

# WestinWorld

September/October 1990

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**WESTIN**  
HOTELS & RESORTS

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WESTIN HOTELS & RESORTS  
CELEBRATING



AND TAKING ON  
THE WORLD





**WESTINWORLD**

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

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Contributing editors: Chris Baum, Kathleen Brown (intern), Sue Brush, Carol Gjersee (intern), Connie Hill, Leslie Walsh and Dashiell Wham

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**COVER PHOTO:**

In preparation for a French and Italian food and wine promotion this fall, Westin's executive chefs toured these two countries' finest food and wine establishments this summer. One of the group's stops was in St. Emilion, France for a tour of the Chateau Beau Sejour Becot wine cellars. Not only were the cellars impressive in size, but they share common ground with an old cemetery as evidenced by the human skulls resting on the back wall. Consenting to have their picture taken in such "distinguished company" were, from left: Andreas Knapp, executive chef, The Westin Maui; Kurt Fischer, corporate director of F&B; and Raimund Hofmeister, executive chef, Century Plaza Hotel & Tower. Story, page 7.

## Facelifts around Westin

In keeping with the Westin tradition of excellence, several hotels are currently undergoing renovation or have recently completed a facelift.

**The Westin South Coast Plaza** in Costa Mesa, completed a \$10.5 million renovation this past spring, which included the hotel's key public spaces, guest-rooms and suites. They have also expanded, adding a new prefunction area, an executive boardroom and an executive lounge.

A fresh new look has been created combining classical and contemporary styles.

**The Westin Hotel, Galleria, Dallas,** put the final touches on everything from the Lobby Court lounge to their main entrance and doors in mid-May.

The spacious front desk area is servicing guests from its new location, and a special safety deposit box room, designed with two entrances for guests and for staff, is now available for use.

The Lobby Court lounge area has been redesigned and elevated, and includes reupholstered furniture and new carpet. The main entrance to the hotel has been expanded to include 18 feet of new doors.

The renovation program coincided with a first level Galleria expansion program to connect the Galleria center to the Westin's main lobby area.

The 1,474 room **Westin Bonaventure** in downtown Los Angeles, completed an \$18 million renovation last March. This four-year project included the main entrance, the 17 lobby level meeting rooms, the Catalina Ballroom, the Flower Street Bar and the guest rooms.

The refurbishing included new furniture, light fixtures, artwork and wall coverings in contemporary colors and styles.



The most exciting renovation, the hotel reports, was the installation of Premier Services check-in area and the forthcoming Executive Club Floor.

**The Westin Hotel, Ottawa,** recently renovated Hartwells restaurant and nightclub. Now called Hartwells Safari Club, this 480-capacity room features two dance floors and recorded music with an African safari environment.

What began as a renovation project has evolved into a \$50 million re-launch of a brand new image for Toronto's largest hotel and conference center, **The Westin Harbour Castle.**

Toronto's premier downtown resort and business hotel will offer all the luxuries and activities found in a resort as well as answering the needs of the business traveler.

The first phase of the project has already been completed with over 500 guest rooms redesigned and refurbished, and the installation of Voice Mail. The remaining 478 rooms are currently in renovation and are expected to be completed in December 1990.

**The Westin Bayshore,** in Vancouver, British Columbia, has plans for a \$4 million renovation that is already underway in their public washrooms.

Marble floors, granite vanities, and maple wood trim are a few of the enhancements to the washrooms in the Bayshore's tower.

Renovation of the ballroom and pre-function area/foyer began in July, and the 192 guestrooms in the Tower Building will undergo renovation in November.

Included in the guestroom renovation are extensive changes in the bathrooms, the addition of new remote control television sets and a third telephone to the rooms.

## Correction

In last issue's article about Westin Corps, we mistakenly stated that Corps graduates and Westin contributed \$5,000 to Cornell University.

According to Chris Gildow, vice president and treasurer for Westin Corps, the donation for 1990 will total \$15,500 and is distributed to Cornell, Michigan State, the University of Denver and Washington State University.

# Westin opens doors in China

Westin opened its hotel in China on September 1. The Westin Tai Ping Yang stands in the heart of Shanghai's new, but fast-growing Hongqiao zone. This area is expected to become one of Shanghai's prime locations.

"The Westin Tai Ping Yang should definitely become Shanghai's second five star hotel," said Jim Mogush, managing director of the property.

"The physical facility is dramatic and beautiful. Our challenge is to mold a fresh and enthusiastic work force, with no frame of reference to quality service, into a dynamic 'Service Distinctiveness' team.

Judging by the progress we have made, the future of the Westin Tai Ping Yang looks bright," Mogush continues.

Located next to the 37-story Shanghai International Trade Center, less than seven kilometers from the heart of the city, The Westin should quickly become home to all discerning business travelers to China's booming gateway city.

The Asian Games, held in Beijing in late September, were also anticipated to bring more visitors to Shanghai. And in early October, Shanghai is hosting the first Travel Fair in China which will bring in travel agents from around the world.

The management team at the hotel consists of Mogush, managing director; Andre Rolli, execu-

tive assistant manager; Mark Zimmerman, senior assistant manager; Agnes Battad, director of marketing; and Christopher Fulton, director of sales.

Shanghai does not have the labor shortages and high turnover experienced elsewhere. Ampy Barretto, director of housekeeping at the property, made this observation about her experience in hiring and training for her area of responsibility:

"I'm totally dedicated to training because the Shanghainese are wonderful people, so willing, and they're in this for the long term. The staff we have now we'll probably still have in ten years. So it is worthwhile investing time and effort to train them well."

The hotel's rooms are all luxuriously furnished and include mini bars and

multi-channel TV's. The Executive Club floors offer pre-registration, fresh flowers, a Club Lounge, complimentary breakfast and cocktails, and a 24-hour concierge service.

For the business traveler, a well-equipped business center includes meeting rooms, library, telex/fax, translation, secretarial services, print shop, concierge and post office. For the health-minded, there is a fitness center which includes a tennis court, game room, outdoor swimming pool, sauna, massage service and hair-styling salon.

The Westin Tai Ping Yang also boasts 1,300 square meters of meeting and function space, including a grand ballroom and six smaller breakout rooms.

## Westin will continue Vail management

Westin will continue to manage The Westin Resort, Vail into at least early 1991, according to an announcement by Vail Ventures, Ltd., the majority owner of the resort.

Vail Ventures is in the process of restructuring the property's finances. In the meantime, the resort will continue to operate with the same high level of service and facility.

Said Westin vice president Andy MacLellan, "Westin has been involved with the Vail resort since before construction began, and we are very pleased to confirm our continued management into next year."

## Moving On Moving Up

**Robert Ames**, sales manager, The Westin Resort, Vail to sales manager, The Westin Mission Hills Resort.

**Peter Aschwenden**, profit improvement manager, The Westin Hotel, Tabor Center to profit improvement manager, The Westin St. Francis.

**Amparo Baretto**, director of housekeeping, The Westin Crown Center to director of housekeeping, The Westin Tai Ping Yang, Shanghai.

**Agnes Battad**, reservations manager, The Westin Philippine Plaza to director of marketing, The Westin Tai Ping Yang, Shanghai.

**Eveline Black**, controller, Eastern Regional Office to controller, The Westin Resort, Vail.

**Butch Doty**, building superintendent, The Westin Hotel, Copley Place to building superintendent, The Westin Tai Ping Yang, Shanghai.

**Jacky Francois**, executive chef, The Westin Peachtree Plaza to executive chef, The Westin Hotel, Galleria Dallas.

**Karen Goodman**, projects supervisor, The Westin St. Francis to laundry manager, Century Plaza Hotel & Tower.

**Bryan Guillot**, director of marketing, The Westin Hotels, Houston to director of marketing, Walt Disney World Swan.

**Dorothy Hendricks**, director of catering/convention services, The Westin Hotel, Williams Center to director of catering/convention services, The Westin Canal Place.

**Kenneth Hicks**, sous chef, The Westin Hotel, Tabor Center to sous chef, The Westin Hotel, Copley Place.

**Jill Hopple**, training coordinator, Walt Disney World Swan to convention services manager, The Westin Hotel, Indianapolis.

**Maggie Maloney**, restaurant manager, The Westin Hotel, O'Hare to manager of outlet operations, The Westin Hotel, Indianapolis.

*continued on page 5*



WESTIN HOTELS & RESORTS  
THE 1970'S  
MERGER AND WORLD PROMINENCE



One of the most significant milestones in the company's history occurred in mid-1970 when Western International became a wholly-owned subsidiary of UAL, Inc. In December of that year, Carlson was named president and chief executive officer of UAL, Inc. and United Airlines. Lynn Himmelman was named chief executive officer of WIH and Gordon Bass was named president.

In December 1973, Harry Mullikin, representing the "third generation" of the company's management, was named company president and four years later, in April 1977, was elected to his present position as chief executive officer.

The decade of the 70's saw one of the greatest periods in the company's growth which helped firmly establish its position of acknowledged leadership in international quality-class innkeeping.

Twenty-two hotels were added to the Western International family including its three largest — Peachtree Plaza, Detroit Plaza Hotel, and the Los Angeles Bonaventure; one of its most prestigious —

The Plaza; and such premier resort properties as Las Brisas, Mauna Kea Beach, and The Arizona Biltmore. It was also the decade of Western International's entry into the European market with the Hotels Scandinavia in Copenhagen and Oslo, and into South Africa with the Carlton Hotel in Johannesburg.

In June 1974, Western International established its Central Reservations Center in Omaha, Nebraska and a few months later introduced its highly sophisticated reservations/communications system, Westron.

By decade's end, the reach of Westron's communications/reservations services had extended throughout the United States (including Alaska, Hawaii and the U.S. territories of Puerto Rico and the Virgin Islands), Canada and Mexico. Further, a Telex/telephone reservations operation had been established in Frankfurt, Germany. As the company moves into its sixth decade, prospects for an electronic reservations system linking Western Inter-



The Peachtree Plaza in Atlanta

national properties worldwide appeared extremely promising.

The company's entrance into its second half century dawned with an ambitious expansion program in full swing. Ground had been broken for a new resort hotel and condominium complex in Vail, Colorado, as well as for a luxury hotel for the Copley Place project in Boston. The 565-room Bellvue Stratford hotel in Philadelphia had been acquired. The twin hotels planned for Raffles City in Singapore were under construction, and hotels were poised for opening ceremonies in Cincinnati, Hong Kong and Ixtapa/Zihuatanejo in Mexico.

And on the drawing boards were more than a score of new hotels and resorts scheduled to join the Western International family by 1985.

Next issue: the 1980's.



Harry Mullikin

Meet me at...

Everyone knows Westin hotels and resorts are among the very best places to hold meetings. And the magazines that cater to meeting planners recognize it too.

Every year these magazines present awards for the best meeting facilities. For 1990 Westin properties are well represented, proving that Westin's Golden Gavel<sup>SM</sup> meeting services have established a unique level of service excellence.

MEETINGS & CONVENTIONS  
Gold Key Awards (1990)

- The Westin Maui
- The Westin Kauai
- The Plaza, New York
- Arizona Biltmore
- The Westin St. Francis
- The Westin La Paloma
- The Westin Hotel, Ottawa
- The Westin Bayshore

SUCCESSFUL MEETINGS  
Pinnacle Awards (1990)

- The Westin Hotel, Copley Place
- The Westin Hotel (O'Hare)
- The Westin Hotel, Renaissance Center
- The Westin Crown Center
- Century Plaza Hotel & Tower
- The Westin Bonaventure
- Arizona Biltmore
- The Westin St. Francis
- The Westin La Paloma
- The Westin Kauai
- The Westin Bayshore
- The Westin Harbour Castle
- Camino Real, Cancun
- Camino Real, Ixtapa
- Camino Real, Mexico City
- Las Brisas

MEDICAL MEETINGS  
M & D Award (1990)

(Given to only 40 meeting facilities worldwide for merit and distinction.)

- The Westin Kauai

CORPORATE & INCENTIVE  
TRAVEL  
Awards of Excellence (1990)

- The Westin Hotel, Copley Place
- The Westin La Paloma
- Century Plaza Hotel and Tower
- The Westin St. Francis
- The Westin Peachtree Plaza

CORPORATE MEETINGS &  
INCENTIVES

In a yearly reader survey, The Westin St. Francis was named one of 1990's eleven best hotels for meetings services in the United States by this magazine. This hotel was singled out because of the attitude of the staff, attention to detail, location, overall ambience, and the range of amenities and services.

# Westin is a good neighbor

Cancer patients already know that treatment for their disease can be frightening, exhausting and expensive.

What often comes as an unexpected and substantial expense is the necessity of traveling to a treatment center far from their home.

That's where Westin has stepped in as a good neighbor. Twenty-three Westin properties now provide complimentary guest rooms for cancer patients and their families who must travel to another city to receive treatment. Patients traveling to or from treatment facilities may also receive accommodations when there is a participating Westin in the stop-over city.

The program originated at The Westin Hotel, Seattle in 1982. The hotel's director of marketing at that time had attended a local business meeting at which an American Cancer Society representative was the guest speaker. That speaker talked about the need for host homes in the community to house out of town cancer patients while they were receiving local medical treatment.

On the spot, the DOM volunteered his hotel's unsold rooms to the cause. Since 1985, The Westin in Seattle has given 237 room nights to this worthy cause.

The program is administered by the American Cancer Society, and the organization notes that this service is one of the most beneficial it can offer cancer patients.

Several Westin properties have been specifically commended for their participation in the program and for their exemplary support of cancer patients.

And of course, the participating hotels receive many thank you letters from both cancer patients and from the American Cancer Society. This is an excerpt from one letter sent by a patient to The Westin Hotel, Seattle:

"What a tremendous new lease on life you all gave me ... I walked into this spacious and lovely room and viewed the magnificent panoramic vista of the harbour, Space Needle and Olympic mountains and I thought I'd stepped into a bit of heaven on earth. Inspiration and new hope has been restored

within me because of your kindness and consideration."

The Westin Hotel, Copley Place Boston, to celebrate its fifth year of participation in this program, and also the company's 60th anniversary, recently hosted a high tea reception (complete with complimentary overnight accommodations) for all cancer patients who had stayed with the hotel during the course of their medical treatment.

According to Ellen Lynch, public relations manager, the gathering was emotion-packed. "All the guests were extremely grateful for the opportunity to experience a visit to Boston on a much happier

and healthier note. It was the first time in a long time they had had a chance to go out on the town."

Complimentary rooms are subject to projected availability, and stays are normally limited to six weeks. The average stay is between six and ten days, during which all rooms and taxes are free of charge.

Cancer patients must make reservations in advance, preferably in writing, to a chartered division of the American Cancer Society, and not directly through Westin.

## Moving On Moving Up

*continued from page 3*

**Robert Allan McCaslin**, director of human resources, The Westin William Penn to director of human resources, The Westin Hotel, Copley Place.

**Kelly McCauley**, assistant front office manager, The Westin Harbour Castle to front office manager, The Westin Hotel, Edmonton.

**Pat McFarlan**, a former Westin employee, and most recently director of marketing at the Four Seasons Olympic, Seattle to director of marketing, The Westin Hotel, Seattle.

**Virginia Mullican**, director of housekeeping, The Westin Hotel, Williams Center to director of housekeeping, The Westin Crown Center.

**Nancy Peel**, operations analyst, The Westin Peachtree Plaza to manager, F&B systems and analysis, Corporate Food & Beverage.

**Andre Rolli**, director of food & beverage, Kowloon Shangri-La to executive assistant manager, The Westin Tai Ping Yang, Shanghai.

**Mark Shafer**, director of sales, The Westin Hotels, Houston to director of marketing, The Westin Hotels, Houston.

**Darell Stokes**, human resources assistant, The Westin Hotel, San Francisco Airport to account executive, Corporate Sales Office, San Francisco.

**Reynaldo Villar**, director of sales, The Westin Philippine Plaza to director of marketing, The Westin Philippine Plaza.

**David Zeuske**, senior assistant manager, Arizona Biltmore to senior assistant manager, The Westin Hotel, Seattle.

**Mark Zimmerman**, front office supervisor, Corporate Rooms Division to senior assistant manager, The Westin Tai Ping Yang, Shanghai.



### Participating hotels:

### Cancer Patient Complimentary Rooms Program

- |   |   |
|---|---|
| ATLANTA<br>The Westin Peachtree Plaza                               | LOS ANGELES<br>Century Plaza Hotel & Tower  |
| BOSTON<br>The Westin Hotel,<br>Copley Place                         | ORANGE COUNTY<br>The Westin South Coast Plaza   |
| CALGARY<br>The Westin Hotel   | PITTSBURGH<br>The Westin William Penn   |
| CHICAGO<br>The Westin Hotel (Downtown)<br>The Westin Hotel (O'Hare) | SAN FRANCISCO<br>The Westin Hotel,<br>San Francisco Airport<br>The Westin St. Francis |
| DALLAS<br>The Westin Hotel, Galleria                                | SEATTLE<br>The Westin Hotel   |
| DENVER<br>The Westin Hotel,<br>Tabor Center                         | TUCSON<br>The Westin La Paloma  |
| DETROIT<br>The Westin Hotel,<br>Renaissance Center                  | TULSA<br>The Westin Hotel,<br>Williams Center   |
| EL PASO<br>The Westin Paso del Norte                                | TORONTO<br>The Westin Harbour Castle  |
| FT. LAUDERDALE<br>The Westin Hotel,<br>Cypress Creek                | VANCOUVER, B.C.<br>The Westin Bayshore  |
| HOUSTON<br>The Westin Galleria                                      | WINNIPEG<br>The Westin Hotel  |
| KANSAS CITY<br>The Westin Crown Center                              |   |

Many fine examples of Westin Service Distinctiveness continue to fill *WestinWorld's* mailbox.

Here are just a few of the most recent examples of exemplary service in our hotels:

The Westin William Penn's dry cleaning operation only operates on weekdays. After **Hilliard Perry**, housekeeper, learned of guests being inconvenienced by the hotel's dry cleaning hours, she offered to run their laundry to an outside dry cleaning establishment.

**Donna Masterson**, front office supervisor at The Westin Hotel, Copley Place Boston, coordinated some complicated room arrangements for one guest's family in conjunction with a surprise award ceremony for his wife. The guest was so pleased with Masterson's "yeoman service," that he wrote the general manager:

"I have stayed with you before and enjoyed your fine hotel, but this one 'took the cake' for excellence in service and attention to detail."

While delivering an order, room service attendant **Juan Briones**, of The Westin Hotel, Galleria Dallas, came upon a guest who needed a prescription filled for his wife arriving later that evening.

Co-worker **Halid Basheer** volunteered to drive to a drugstore and have the prescription filled.

Pots and pans were flying at The Westin William Penn, Pittsburgh, as **Jerry Wyman**, purchasing, took extra steps to insure a customer's request was met for a special occasion.



A guest needed a large sheet cake — in a rush. Wyman shifted into high gear, thus assuring the cake was baked and delivered within one hour after the order was placed.

A sigh of relief warmed The Westin Hotel, Winnipeg, as **Editha Garcia**, room attendant, recovered a guest's lost wallet containing \$1,400. The guest was greatly impressed by Garcia's honesty.

"The fact that you located my wallet, put it in a cab and had it back in my hands within 45 minutes of my phone call is outstanding! OUTSTANDING CUSTOMER FOCUS!" he wrote to the hotel.

With the combined creativity of The Westin William Penn's **Joe Miketic** and **Pat Duffy**, engineering, and **Doug Wieclaw**, housekeeping, a guest's business presentation came off without a hitch.

The guest needed a picture frame so he could present a portrait to a client. When one could not be found, the Westin crew created a frame from an old hotel mirror. The guest thought it looked marvelous.

**Antony MacDonnell**, night manager of The Westin Hotel, Edmonton, rendered first aid to a guest.

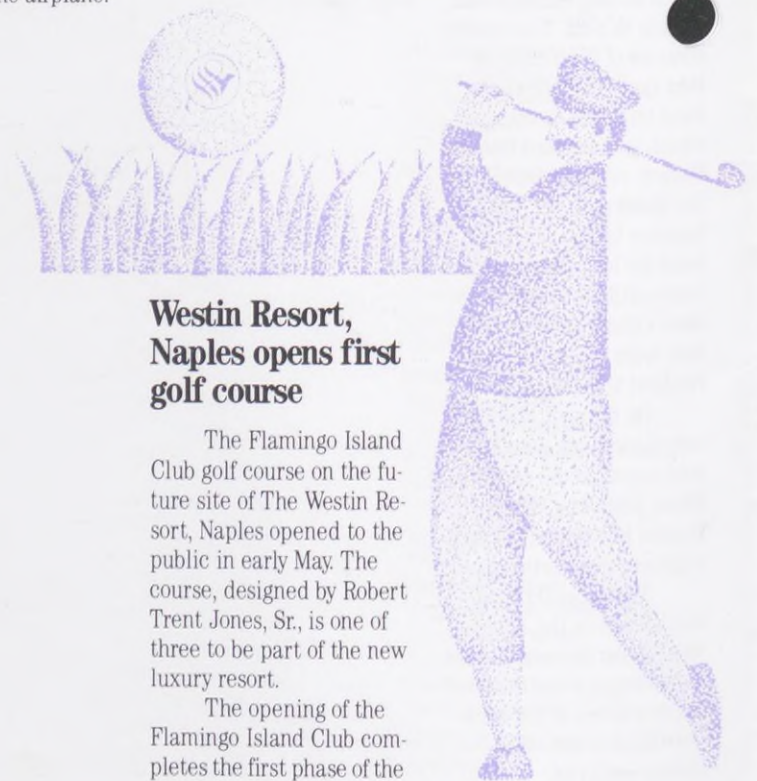
MacDonnell then proceeded to drive the guest to the airport, checked in his bags, and arranged for medical assistance on the airplane.

## Public Relations — it's magic

Directors of public relations from over 40 hotels and resorts gathered in Seattle this June 11-13 to work magic.

The theme of the workshop was "The Magic of Public Relations." "Magic" refers to the huge impact public relations can have on a property's bottom line — at a "magically" low cost.

The workshop was an opportunity for PR professionals to gain education, share expertise, and get to know their colleagues and resources. Topics included crisis communication, media relations, press tips, creativity and more, including guest lectures by visiting journalists and other professionals.



## Westin Resort, Naples opens first golf course

The Flamingo Island Club golf course on the future site of The Westin Resort, Naples opened to the public in early May. The course, designed by Robert Trent Jones, Sr., is one of three to be part of the new luxury resort.

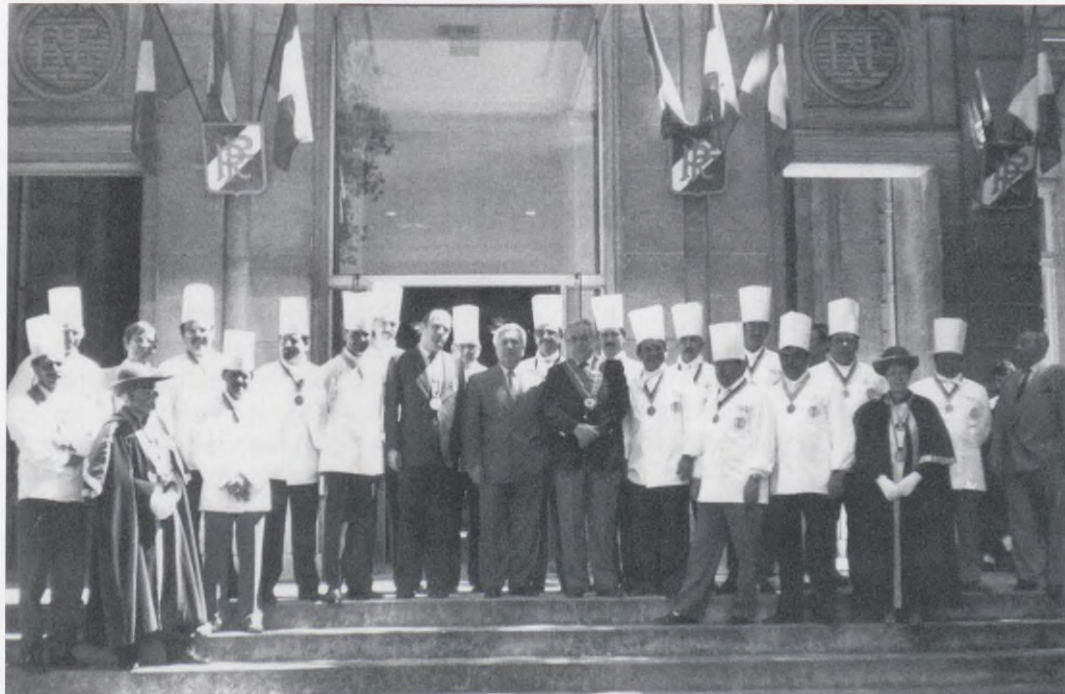
The opening of the Flamingo Island Club completes the first phase of the development plan for The Westin Resort. The Classics Country Club, with a course designed by Gary Player, is slated to open in the summer of 1991, with a third course opening with the resort in late 1992.

# Westin dining goes international

WORLD  
COVER  
STORY



*Chefs Jacques Lissonnet (left), The Westin Hotel, Williams Center; and Serge Delage (center), The Westin Hotel, O'Hare, enjoy the aroma of 60 pounds of truffles displayed by one Italian restaurant they visited.*



*Westin master chefs pause for a group photo outside Cognac, France's City Hall during a two-week tour of France and Italy's fine food and wine establishments. Joining the chefs are the mayor of Cognac, center, and other officials.*

In September, Westin hotels and resorts in Canada and the United States hosted a special food promotion for Italian cuisine, called "Fantasia d'Italia" (Image of Italy). In November, the same hotels will host a similar promotion for French food, called "A Taste of Bordeaux."

The promotions emphasize the fine traditional cuisine and wines of Italy and France. A list of recommended wines reminds diners of the delightful contribution a complimentary wine can make to a meal.

The chefs at each participating hotel are charged with creating the most authentic possible Italian and French dishes for Westin's discerning clientele. To help achieve this, Master Chefs from 17 Westin properties traveled to Europe for one week in June to experience the cuisines of each country and to research ingredients and preparation methods.

Accompanied by corporate director of food & beverage Kurt Fischer, the chefs started in Paris, France, then ventured on to the enchanting cities of Angouleme and Cognac, where of course the famed beverage Cognac is produced. Here they were honored by a reception at city hall hosted by the mayor of Cognac.

A press conference, receptions, and visits to famous wine makers in the region followed, giving

the chefs opportunities to experience fine French cuisine accented with the appropriate French wines.

Italy's Piedmont region was the next destination, a center of the world-renowned Northern Italian cuisine. In the cities of Alba and Asti, the chefs visited wineries to taste fine Italian wines with first-class Italian cuisine, and attended a dinner in their honor in Milano, hosted by the *Chaine des Rotisseurs* of Italy.

After their whirlwind visit to Europe, the chefs returned to their properties with fresh memories of the continent's culinary delights, eager to share them with Westin patrons.

Italian recipes were prepared by chef Roberto Calzolari of the Walt Disney World Swan, and French recipes by members of Westin Hotels & Resorts' Academy of Master Chefs. These recipes were shared with all Westin properties in the United States and Canada, with each hotel offering certain menu items in selected restaurants and/or room service.

Kurt Fischer commented, "Many people are familiar with 'everyday' Italian and even French food. We are very excited to be bringing our customers a very special experience, where our top rated chefs prepare Italian and French culinary masterpieces that are brilliantly accompanied by the finest Italian and French wines. Altogether it makes for a true culinary adventure that we believe can only be found at Westin hotels."

#### PARTICIPANTS IN THE TOUR INCLUDED:

*Kurt Fischer, Waldo Brun, Otto Weibel, Fred Zimmerman, Raimund Hofmeister, Werner Glur, Andreas Knapp, Gerhard Wind, Alejandro Heredia, Jean Pierre Van Assche, Vlastimil Lebeda, Beat Richei, Serge Delage, Bernd Liebergesell, Jacques Lissonnet, Jose D. Solis, Francisco Mendoza.*

# The 'greening' of Westin

*The environment is no longer something we can "fix" with a few special efforts by a few special-interest groups. Improving our environment is something to which each person must make a personal commitment. And many Westin hotels have made that commitment.*

\* \* \*

by Carol Gjersee, Intern

Earth Day 1990 proved the reality of global concern for conserving and enhancing our natural resources.

And Westin properties internationally have been quick to join in the effort for global preservation as well, developing many innovative, environmentally positive programs.

Most hotels participate in some type of recycling effort, typically focusing on paper products and aluminum cans, with a few even recycling items such as kitchen grease and bed linens.

Several hotels have installed computerized energy management systems to achieve maximum efficiency and conservation without disrupting guest expectations for power and water usage.

Sponsoring or participating in organized community clean-up or preservation programs is another way that Westin properties take an environmentally proactive stance. These programs benefit the hotel and its employees and guests as well as the surrounding community.

Among the hotels participating in such large scale efforts are: **The Westin Harbour Castle, The Westin Hotel, Ottawa, The Westin Hotel, Kansas City, and Camino Real, Guatemala.**

Here are a few more examples of Westin's environmentally conscious efforts:

At **The Westin Hotel, Renaissance Center**, a complete environmental impact program focuses not only on recycling the usual items, but conserving in some not so common ways as well.

For instance, housekeeping associates are returning unused amenities such as Kleenex, shampoo, and soap which the hotel gives to local charities. The hotel dry cleaners is even involved by offering money-saving incentives to customers who return wire hangers.

In addition, a program is in place to educate employees about environmental consciousness. An Environmental Fair featuring local environmental groups and five-minute environmental talks at

departmental meetings were part of this program for September.

An enthusiastic staff at **The Westin La Paloma** has recently formulated an intensive resort-wide program to recycle waste materials.

Specially appointed recycling coordinators from various hotel departments are ensuring that all paper, cans, glass and plastic finds its way into the appropriate containers rather than the garbage can.

All monies received through this comprehensive effort will be funneled directly back into the program and any surplus will be placed in a special employee fund for later use.

At **The Westin Bonaventure**, water conservation has hit maximum efficiency. The hotel, one of the city's largest users of water, has cut its use in recent years by installing low-use and automatic shut-off devices throughout the property.

As a result of this effort, Los Angeles Mayor Tom Bradley presented the hotel with a water conservation award on behalf of the city's Department of Water and Power.

Additionally, the hotel recently formed a quality circle program strictly focused on "ecologizing the Bonaventure." This voluntary program, open to all employees, is dedicated to finding ways to save and improve the present environmental situation.

To ease the transportation crisis for employees at **The Westin Philippine Plaza**, the hotel has launched a special commuter program for all employees of the Cultural Center Complex where the hotel is located. Two shuttles pick up commuter employees and transport them to designated points around the city.

Since January, management at **The Westin Hotel, Ottawa** has been working with an environmental consultant to explore more energy efficient practices for the hotel.

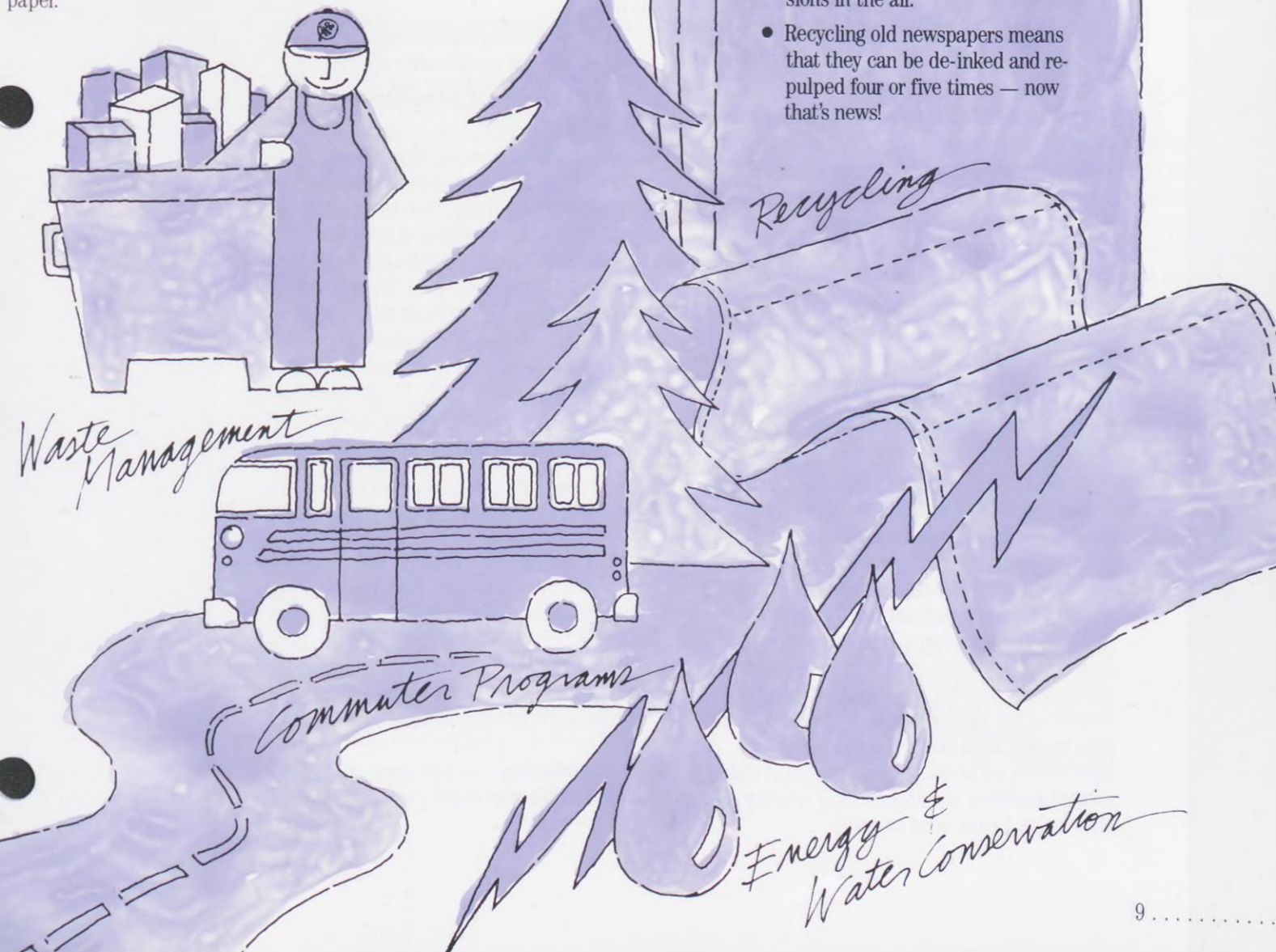
As a result, a comprehensive plan of waste management, energy and water conservation, and employee education has been implemented. Emphasis is also placed on purchasing environmentally friendly and reduced package products.

**The Westin Hotel, Calgary** also uses only "phosphate-free" detergents for dishes and laundry. This is environmentally significant considering that the hotel annually washes two million pounds of sheets, linens, and towels, and cleans after half a million meals.

At **The Westin Kauai**, the lush green grass on the golf courses is due not only to environmentally safe fertilizers, but also to the recycling/composting efforts of the resort's staff.

And in the lagoons at the resort, one finds an abundance of such endangered species as the nene goose. This native bird hadn't been seen in the wild on Kauai for 20 years. Due to prime conditions in the lagoon habitat, the bird has flourished, and The Westin Kauai has released into the wild 22 pair of nene geese raised at the resort.

Actually using recycled products is a focus of **The Westin Bayshore's** conservation program. Currently, 100% recycled paper is used in all of the hotel's restrooms, and management at the hotel is exploring the possibility of using recycled paper for letterhead and other stationery. In the near future, The Westin Bayshore stationery could be tagged with the line "printed on 100% recycled paper."



## Consider these facts:

- An average hotel generates about 110,000 pounds of trash per month.
- Each American generates 25 pounds of trash per week.
- Paper products occupy 41% of our landfills.
- Approximately 60% of all trash is recyclable.
- Every ton of recycled paper saves between 10 and 17 trees, depending on the process employed.
- Each ton of recycled paper means 3 cubic yards less landfill space occupied.
- Each ton of recycled paper means 60 pounds fewer polluting emissions in the air.
- Recycling old newspapers means that they can be de-inked and repulped four or five times — now that's news!

# Straight talk with Jon Ballard

## Senior Vice President, Development

This is the ninth in a series of personal interviews with Westin's top executives. Jon Ballard supervises the company's development activity under the direction of Chairman Hiroyoshi Aoki.

**Q. How long does it take to originate and complete a new hotel development?**

A. Under the best of circumstances, it takes about three years from concept to Grand Opening. In other cases, it can take as long as 12 or 15 years.

**Q. How is the Development Division structured?**

A. We have a staff of 27, consisting of development directors (who secure the opportunities), development planning managers (who conduct feasibility studies), project managers (who manage design and construction matters), project administrators (who manage all matters other than design and construction), project engineers, facilities operations personnel, space planners and support staff.

**Q. What steps are included in the development process?**

A. The first step is to identify an appropriate opportunity for a new hotel or resort. This is done by our development directors, who also "sell" the owner or developer of the site on working with Westin as their management partner.

Having identified what we think a viable opportunity, we assign responsibility for the project to five development specialists — development director, development planning manager, project administrator, project manager and project engineer — who together constitute the project team.

Next, the development director draws up a letter of agreement outlining the terms of the management and preopening services agreement.

The next step is for a development planning manager to travel to the destination to conduct a study of the project's feasibility.

Then several steps in the development process take place all at once. While the regional development director is working with Scott Woroch of our legal department to negotiate the final management and preopening services agreements, our project manager consults with the owner/developer and architects to create a suitable design for the hotel or resort.

While all this is going on, our project manager is also assisting the owner/developer in dealing with all the government entities that have authority over the site, securing necessary zoning variances, lot line adjustments, easements, environmental impact statements, building permits and the like.

At the same time, our project administrator prepares the hotel's staffing plan and preopening expense budget, preparing the way for the regional operations officer to assume responsibility for the hotel.

Throughout the actual construction process, our project team closely follows every detail of the hotel's development. Each member of the project team is responsible, within his or her area of expertise, for ensuring the economic feasibility of the project.

Our work on a project is usually not complete until several months after opening.

**Q. How does your staff interact with the other corporate divisions?**

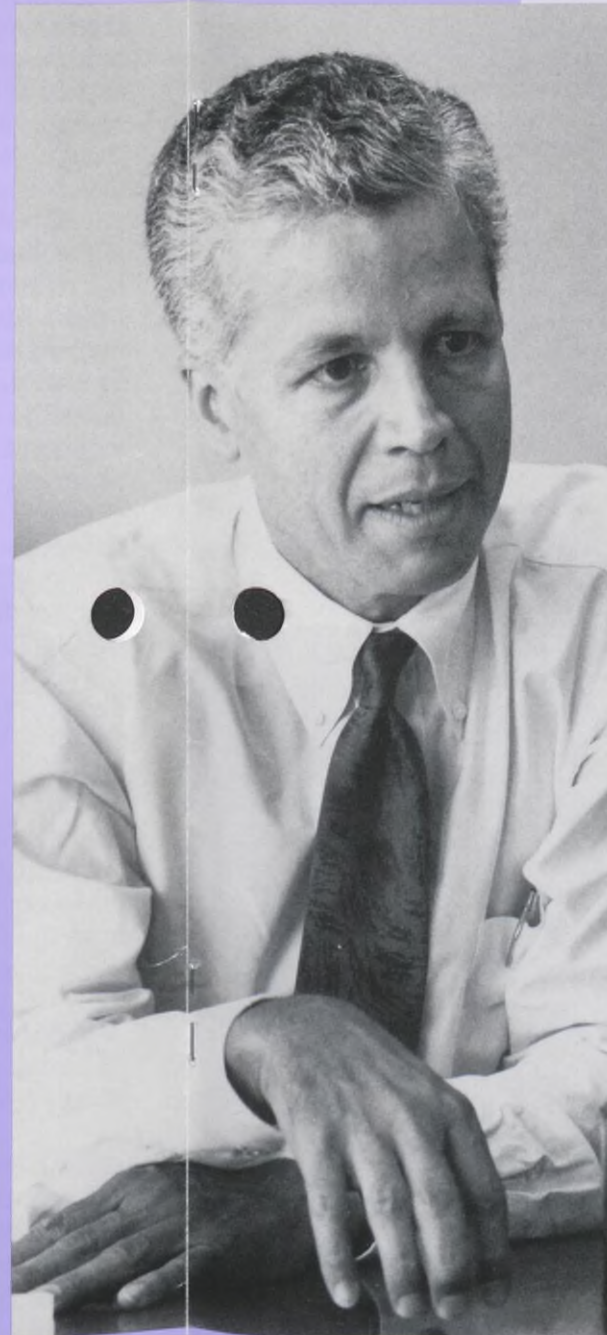
A. Steve Schnoor, vice president, project management, Brian McGinnis, director of development planning, and I are the division administrators. We are responsible for establishing priorities and managing the work in our areas. We try to stay out of the actual project work as much as possible and rely on the experts we've assigned to the various hotel projects. We encourage all employees with questions about our projects to contact the responsible project people directly. They're the experts and they can provide answers on the spot.

**Q. What criteria do you use to evaluate possible sites?**

A. Location is always the single most important factor affecting the success of a hotel. We look for locations that can serve multiple market segments and thereby permit the hotel to achieve the most stable occupancy at the highest room rates possible.

For example, a site near a convention center may not be good for us if it's too far from the city's financial and retail districts and visitor attractions.

In evaluating sites for resorts, we look for a relatively stable year-round guest demand.



**Q. What destinations are you researching now?**

A. Europe has been a priority for us for some time. But hotels there are operated on a different basis than in the U.S. The management contracts which we rely on here are virtually unheard of in Western Europe. Hotel operators there usually lease their hotels, thereby accepting much greater risk than we're accustomed to. Consequently, we have to evaluate lease opportunities very carefully. But we're doing that, because we're interested in getting into Europe.

Asia is another priority for us and is a very attractive market right now. Westin is well known and has a good reputation there. Asia is like the frontier because of the tremendous economic growth there and the general lack of bureaucratic red tape.

**Q. What about the Soviet Union and South Africa?**

A. We will continue to look at opportunities in the Soviet Union, but the economic and political uncertainty in that country precludes any project commitments for the time being.

As far as South Africa is concerned, I find it difficult to imagine doing anything there until apartheid is behind us. Doing business in South Africa before that time would preclude our doing business in other parts of Africa. This is of concern because there are attractive opportunities in North Africa that we may wish to pursue when and if we have hotels in Western Europe.

**Q. What about the U.S.?**

A. There are many cities here we continue to pursue. They include Miami, Washington, D.C., New York, Baltimore, Chicago, Minneapolis, San Diego, San Antonio, Austin and Portland.

**Q. How did you get started in this business?**

A. I joined Westin in the summer of 1971 as an assistant steward at the Continental Plaza while I was in business school. After graduation, I was hired at the Mayflower Hotel in Washington, D.C., where I worked in several different areas.

In 1974, I came to the corporate offices in Seattle as an assistant development director. I

spent a long time learning this business on the job by doing feasibility work, real estate valuations and real estate finance.

**Q. How do you see Westin changing in the short-term?**

A. When the company was put up for sale in 1987, the development division necessarily ground to a halt. There was a hiatus until Aoki bought the company in 1988. After that, the development community had to regain confidence in our ability to do deals and in our financial strength.

We're now able to project a large number of hotel openings beginning in 1993, thanks to Aoki's financial strength and worldwide reputation.

Unfortunately, the period between now and 1993 will be difficult because of the lead time needed to develop new projects.

**Q. What about the long-term prospects for development?**

A. We'll see some sort of closer affiliation with the other Aoki hotel brands (Caesar Park and, we hope, Swissotel). I expect the Aoki hotel family will extend worldwide and that Westin people will be involved in important ways in this expansion.

Increasingly, we will become one organization instead of several separate ones. We'll come to understand that Westin is just one of several Aoki hotel brands and that we all work for the Aoki family of hotel brands.

**Q. What do you like best about your job?**

A. Just the challenge of finding a better way to do things. I also like persuading people that we can be more successful by sometimes doing things in a different way.

**Q. What do you like least?**

A. I have to admit, that like nearly everyone else who travels a great deal, I don't enjoy it very much. I love meeting the people but would like it a lot better if I didn't have to travel.

**Q. What do you do in your spare time?**

A. I'm a cyclist and I also like to cook. I like to read, but really don't do much of that these days outside of reading for business.

I also have a 5-year-old son whom I like to spend time with.



**Controllers congratulated**

Westin's President and CEO, Larry Magnan, congratulates Westin controllers who sat for the certified hotel accounting executive certification examination in Costa Mesa, California. The CHAE examination was offered during the annual Account-

ing Conference held at The Westin South Coast Plaza last May.

Pictured, from left: Larry Magnan, Dennis Miller (FORMA Controller who acted as CHAE Proctor), Vijnan Chandra, The Westin Hotel, Ottawa; Margaret Greiner, The Westin Hotel, Washington, D.C.; Steve Bratichak, The Westin Crown Center; Firoz Gangji, The Westin Hotel, Winnipeg; Michael Keane,

The Westin Hotel Tabor Center, Denver; Jorge Melendez, The Westin Hotel, Galleria, Dallas; Joan LeFevre, The Westin La Paloma; and Bill D. Ellis, vice president and controller of Westin Hotels & Resorts.

**Credit where credit is due**

The Westin Harbour Castle's credit department recently achieved recognition for having the most improved collection effort within the company for 1989.

Credit manager Wayne Knox credits the achievement to "a team effort." Some of Knox's colleagues were on hand to welcome him back from the recent Westin Credit Workshop and acknowledge the award.

Top row, from left: former manager Rick Layton, Denis Zamanis, Jeanie Kwan, Ann Oakes, Wayne Knox, Steve Ryan, John Newcombe, Joan Pengelly, Erik Ruud.

Bottom row, from left: Christine Horward, Julie-Ann Olchowy, Patricia Stefenon, Breda McCambridge, Jose Malencia, Willi O'Rouke, Anna Hunt, Donna Burns, Linda Gale, Heather MacTavish.



**Pat Carey takes early retirement**

Pat Carey, manager of Radio Visual Services for Westin, has retired effective early August.

Carey, who has been with Westin since 1972, is well-known by many for her sharp photographic eye, great dedication and large heart.

Carey is leaving Westin to open her own visual communications consulting service, but she has agreed to remain on as Westin's A/V consultant through December 1990.

**Jim Purvis named new Human Resources VP**

James Purvis has been named vice president, human resources, effective September 1.

Jim was previously director of human re-

sources for Eastern Airlines in Miami, managing a human resources program for 30,000 employees. Prior to that he served as corporate manager for regional human resources with Aluminum Company of America (ALCOA).

Purvis has relocated to Seattle with his wife Nicole and two children.

WESTIN WINNERS



*Chef Tom Valentin*

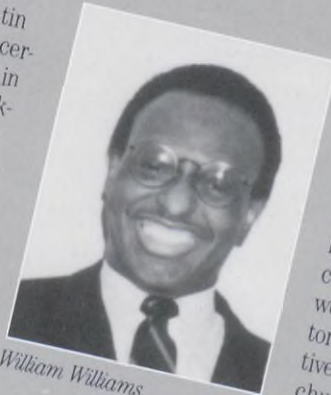
**Tom Valentin**, chef at The Westin Galleria & Westin Oaks, Houston, has earned his professional chef's certification from the American Culinary Federation Education Institute (ACFEI). Valentin was evaluated by other certified chefs and judged in 13 different areas of cooking, supervision and administration of a commercial kitchen.

**Ruedi Blattler** and **The Westin Harbour Castle**, Toronto were recently presented with the International Wine & Food Society's Grande Maison Award "in recognition of an outstanding dinner" arranged for the members of the society's Toronto branch.

The Westin Hotel, Renaissance Center Detroit has awarded its 1989 Thurston-Dupar Inspirational Award to **Maria Buffa**, an administrative assistant in the Human Resources division.

"Since joining The Westin in 1983, Maria has consistently demonstrated professionalism, enthusiasm and a willingness to go the extra mile," said Naveen Ahuja, managing director.

Buffa has also shown a commitment to the community through her work with the Macomb Reading Partners, volunteering as a tutor for functionally illiterate adults. She also volunteers her time in an administrative capacity with that organization.

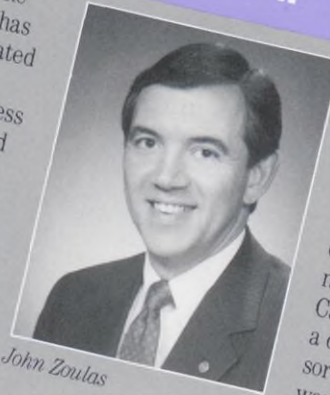


*William Williams*

**William Williams**, director of housekeeping at The Westin Paso del Norte, was presented the first ever "Eddy" award at this year's Loss Control Conference. The award was for producing, directing and editing the conference's best video. The subject was linen loss control.

A 10-year veteran of Westin, Zoulas is known for his great sense of humor and for being a nationally recognized speaker.

The Westin South Coast Plaza's Lobby Lounge bartender, **Lyle Gordon**, was recently nominated for



*John Zoulas*

**John Zoulas**, director of human resources planning and development, is the Corporate Offices Thurston-Dupar Award winner for 1989.

Embracing the spirit of service distinctiveness, Zoulas has set consistently high standards of integrity, teamwork and pride. He cares about Westin, his fellow employees and the community, by treating coworkers as guests and customers and by being actively involved in his church, community and family during non-working hours.

While the heat did slow Brist — along with the other 799 runners as well — she said the slower pace made the run more enjoyable, even though she finished behind her goal time. She has been training for the race nearly six-and-a-half months and says she now plans to take at least a year off from her marathon-ing activities.

the "Dewars Distinguished Do-ers Award." This award recognizes members of the food and beverage industry for their outstanding civic and charitable volunteer efforts. Gordon and other nominees from throughout California were honored at a dinner in June, sponsored by the makers of Dewars Scotch.

It was one of the hottest days of the summer, but longtime competitive runner **Debi Brist** didn't let that slow her down — at least not much.

Brist, relocation administrator in Seattle's corporate offices, placed fifth in her age group in the women's Goodwill Games marathon held in mid-July. She was 41st overall in a field of 800 runners.

Brist has been running for 10 years, and this was her fifth career marathon.



### Westin's 'sands of time'

Last summer six Westin properties participated in the 1990 Annual Convention and Exhibition of the Texas Society of Association Executives in Corpus Christi, Texas.

To demonstrate how Westin Hotels & Resorts is continually growing, an enormous sandcastle with the Westin logo was constructed by local sandsculptors. The booth was the best attention-getter at the convention, the group reported.

Pictured here (just before demolition of the castle), from left: Deborah Burleson, The Westin Hotel, Galleria Dallas; Lorena Ruvalcaba, Camino Real, Puerto Vallarta; Nita Sisul, The Westin Hotel, Galleria Dallas; Liz Bellegarde, The Westin Paso del Norte; Kelly Graves, The Westin Canal Place; Brian Quinn, The Westin Maui; Mary Monaco, and Bryan Guillot, formerly with The Westin Galleria & Oaks, Houston.



### Nixon nostalgia at Century Plaza

Former President Richard Nixon returned to the Century Plaza Hotel during the opening week of the Richard M. Nixon Library in Yorba Linda, California this past summer.

The event was followed by a gala dinner in the hotel's ballroom for the Nixon family and friends. When Nixon was president, he typically stayed in the Presidential Suite at the hotel when in Los Angeles, and so nostalgically took up residence there once again during this stay.

Prior to his departure, the former president reminisced about "old times" with some of Century Plaza's longtime employees. From left: Leon Ng, Suzy Kresanayudh, Raimund Hofmeister, Judy Chairuttanativech, Andres Felix, Manuel Luque, Wilhelm Schreier, Doris Hamilton, Jimmy Wong, Bill Wells, Richard Oliver, Bob Harrington and Wilson Mark.



Ahhhh...

The biggest hit of The Westin Hotel, O'Hare's Employee Health Awareness Day last June was the complimentary massages given by the health club massage therapists. Getting relaxed: Jim Clair, engineer. Alicia Romanow is the masseuse.

Health Awareness Day also dispensed tips and information about stress management, weight control, physical fitness, smoking, AIDS and more. Complimentary day passes to the hotel's health club were also distributed to encourage employees to take that first step toward fitness.



### Something fishy at The Westin Maui

Last January Michael Sellinger, a locksmith at The Westin Maui, went out to his "magical" fishing spot in Kihei to use a new fishing pole recently given him.

Little did he know 15 minutes later he would be reeling in a prize catch "Blue Trevally," also known as an "Omilu." *Hawaii Fishing News* notified Sellinger that his 22-pound catch was the largest on-shore catch and set a world record.

Here Sellinger proudly displays his prize which has now been mounted for display in Buzz's Wharf at The Westin Maui.



### Dick Tracy seen in Houston

Last June, for two days, the food & beverage division of The Westin Galleria & Westin Oaks held a "Dick Tracy... We're Out to Prosecute" party. The party was termed "a fantastic success."

Pictured here from left in authentic 1938 Chicago attire: Richie Mata, manager, Shuckers Sports Bar; David Untermeyer, food & beverage relief manager; Roger Young, manager, Zucchini's restaurant; Francis Carmello, manager, The Roof Night Club; Deborah Tarver, director of restaurants; and Fernando Salazar, assistant director of food & beverage.

### "Magic" at The Westin Maui

This past summer, The Westin Maui hosted its third annual Magic Johnson/Jerry West Executive Basketball Camp. Two week-long back-to-back camps with groups of thirty executives from California and Hawaii joined coaches Magic Johnson and Jerry West.

Camps included basketball sessions, chalk-talks, lectures and wrapped up with an intra-squad game and an award ceremony. Pictured here is Magic Johnson at an employee question and answer photo session with marketing representatives from The Westin Maui. Back row from left: Director of Marketing Glenn Miller, Herb Yuen, Sandy Phipps, Magic Johnson, Magic's manager Lon Rosen, Vivian Mur, Rita Gleaves and Laura Dunham. Front row from left: Andy Monderan, Debbie Hunt, Jeni Milikin, Epi Rabanal and Brian Lew.



### East meets West

In an effort to help promote China's tourism industry, a Chinese mayoral delegation recently visited San Francisco and was hosted at The Westin St. Francis for dinner, where this photo was taken.

With Larry Magnan are, from left: San Francisco Consul General Zheng Wanzhen; Shanghai Mayor Zhu Rongji; Magnan; former Shanghai Mayor Wang Doahan; and Walter Fong, chairman of the Shanghai Sister City Committee.

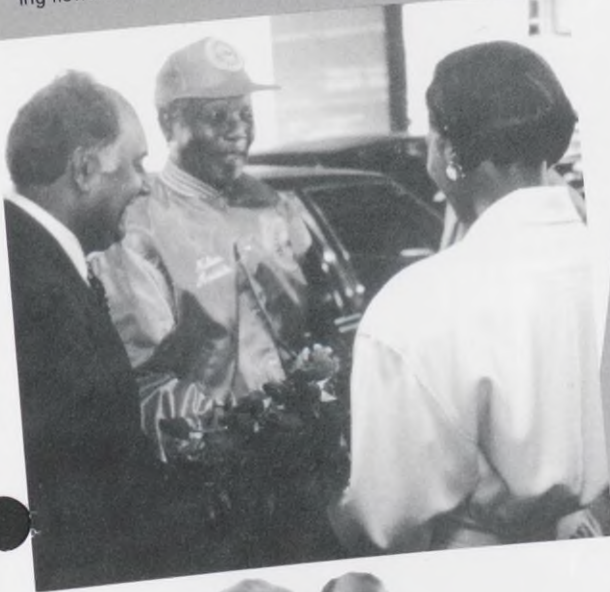
Westin manages The Westin Tai Ping Yang in Shanghai, which opened in early September, and joins with Mayor Rongji in welcoming a plethora of tourism to that city.



**Westin hosts Nelson Mandela**

During his 13-country tour this summer, several Westin hotels were honored to host African National Congress leader Nelson Mandela.

While in Detroit, The Westin Hotel, Renaissance Center played host to the Mandelas for two nights. Greeting Mandela here is the hotel's managing director, Naveen Ahuja, left, and his wife, Leah, who is presenting flowers to Mandela.



**Canoe competition for charity**

Sunny skies and rap music set the stage for fun last June on Newport Beach, as The Westin South Coast Plaza and four other local hotels took part in outrigger canoe races to benefit the Easter Seal Society of Orange County.

Team members for the first — and what they hope will be annual — event are, from left: Rigoberto Lopez, Victor DeMarquette, Catherine Crist, Mike Mullinix, Donna Paul and David Downey. Richard Hilger, front office agent at The Westin South Coast Plaza, organized the race, which was won by the Four Seasons team.



**Pow Wow party**

During the Discover America International Pow Wow at Walt Disney World in Orlando, Westin participants in the trade show hosted 200 international tour operators for a Caribbean-style 60th Anniversary party at the Walt Disney World Swan, Westin's newest resort.

Prior to the arrival of the guests the Westin participants lined up in their tropical finery for a family picture. Front row, from left: Evelyn Shimada; Elana Toly; Paige Watson; Rosanna Morales; Mary Detweiler; Fran Wada; Jim Weiss. Second row, from left: Marsha Massey; Lenore Milleson; Bonnie Best; Melvin Inatsuka. Third row, from left: Lodie Gilbert; Paula Kastanek; Maureen Smith; Valerie LeMoignan; Paul Rapozo. Fourth row, from left: Andreas Schober; Sarah Ree; Adrian van Haaften; Becca Daily; Bonnie Riley-Fuchs.

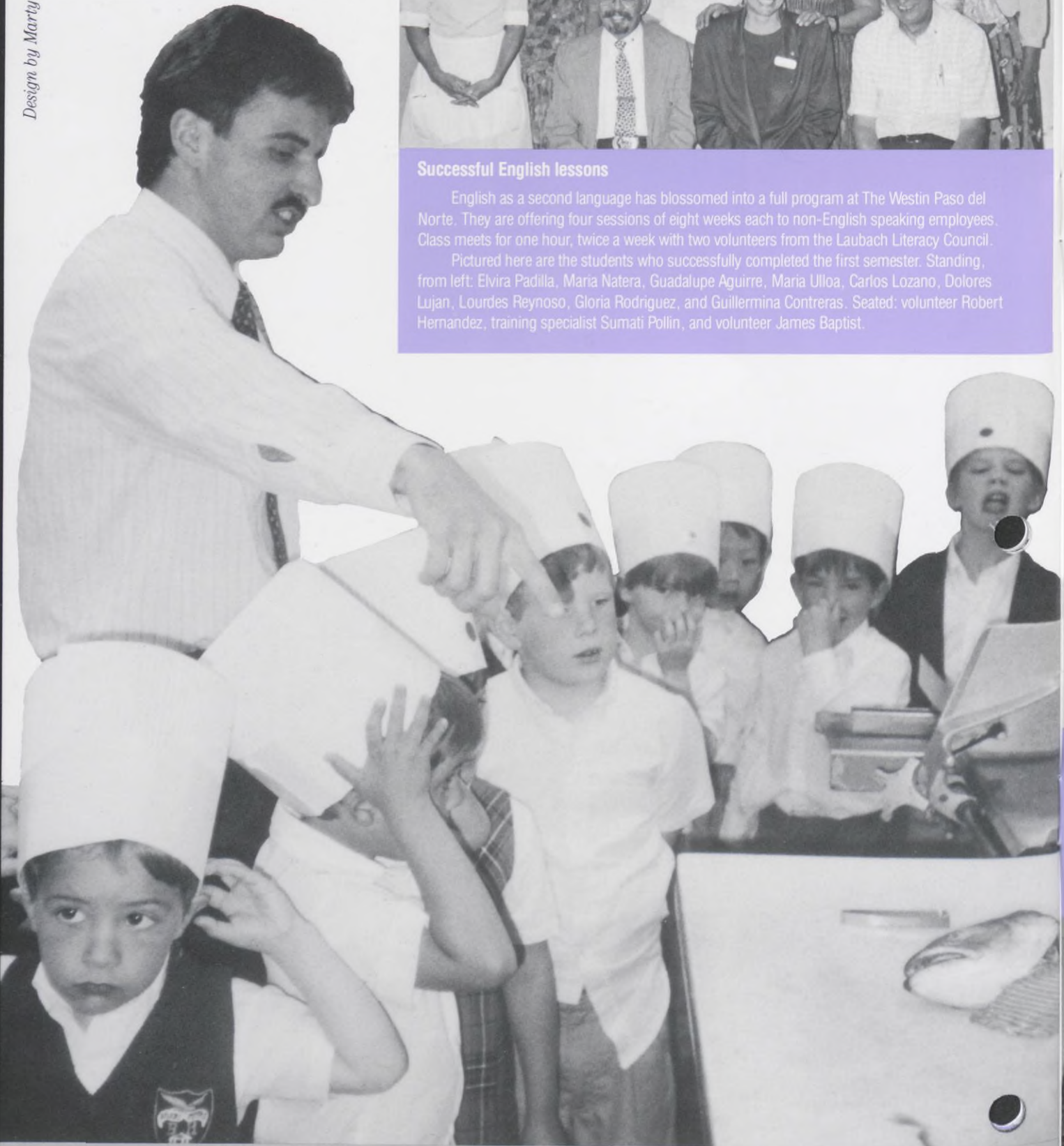
*Design by Marty Roselius Design*



### Successful English lessons

English as a second language has blossomed into a full program at The Westin Paso del Norte. They are offering four sessions of eight weeks each to non-English speaking employees. Class meets for one hour, twice a week with two volunteers from the Laubach Literacy Council.

Pictured here are the students who successfully completed the first semester. Standing, from left: Elvira Padilla, Maria Natera, Guadalupe Aguirre, Maria Ulloa, Carlos Lozano, Dolores Lujan, Lourdes Reynoso, Gloria Rodriguez, and Guillermina Contreras. Seated: volunteer Robert Hernandez, training specialist Sumati Pollin, and volunteer James Baptist.



### Westin chefs of the future?

John Milani, left, is a part-time pastry chef for The Westin Hotel, Winnipeg, and also teaches kindergarten during the school year.

Last spring, he took his class on a tour of the preparation area in the hotel's kitchen where several of his students seemed to experience some olfactory distress when they came within noseshot of some of the more fishy menu items.

**Westsel books 100,000th**

Last June the 100,000th lead was sent via Westsel from the Washington, D.C. corporate sales office.

The lead was processed by Beth Maly, account executive, left. Ellen Babby, right, executive director of the Association for Canadian Studies in the United States, booked the association's Board of Trustees meeting at The Westin Harbour Castle in November.

To recognize the milestone, Maly presented Babby with a bottle of Dom Perignon champagne.



**Six-year-old menu-designer**

When Walter Junger (left), manager of The Cafe at The Westin South Coast Plaza, decided to offer a children's menu in the restaurant, he sought the advice of an expert — Nicole Botts of Huntington Beach (center).

Nicole knows kids, from six years of personal experience, and the first-grader took on the project of designing a menu for The Cafe with relish . . . and a bit of ketchup — two of her favorite additions to a hamburger.

Nicole was especially qualified to design the menu, since she is a regular visitor to the restaurant. And no wonder, since her dad is Anthony Botts, the restaurant's assistant manager (right).

The menu features breakfast, lunch and dinner selections, and appropriately includes all Nicole's personal favorites, from burgers to omelettes, and the requisite french fries and peanut butter sandwich.

**#1 Front office team**

The front office staff at The Westin La Paloma has earned the title of the "Number One Front Office" within Westin Hotels and Resorts. Announcement of the honor was made at the Rooms Division Conference held at The Westin Hilton Head in July.

Standing proudly at La Paloma's front desk are, from left: front office assistant manager, Rick Foreman and front office agents, Kelli Greenwood, Jeffrey Brown, Elisabeth Wilson, Carol Tarbill, Kirk Sibley, Terri Walsh, Mary Harwood, Laura Struck and Rob Renner.

Individuals not pictured: front office assistant managers, Roger Morgan and Mike Goldenberg; front office agents, Twila Ostot and April Hirschinger, as well as management candidates Kyle Lease and Joanie McGettigan. Coleman Hughes is The Westin La Paloma's senior assistant manager.



### Chicago success story

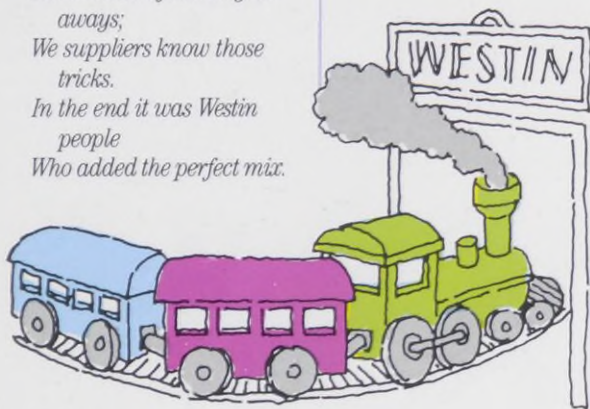
**C**reative solicitation, diligence and a lot of hard work paid off for The Westin Hotel, Chicago last summer. Not only did they land a prize account for this year's and two future meetings, but they did it with a group that had been meeting at a competing hotel for the last 10 years. That prize piece of business was the Railway Engineering-Maintenance Suppliers Association (REMSA).

But that's not the end of the success story.

REMSA's vice president was so pleased with the first meeting that he penned a poem to sales manager Juliann Beatty and convention services manager Kathy Jobs to express his gratitude.

The poem goes like this, in part:

*Fantastic sales job,  
Not a thing left undone.  
From fruit to champagne,  
One big bucket of fun.  
Do I dare mention the  
chocolate  
Picturing REMSA's famed  
track?  
Or that beautiful sweet  
Loco  
That put my diet on its  
back?  
But it wasn't just the give-  
aways;  
We suppliers know those  
tricks.  
In the end it was Westin  
people  
Who added the perfect mix.*



### Just for laughs

**T**he following anecdote was submitted by Leslie Choy-Schaffer, concierge at The Westin St. Francis.

\*\*\*  
"As you know, the concierge is often asked for directions to guest and meeting rooms in the hotel.

"Just the other day, a woman approached me, and quite seriously asked if I could direct her to the BOUDOIR room.

"I responded, 'Could you possibly mean the BORGIA room?' Of course, she did, and we both had a good long laugh!"

### "Pam-purred" at The Westin, Cincinnati

**D**uring his visit to Cincinnati in April President Bush had the pleasure of staying in The Westin Hotel, Cincinnati's luxurious Fountain Square Suite where he was pampered with his own private chef, shelves filled with popcorn and pretzels, exercise equipment and more.

Following hot on the President's heels, another

VIP of the four-legged variety also found himself being "pam-purred" at The Westin. Morris the Cat, the finicky spokescat for 9-Lives cat food, was in town last May to help promote National Pet Week.

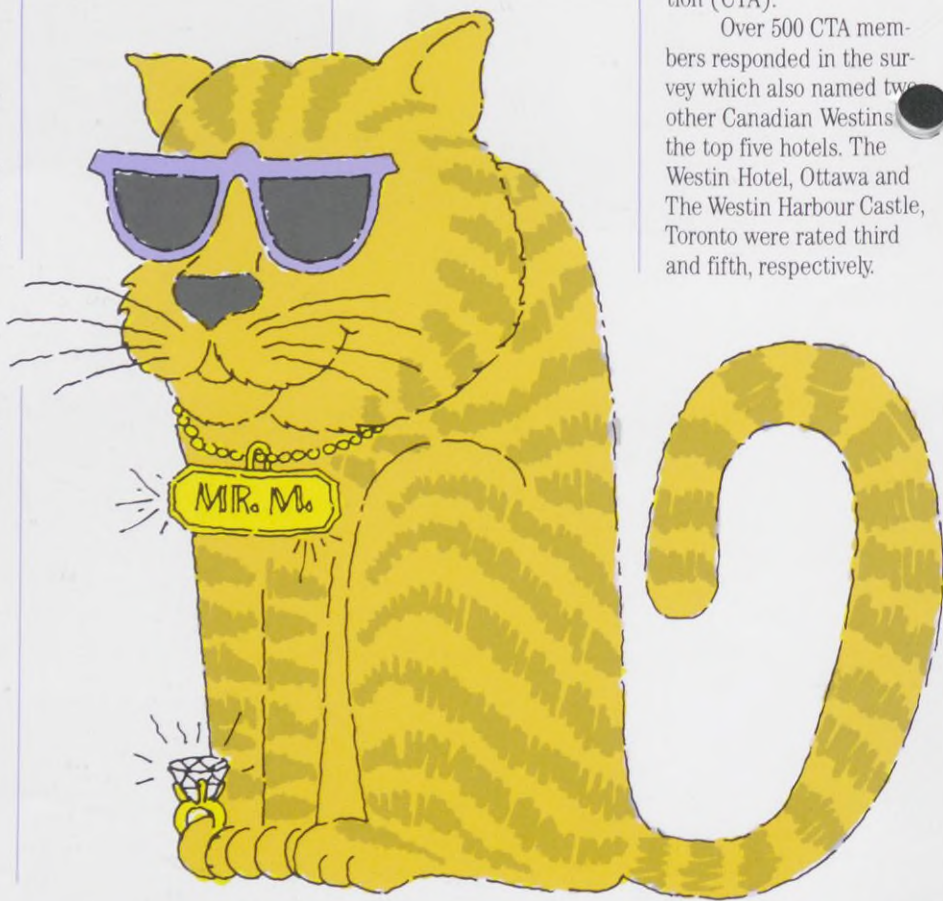
And was he treated to any less luxury than the President? Certainly not. Morris found himself in a sprawling suite, with special menus and a multitude of other personalized services.



### Canadian travelers love Westin

**T**he Westin Bayshore won the top spot in Canadian business travelers' hearts this past year, according to a survey of members of the Commercial Traveler's Association (CTA).

Over 500 CTA members responded in the survey which also named two other Canadian Westins the top five hotels. The Westin Hotel, Ottawa and The Westin Harbour Castle, Toronto were rated third and fifth, respectively.



### Just for laughs — and a \$20 check

We just know there are some humorous stories floating around out there. Hotels can be crazy places, and we'd like to share your humorous experiences with other Westin employees.



As added incentive for you to share your humorous (and/or embarrassing) stories with us, we will pay you \$20 if we run your anecdote in *WestinWorld*.

Please send your input to Linda Plumb, The Westin Building, MKT-13, Seattle, WA 98121.