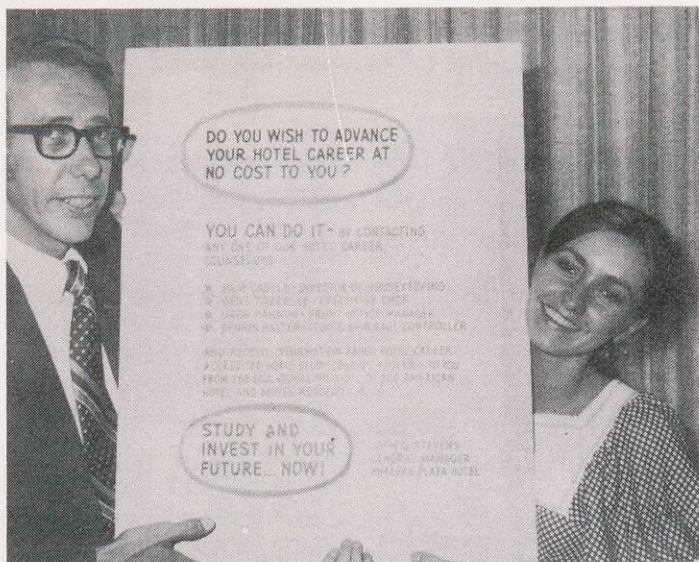




Antlers Plaza counselor program stimulates career development interest



READY TO EXPLAIN details behind the poster message are "counselors" Dennis Baxter and Pam Castle.

Now there's an offer!

Posters, displayed throughout the employee areas of the Antlers Plaza hotel, headline the message, "Do You Wish To Advance Your Hotel Career At No Cost To You?"

Further reading instructs interested individuals to contact "Hotel Career Counselors" Pam Castle, director of housekeeping; Gene Tourville, executive chef; Greg Hanson, front office manager; or Dennis Baxter, F&B controller, for full details.

When contacting anyone of these four people, hotel employee respondents were provided with information and direction assistance in applying for career development home study courses as available through the Educational Institute of the American Hotel and Motel Association (AH&MA).

This hotel effort to promote career development through AH&MA study courses was recently instigated by the hotel's general manager John Stevens.

Stevens felt there were a number of employees interested in furthering their self-development but were unaware of the AH&MA courses or if aware, were uncertain as to where to apply for these study courses. The poster publicized counselor program approach is an attempt to remedy this situation and reach out to the interested employee to help get him started. Further, the counselors take on a "big brother" role advising and encouraging the employee throughout course completion.

While course costs are paid by the employee, the full cost is reimbursed if the employee completes the course with a passing grade. Though the program was only very recently put into action, Stevens reports initial response has been "very favorable."

Hotel for Oslo, Norway

Construction of the 21-story SAS Royal Hotel in Oslo, Norway was announced on October 1 by Scandinavian Airlines and WIH.

Full details on the SAS Royal Hotel facilities and photo will be featured in the November issue of Front!

WS&S staff changes

Leif Wikan, Western Service & Supply Company President, recently announced a series of staff changes taking place within the subsidiary WIH company.

These new promotions, according to Wikan, were necessitated because of Western International's continued growth and development and the many new assignments being accepted by the company.

Included in the announcement was one new-old addition to the staff. This in the person of Don Robbins to the post of senior interior designer. Robbins was a former member of the Western Service design staff for an eight year period -- 1958 through 1966 -- before he formed his own design group operating in the Los Angeles area. He has been assigned the major design responsibilities for the Detroit Plaza, the Houston addition and renovation work on the Century Plaza and Anchorage Westward hotels.

Named to the new positions of associate interior designers were former interior designers Bob Cornwell and Jay Holstrom. Bob's design responsibilities will be with the Michigan Inn and a current room renovation program at the Hotel St. Francis, while Jay has been assigned to renovation work on the Antlers Plaza, Benson, Cosmopolitan, Mayflower and Olympic Hotels.

John Jones, who had previously held the position of senior draftsman, joined the interior design group as interior designer. Replacing Jones as senior draftsman is former staff draftsman Dave Lewis.

A new position has also been created in the printing department with the appointment of printer Dick Smith to the position of assistant manager reporting directly to manager Tom West.

front!

A monthly publication for the employees of

Western International Hotels

Editorial, Offices

2000 Fifth Avenue, Seattle, Wa. 98121

Gabe Fonseca.....Editor

LITHO IN U.S.A.

COMINGS AND GOINGS

In Hotel

These changes at the Bayshore Inn: **Kenneth Buchanan** to F&B cost controller; **Richard Agon** to purchasing agent; **James Lowe** to chief steward; and **Pat Wyman** to executive secretary to the general manager • At the Anchorage Westward **Don Berger** to dining room facility renovation project captain; **Pat Bishop** to credit manager; and **Shannon Gill** to Signature Room porter • At the Crown Center Hotel **Joseph Gallagher** to manager of the Signboard Bar and Lobby Court.

Transfers

Howard Kemball to executive assistant manager of the Antlers Plaza • **Jeffrey Flowers** to director of sales for the Mayflower • **Karl Ederle** to executive chef of the Olympic • **R. Curtis DeLancey** to accountant trainee at the Century Plaza • **Larry Stephan** to director of sales for the Detroit Plaza • **Dave Jones** to executive driver at the Century Plaza.

New

Paul Beloud is named to director of sales for the Camino Real, Mexico City.

New additions to the Hotel St. Francis sales department are **Gene Christensen** as sales manager and **David Feder** as national sales manager.



Executive Offices Report:

As a business enterprise classification we fit into the hospitality industry and within the broader classification of the personal-services industry.

Dictionary definitions for the word service includes "contributing to the welfare of others," and for hospitality as "being hospitable or given to gracious and cordial reception of guests."

We think this fairly descriptive of what our hotel business is all about. Certainly it's basic to the expectations of those who patronize our industry.

The degree of these expectations vary, of course, depending upon the particular quality standards of the hotel patronized.

Our experience has strongly indicated that most people who patronize a WIH hotel do so with the highest of expectations. They anticipate a little bit more, particularly in the hospitality and service attitudes of our people. They expect a little more warmth and friendliness, our greater willingness to take the time to be courteous or helpful, and more of the feeling that we really care that they are being cared for.

In short, our guests expect us to be people who really do fulfill their hospitality and personal services expectations. Or, as we have often stated it, a people who really do "make the difference."

LYNN P. HIMMELMAN
Chairman and Chief
Executive Officer

GORDON BASS
President

Correspondents

This is the list of *Front!* correspondents. Please get in touch with your correspondent if you have any news for your paper:

Anchorage-Westward, Linda Besse; Antlers Plaza, Marilyn Crawford; Bayshore Inn, Barbara Danuke; Benson, Nelvia Turner; Bonaventure, Leona Dureau; Calgary Inn, Christine Shaw; Camino Real-San Salvador, Ana Elena Steiner; Carlton, Zona Mircea; Century Plaza, Donna Watridge; Crown Center, Carlin Grant; Continental Plaza, Audri Adams; Cosmopolitan, Janey Fisher; Houston Oaks, Becky Bratton; The Mayflower, Sheri Lane; The Miramar, Clement Au; Miyako S.F., Kristina Templeman; Olympic, Fran Vitulli; Prince Hotels, Y. Sekiya; St. Francis, Sharyn O'Reilly; Shangri-La, Patsy Sin; Space Needle Restaurant, Sandy Rogers; Washington Plaza, Nancy Wendler; Winnipeg Inn, Al Rennie; WIH de Guatemala, Mary Lina Ruiz-Ciani; WIH de Mexico, Carolina Mijares; WIH Executive Office, Dorothy Stauffer; Western Service, Rose Shaffer; WIH Credit and Accounting, Ken Williams.

'All that jazz' leads to record sales

"Check our record."

Phonograph record replica buttons emblazoned with this message began to blossom on delegate lapels as the 1973 American Society of Association Executives (ASAE) convention got underway in New Orleans late last August.

Most of these buttoned conventioners were also toting around a record album of Dixieland jazz selections. A close inspection of these album covers revealed that they were imprinted with the familiar WIH symbol that headed a listing of all Western International Hotel properties.

The "record" message rapidly circulated throughout the exhibit hall. As the convention progressed, the WIH sales booth, the source of these promotional items, was drawing steady crowds, and by convention close it had gained a reputation among attendees as one of the most active and talked about show exhibits.

But more to the point as far as the WIH booth sales crew was concerned was the booked business and the business lead potential that the highly successful promotion generated.

Says **Dave Evans**, WIH director of sales, **"Of the 900 Association Executives attending, 525 plus registered with us — these were all key prospects. What's even more exciting is that I'd estimate we'll realize about two million dollars worth of business from this contact over the next few months!"**

As an example, Dave reported that one group alone confirmed reservations for a four-night, 800-room convention slated for the now - under - construction Peachtree Plaza in Atlanta.

Exhibit attendance at the annual ASAE conventions is of top priority with WIH as it is with most large hotels and hotel groups. The reason is that delegates, mainly association executives, are a principal source of a hotel's convention business contact.

Among the reasons why WIH made such a strong impact with the conventioning group, Dave feels, was its "check our record" theme promotion.

He elaborated, **"We were unique in that we were the only hotel group to establish a strongly promoted theme and carry it through."** (The coordinated "theme" concept was first used during last year's ASAE convention and with great success.) **"Our slogan not only referred to the lapel buttons record albums we were passing out to those who registered with us, but it also carried a very direct challenge. We invited booth visitors to check our WIH record for performance, services, hotel locations, or whatever, against any other. Our company is number one by every count and we didn't hesitate any in letting them know this."**

To add further continuity and identification impact, all sales members who manned the booth wore identical uniforms -- smart looking blue and white mesh pull-over shirts with white or powder blue trousers and white shoes. The booth was staffed by some of Western International's top sales people recruited from hotel sales offices, regional sales offices and by a WIH de Mexico sales group. On display at the booth were scale models of the new Peachtree Plaza and Detroit hotels.

For the first time at an ASAE convention Western International Hotels and United Air Lines collaborated in a "partners in travel" effort. The UAL booth was located directly across the aisle from Western International's and personnel from each came to the assistance of the other as needed. Dave grinned as he remarked, **"Somehow business always seemed a little brisker everytime we had a UAL stewardess on hand to pass out the record albums."**

Speaking of these records, Dave adds, **"This was probably the first time a hotel company ever had a music record pressed especially for them. Since we were in New Orleans, we thought Dixieland might be a natural as a take-home souvenir. We had the Scepter Record Company of Memphis do the job for us and they came up with a really terrific selection that you very likely couldn't buy elsewhere."**

In generating goodwill, the record proved to be a big hit with the convention delegates. But the real "hit" was in the performance of the WIH crew in establishing a top record for generating immediate and prospective new convention business for our company.

First aid only a yell away at Hotel Benson



"SURVIVORS" of the Benson's first aid class from left: Phil Erickson, Chuck Bishop and Wally Goben.

Anyone requiring emergency first aid aid at the Hotel Benson would be pretty well assured of immediate and expert attention.

As a result of recent first aid training courses, the Hotel now numbers no less than 22 persons qualified in first aid practices on its staff.

Further, a permanent first aid station has been established, equipped with all the "until the doctor comes" paraphernalia necessary to handle most emergencies from first aid kits to splints and even a folding wheel chair.

The intensified and very thorough eight-hour course was made available to all interested hotel employees. It was presented by the State Accident Insurance Fund in conjunction with the local Red Cross group. Courses were given in two four-hour classroom sessions that included written material study, presentations and "student" participant demonstrations.

Hotel Benson Personnel Director **Lenore Carter** reports that employee participants in the class were representative of practically all the hotel departments. Hotel Benson employees and guests should be comforted in knowing that fast, fast, first aid relief is now very likely within yelling distance away.

INN BASKET

FORD PICKUP—Again "Ford Times," a consumer publication of the Ford Motor Company, picked up on another WIH restaurant for a series feature. The restaurant was the sumptuous **Savoy Room** of the Houston Oaks Hotel. The dishes and their recipes focused on were the Room's Steak Diane and pineapple and banana flambe. See it in the Ford Times' July issue.

• • •

ROOF TOP TOPS—And from the Bear Flag Republic, a California publication that reviews and rates the "eating, drinking and sleeping" establishments in the state, gives some high praise in its recent review of **Victor's**, the elegant roof-top restaurant at the St. Francis. Says Bear Flag, "Although formal and European, Victor's is warm and friendly. It is operated by an attentive, well-trained staff. You are cared for." And for its rating, ". . . the best roof-top restaurant in San Francisco!"

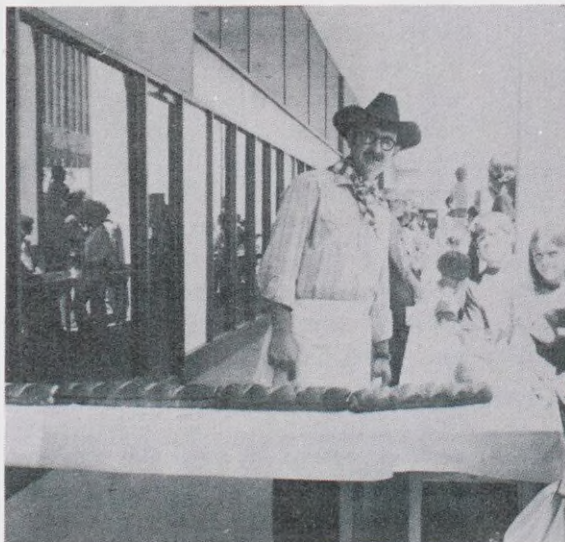
• • •

5-STAR CARLTON—No this is not a brandy brand name . . . the five stars are for the rating recently awarded the **Carlton Hotel** by Johannesburg Hotel Board. This is the highest rating awarded by the Board, and only eight other hotels in the Republic of South Africa have earned this classification rating. Now, bring out the 5-star brandy and join in a toast to the Carlton for this rating honor recognition.

• • •

SCHILLING CITED—While you're up, refill your glass for a second toast. This to **Al E. Schilling**, WIH community relations director and former general manager of the Olympic Hotel for the past nine years. At their annual banquet earlier this year, (held, incidentally, at the Olympic) the Washington Restaurant Association named Schilling as the "1973 Hospitality Industry Man of the Year." Unfortunately, however, Al missed out on the presentation ceremonies. His selection announcement was kept secret until the eve of the banquet at which time Schilling was on a business-vacation trip to Japan. (Better make that a hot saki toast!)

PICTORIAL



COLORADO SPRINGS — It's one for the books -- the Guinness Book of World Records. To help promote Rodeo Week in Colorado Springs, the **ANTLERS PLAZA** built what might very likely have been the largest barbecue sandwich in the world -- 200 feet long! Above, Executive Chef Gene Tourville poses with one end of the monster sandwich which was subsequently portioned and served to the invited general public.



VANCOUVER, B.C. — "Something to remember us by." When Executive Secretary June Barry (center) was recently transferred from the **BAYSHORE INN** to the **Hotel Toronto**, fellow employees presented her with this handsome silver goblet and tray set at her going away party. With June is Karen Williams, sales manager and Harry Schultes, catering manager.



SEATTLE - Continental cuisine has never been finer in the **OLYMPIC's** Golden Lion specialty restaurant, and the new manager and chef are part of the reason. Shown here presenting a house specialty, pressed duck, are Manager **Louis Zalesjak**, Chef **Rolf Gurtner**, and Wine Steward **Frank Ferguson**.



SAN FRANCISCO — A major social highlight of Japanese Premier Kakuei Tanaka's visit to San Francisco in August was the civic reception held in his honor at the MIYAKO HOTEL's Imperial Ballroom. Among the hotel employees assisting at the occasion, and shown above with General Manager Michael Kranz, were Waitresses Reiko Boyd, Marina Baquiran, Jeannie Cole and Keiko Stanley.



KANSAS CITY — (upper left) For some 125 employees and spectators gathered on the Games Deck of the CROWN CENTER Hotel, it was all a bunch of hot air -- all of it going into the interior of a 70-foot nylon balloon to be flown by hotel guest, professional balloonist Bob Waligunda. The balloon flight was a trial run previewing the first annual Worlds of Fun Hot Air Balloon Races held recently in Kansas City. Waligunda, incidentally, flew the same balloon in the recent television special "The Great American Balloon Adventure."

EDMONTON — (left) It was a preview of glamorous evenings to come. Shortly after the roof of the EDMONTON PLAZA's ballroom was erected, General Manager Bob McCauley had this shot taken for press publicity publication. When the hotel is completed by July of next year, the ballroom will be ready to host up to 1500 people for receptions or seat 950 for banquets.



LOS ANGELES — Displaying their Certificates of Appreciation are the seven CENTURY PLAZA employees who participated in this year's Youth Motivation Task Force Program in the Los Angeles area. As Task Force participants, each of the employees had spent time speaking to local junior high school students in an effort to encourage

the continuation of their education as preparation for career skills. Task Force members shown from left, are: Bob Tucker, culinary department; Ignacio Ibarra, steward; Mario Portillo, steward; Martha Gonzales, personnel; Cathy Porter, management trainee; Jacques Rigaud, personnel director, and Larry Taylor, management trainee.

DESIGN AND CONSTRUCTION

The plans for the proposed new hotel had been handsomely conceived.

As envisioned in the architect's renderings and a detailed scale model, its attractive exterior appearance had been thoughtfully designed to both reflect and enhance its community environment.

The professional talents of a Western Service and Supply interior design team would soon be assigned to the project, responsible for creating its interior decor.

In design concept, both inside and out, the proposed new hotel promised another winner when it opened its doors to the public.

But, wait a moment.

Winning architectural and interior design concepts are only part of the story. Of equal importance is the "winningness" of a hotel's design function. A hotel is, after all, a business enterprise. To operate profitably as a business enterprise, it must function properly with a maximum of efficiency in consideration of its operational needs.

A winning functional design must satisfy such operational questions, for instance, as whether its meeting rooms are sufficient in size, number and location. What size and how many kitchens should be installed and where should they be located to best service dining areas? Will the reservations office function best behind the front desk or adjacent to sales and food and beverage offices? Where should the employee entrance be located, the security office, the personnel office?

Even such seemingly minor design function considerations as to which direction service doors should swing, or the most practical dimensions of the front office desk space contribute to a hotel's operational "flow" efficiency. And, consequently, its profitability as a business enterprise.

THE "RIGHT" ANSWERS

Coming up with the right answers for these and hundreds of other design function challenges is the responsibility of the WIH Design and Construction Division. The Division is headed by Senior Vice President **J. Wm. Keithan** with the

architectural design staff itself under the supervision of Division Director **Fred Christensen**.

The Division's origins evolved out of a Western Service & Supply interior design service that came about in the mid 1950's when WIH became involved with one of its first major construction projects, the Benson Hotel addition.

As the company expanded into new hotel projects such as the Bayshore Inn and the Calgary Inn, the design function activity increased in its need and importance. Also needed at this time was someone with a good technical knowledge and background in architectural experience to coordinate these design activities. Such a qualified individual was found in **Fred Christensen** who joined the company as Construction Coordinator in 1963.

Four years later the Development Division was formed by the parent company and assumed both development and design and construction responsibilities.

In 1969, with WIH well into its expansion program of new hotel construction, Design and Construction and the Development activities were separated into segments, each performing their own specialized tasks.

The present Design and Construction Division staff consists of Senior Vice President **J. Wm. Keithan**; three project officers, vice presidents **Dwight Call**, **Ralph Van Noy** and **Dan McClaskey**; director **Fred Christensen**; two project managers, **Dick Browning** and **Jere Walters**; one assistant project manager, **John Olberg**; two draftspersons, **Karen Winqvist** and **Scott Morris**; and four secretaries, **Madeline Clark**, **Elaine Harfst**, **Doris Dreher** and **Shirley Rogers**. A recent addition to the staff, in the position of administrative assistant, is **Dean Tinker**.

ASSIGNMENT TEAMS

As a new project progresses, the job is assigned to one of the project officers and a project manager who work together as a team with the architect or developer on the project to its completion.

Ideally, the division would prefer being involved in the selection of the architect



Division director **Fred Christensen**

for any new hotel project. An experienced architect who has a good understanding of hotel operation can save the company considerable time and money. It's also most important that a project manager start working with an architect as early as possible in coordinating WIH input.

As each new project is assigned, a program of hotel operation to suit the economic and functional requirements of that property's needs for both the front and back of the house is prepared. A determination is made of such things as the size and number of guest rooms, meeting rooms, and other public rooms; the size and location of kitchen areas and all other back of the house areas.

Working from the architect's drawings, the job of "fitting all the pieces together" according to these functional requirements begins. The hotel "flow" is studied -- kitchen in relation to dining rooms, room service in relation to service elevators; loading docks in relation to storage access, etc.; and the whole studied and reworked where necessary, for the most practical and efficient operation.

The criteria for these determinations are based on the Division's past experience, working from established standards and on the input provided by the various operating divisions. The Rooms division, for instance, is consulted on the front desk specifications and all other areas under its operations. Marketing division studies and consultations will help determine meeting room facilities. Food and Beverage and the food facilities department provide the answers to kitchen, dining and lounge needs, etc.



Administrative assistant Dean Tinker with Division head J. Wm. Keithan



Project manager Dick Browning



Secretary Shirley Rogers



Assistant project manager
John Olberg



Secretary Doris Dreher



Secretary Elaine Harfst



Secretary Madeline Clark



Draftspersons Karen Winqvist and John Scott



Project manager
Jere Walters

INCORPORATE NEW IDEAS

The Division is also kept informed of new product developments and systems that might be incorporated into the project plans by Western Service & Supply research director **Jack Elliott**. This may be a room status system or advanced security system equipment that might necessitate some design plan alterations.

All the design input as recommended by the project manager is communicated to the drafting group for preparation of schematic drawings. These drawings are used by the project manager when consulting with the architect as a visual explanation on how and where the hotel operation program can be implemented within the framework of the architect's design concept.

When all the broader areas of the project have been worked out to flow well together operationally, focus is then directed to detail items. Do doors swing in the right direction and are the openings wide enough for cart traffic? Is storeroom shelving sufficient and where will room dividing partitions be stored? Are those interior construction materials selected by the architect to our standards and will they stand up to the use expected from them? These design details continue to be refined to final approval and to the completed documents from which the contractor can build.

SCHEDULING IMPORTANT

Scheduling is another, and very vital, Division responsibility. Each project manager is charged with coordinating the progress schedules of his activities with those of the architect, the developer, interior design staff, food facilities engineers and others.

"Every project is different," Fred explains. "Each has its own physical limitations and poses its particular challenges as far as space, time, and budget are concerned. Our responsibilities are largely a matter of taking all these requirements -- working out all the hundreds of details -- and with the architect, achieve the most functional design possible within these limitations for the most profitable operation." He added, "And that should give you a clue as to why we prefer to be in on the selection of the architect. Obviously, a good architect that is also knowledgeable about hotel design function as well as design form can be a great help to us in achieving this goal."



SINGAPORE — Delegates to the WIH Asian Marketing Sub-Committee Meeting held at the SHANGRI-LA in August managed to squeeze in a golf tournament at the Singapore Island Country Club course. Max Matsui, assistant manager of the Hotel Miramar, Hong Kong, returned the best score, receiving the "Lindquist" trophy from Louis Martinelli, Shangri-La general manager. Joining in on the presentation ceremonies are from left: Toshi Yamamoto, Prince Hotel; Frank Kuhn, Shangri-La; Martinelli; Akio Hirao, WIH Promotion Office, Tokyo; Max Matsui; Takeshi Monguchi and Philip Goi of the Shangri-La; and Yoichi Yoshida of the Dusit Thani, Bangkok.



SYDNEY — Recently elected president of the Sydney Convention and Visitors Bureau was John Baljeu, general manager of Wentworth Hotel, of Sydney, Australia. Baljeu recently served as president for a two-year term of the Residential Division of the Australian Hotels Association.



GUATEMALA CITY — August 1st marked an important career milestone for Camino Real Guatemala employees Marylina Ruiz Ciani (left) and Jesus Monterroso. Both were appointed to new posts in the catering and convention department effective as of that date -- Marylina to director of sales and Jesus to the department's executive director.



JOHANNESBURG — Among the reasons why the Carlton Hotel was recently awarded its deserved 5-star rating (see INN-BASKET item) was a consideration of the outstanding attitudes of friendliness and professionalism as demonstrated by its staff. These qualities are reflected by the hotel's room service team pictured above from left: Aubrey Myembe, Luke Gabela, Uli Kowoll, Bert Affronti, Richard Vagg, Franco Bergamin and Perry Mokoetla.





COPIED and CONTRIBUTED

COPIED — From SALESMANSHIP magazine, this thought-provoking approach towards a bright, new day . . . like today?

TIME OUT FOR TODAY

Today is here. I will start with a smile and resolve to be agreeable. I will not criticize. I refuse to waste my valuable time.

Today has one aspect in which I know I am equal with all others -- time. All of us draw the same salary in seconds, minutes and hours.

Today I will not waste my time because the minutes I wasted yesterday are as lost as a vanished thought.

Today I refuse to spend time worrying about what might happen -- it usually doesn't. I am going to spend time making things happen.

Today I am determined to study to improve myself, for tomorrow I may be wanted, and I must not be found lacking.

Today I begin by doing, and not wasting my time. In one week I will be miles beyond the person I am today.

Today I will not imagine what I would do if things were different. They are not different. I will make success with the material I have.

Today I will stop saying, "If I had time . . ." I know I will never "find" time for anything. If I want time, I must make it.

Today I will act toward other people as though this might be my last day on earth. I will not wait for tomorrow. Tomorrow never comes.

MEDICAL MEMO

Had your blood pressure checked lately?

Maybe you ought to.

According to the Heart Association, it is estimated that one out of every seven adults in the United States has high blood pressure. This condition is even more common in the non-white population.

Here's the bad news.

High blood pressure, according to the Association, can set the stage for such potential tragedies as stroke, heart attack and kidney disease.

And the good news.

When detected, high blood pressure can easily be controlled with recently developed drugs.

The problem is that at least half of those with high blood pressure do not know they have it and medical experts believe that only half of the others are under treatment. Only through a physical examination can high blood pressure be detected as it can work unseen for years without producing any symptoms. When symptoms do appear, it usually means damage has already been done to the arterial system, heart or kidneys. A hardening of the arteries may have occurred, thereby increasing the risk of heart damage and stroke.

What are the causes of this disease?

It has been found that nervousness, anxiety and diet -- especially one high in fat and cholesterol -- can contribute to raising blood pressure above normal. So can smoking.

Think about it.

The Heart Association advises regular medical checkups that include a check for your blood pressure. If disease symptoms appear, follow your doctor's advice.

WORD BOX

Banquet or snack?

Whatever, both of these words originally meant something quite different than the popular usage meaning we give them today.

When we sit down to a banquet, for instance, we expect an elaborate and even formal dinner. But this French word is of modest origin and at first it simply meant the "little bench" one sat on while dining. Actually, the word derived from the Latin word for bench which is "bancus."

The word snack, as in snack-bar or what we're after when we raid the refrigerator, usually refers to food grabbed in a hurry. It traces to the Middle Dutch word "snacken" which meant to snap at something. This was originally used in reference to snapping dogs.

Speaking of "dogs", the great American hot dog also carries the more formal name of frankfurter, named after the sausage source origin, Frankfort, Germany. Hamburger also traces a German origin and takes its name from the city of Hamburg.

WIH Restaurants Puzzle

"WESTERN INTERNATIONAL HOTEL RESTAURANTS ARE RECOGNIZED FOR THEIR EXCITING MENUS SUPERB CUSINE AND SERVICE EXCELLENCE BOTH BY HOTEL GUESTS AND BY PATRONS WITHIN THE COMMUNITY"

This is the message spelled out in the letter puzzle at right. Hidden within these letters are the names of eight "recognized" WIH restaurants. The names sometimes read forward, at other times backward, up, down or even diagonally. Circle the name as you discover it. Need a clue? These restaurants are located in the following hotels: Bonaventure; Olympic; the Benson and Antlers Plaza hotels; Calgary Inn; Winnipeg Inn; the Bayshore Inn, Washington Plaza, Cosmopolitan, Benson and Crown Center hotels; Century Plaza; and all we can say about the last is that it is in Seattle. Now, grab your knife and fork and dig in!

W E E S T E R N I N T E R N A T I
O N L A L H O T G R A N A D A E L
R E D S T A U R O A N T S A S R L
E V E L V E T G L O V E R E C L C
O G E N I Z E D D F O R T H I E I
R E N X C I T I E N G M E R V N U
S S E U P E R B N C U S G I R N E
L E C A S T I L L I O N A N E D S
E R A V I C E E I X O C E L D L E
N C P E B O T H O D B Y H O A T E
L G S U O W L S N E S T E S R T S
A N D B Y P A O T R O N S W T I T
H I N T H E L C O M M U N I T Y X



WIH golf tournament goes into full swing

With one hefty swing, the Seattle Area Golf Committee teed off on their annual challenge to the WIH inter-hotel golf tournament competition late last spring.

After the dust had settled -- and the chewed-up turf replaced -- seven hotel expressions of competition confidence had responded to the challenge.

The hotels were the Antlers Plaza, Hotel Benson, Century Plaza, Cosmopolitan, Crown Center, Houston Oaks and the Mayflower. The Seattle Area group pooled golfing talents of the Olympic, Washington Plaza, Space Needle, administrative offices and Western Service & Supply personnel.

Each hotel, through its local golf committee, were responsible for their group's tournament competition dates throughout the summer, with the games played according to the Calloway scoring system rules. Tournament scores would then be submitted to the Seattle offices for tabulation by "an impartial, disinterested third party" (Phil Havener of the Johnson & Higgins Insurance offices) and the selection of the winner.

To the winning hotel team (which will be announced later this month) will go the WIH Traveling Golf Trophy. So far the trophy hasn't done much traveling. Since the trophy's inception two years ago, it has remained in possession of the two-time tournament winners, the Seattle area group.

Who will be trophy winners this year? As of now even the "impartial, disinterested third party" doesn't know. Meanwhile, a close study of members of a few of the competing teams as pictured here might offer a clue. (Personally, we like the style of the Crown Center group!)



WIH de Mexico stages employee tennis tourney



PRE-GAME PORTRAIT: Tournament players with hotel hostesses.

Anyone for a tennis tournament?

WIH de Mexico personnel managers, meeting in Mexico City earlier this year, hit on the idea possibilities of instigating an inter-hotel employee tennis tournament.

Upon their return to their respective hotels, they posed the question to fellow employees. The response was an enthusiastic "si!"

Subsequently, this summer, the First Annual WIH de Mexico Tennis Tournament was held, hosted by the Camino Real Mazatlan. Participating were employees from the WIH de Mexico offices and from five hotels -- Camino Real

Mexico City, Hotel Alameda, Camino Real Puerto Vallarta, Camino Real Guadalajara, and the Camino Real Mazatlan.

Silver trophies were presented to the winners with Mazatlan receiving most of the honors. Singles trophy winners were **Luis Gonzalez** (no relation to Pancho) and **Armando Murgina**, both of Camino Real Mazatlan. Winning the doubles was the team of **Julio Gomes** (WIH offices) and **Hector Uribe** (Hotel Alameda) and the team of **Hector Perez** (WIH de Mexico offices) and **Luis Gonzalez** (Mazatlan).

Next year's tournament is scheduled to be played on the Camino Real Mexico City courts and a number of other hotels have indicated participation interest.



(Above) THE CROWN CENTER team doesn't seem to have quite gotten the hang of it.

(Left) THIS COSMOPOLITAN FOURSOME really hit their stride on the "19th hole." (They skipped the first 18!)



(Above) AT THE ANTLERS PLAZA Executive Chef Gene Tourville donates meatballs.

PHOTO ALBUM

Some Unanswered Questions From Front's Photo Files That's (almost) Been Keeping Us Awake Nights



How is this threesome -- Rosemary MacIntyre, Jean Hartsell and Mary Blomberg -- from the Antlers Plaza Piccadilly Bar, going to share among them the single prize plaque they won during the Rodeo Week costume contest?



Did Jack Miller, director of sales for the Camino Real Mazatlan, travel ALL the way from Mexico to Denver just to show his home movies to Cosmopolitan sales and reservations staff members Lannis Feifer, Genevieve Peterson and Arcele Schiermeyer?



We remembered the joke, but what was the punch line? WIH Marketing Administrator Bruce Mumford and Neil Sabin, Sales Representative with the Los Angeles Regional Office.



Why did upper management type Peter Blyth have his picture taken on this construction site in Oslo, Norway? Could it be that . . . ?



What was in that bulletin board item that shook up Calgary Inn staffers Akos Benko and Statha Mylonas?



Why should the presentation of the Golden Chalice Award for wine sales to staffers Werner Daxinger and Richard Ringrose give Winnipeg Inn General Manager Cecil Ravenswood an apparently upset tummy?



What DID WIH President Gordon Bass say at the Continental Plaza's Employee Awards Dinner that made Garage Manager Warren DeBell go into a pout and amused both Cocktail Waitress Diane Miclow and General Manager Bill Bryant.

FRONT FOCUSES ON

The Employee Council

Whether it's planning the annual staff picnic, bringing a problem affecting employees to management attention, or sending a cheering floral bouquet to a hospitalized employee, it's the hotel's Employee Council that is behind the action, or so it is in those hotels where these organized employee groups exist. Even though the employee council concept has been around for a good many years, there are less than a dozen such groups currently active throughout our WIH hotel family. Where such groups do function, however, they play an important role in employee affairs -- particularly in social affairs involvement.

Most employee council groups are organized along the same lines and operate for similar purposes.

Each is governed by a slate of officers elected from among the employees at large and usually include a management representative. The council is composed of representatives from each of the hotel departments. Normally monthly meetings are held at regularly scheduled times during which any employee who cares to is welcome to attend.

Agenda activities quite often involve the planning of employee social activities --picnics, Christmas parties, children's holiday parties, bowling parties, dances and other special events. Most groups strive to keep employee attendance costs for any of these social activities to a minimum and preferably at no cost at all. Fund raising

events such as bake sales, auction sales, car washes, etc. are often organized to help defray activity costs.

One hotel reports that whenever a new employee is hired the individual is asked if he or she would like to become an employee council member. A very minimum fee is charged for this membership which entitles the new employee to attend any group function at no charge or for a lesser fee than non-members. Older employees can enjoy these same benefits by submitting these same minimum fee dues which are collected annually.

The Calgary Inn Staff Association Council (SAC) is largely funded by a 50¢ per month voluntary contribution from interested employees. Among its many activities, SAC plans at least four employee parties a year. The Council is also responsible for selecting the "employee of the month" with each such winner receiving a \$25. hotel dining room gift certificate plus a \$25. check award.

"We try to make it as attractive as possible costwise and in the variety of group activities," says Leo Heinz, president of the Olympic Hotel Council.

"The whole idea," he says, "is to get the employees together for a fun time and to get to know each other better."

THE WASHINGTON PLAZA'S Employee Council activities are currently guided by recently elected officers; vice president Bertha Florence, president Jeanette Moore and secretary-treasurer Kathy Jones.

