponsored by the American Egg Board. The winning dish, an entree concoction of pasta shells stuffed with such goodies as scallops, shrimp, mushrooms, hard cooked eggs, etc. was labeled "Golden Shell Eggstravaganza." With Holmes is executive chef Markus Bosiger (right) and (left) F&B director George Marine.



The excitement mounts

As Westin's Premier Performers employee recognition program heads towards the home stretch, Tracy Brown, program coordinator, reports a very noticeable mounting of excitement among the employees of participating hotels.

Employee speculation now, Brown says, is on what are their chances of making it as a Westin All-Star Team member. The two team members, as selected from each hotel, get to participate in the program's Grand Prize Award; a fabulous getaway weekend for two at The Westin Hotel, Washington, D.C.

All-Star team members are selected by each hotel as those employees who have earned the most "premier dollars" during the 12-week program. These are Premier Performers who have consistently demonstrated exceptional service to their hotel's customers and/or who have

demonstrated outstanding on-the-job performance. A team member is selected from both the back of the house and front of the house at each hotel.

These Westin All-Star Team winners—accompanied by spouses or guests—are being flown to the U.S. capital in early November for an expense-paid weekend of fun activities and sightseeing plus some special surprises.

Additionally, each Westin All-Star member will receive their choice of a handsome blazer or sports jacket, a commemorative All-Star Team T-shirt, a Premier Performers watch and spending money.

Says Brown, "While it's the Westin All-Star Team Grand Prize trip to Washington D.C. that's generating the most excitement, there's also a lot of interest in the outcome of the employee sweepstakes and supervisor sweepstakes elements of the program. Anyone who has received a premier dollar imprinted with the words, 'Sweepstakes Entry' stands a good chance of winning one of the expense paid weekend trips for two."

Next month's issue of Front will list the Westin All-Star Team winners. Will your name be among them!

The White House, the Capitol, Smithsonian Aerospace Museum... Tracy Brown, Premier Performers program coordinator, works out her itinerary for the Westin All-Star getaway weekend award at The Westin Hotel, Washington D.C. which she will accompany.