



## William Ellis Appointed Corporate Controller -

### Other Controller Moves

WILLIAM B. ELLIS, former Controller for the Century Plaza, has been appointed to the position of WIH Corporate Controller and Assistant Treasurer. He replaces Don Bennett, who has recently resigned from WIH to take a position with another firm.



Ellis began his career with Western in 1951 as a statistician at WIH's corporate offices in Seattle while attending the University of Washington. Other positions held with the Company included Controller of the Benson Hotel, Area Controller for all hotels in Oregon and Idaho, and of course, his most recent position as Controller for the Century Plaza.

Widely active in professional and community activities, Bill is presently Vice President of the National Association of Hotel-Motel Accountants. He will be installed as President at the Organization's 1972 convention to be held in Miami. Ellis is married and has a four-year-old son.

Announcement of Ellis's promotion was made during the opening dinner ceremonies of the Annual Accounting Conference held in Seattle in September. Other Controller shifts and promotions announced at the time involved the following:

JOSEPH BABKA, formerly Assistant Controller of the Anchorage Westward, was named that Hotel's Controller.

BOB KEITH, moves from Controller of the Benson Hotel to Controller of the Houston Oaks.

CHUCK MELLORS, formerly Assistant Controller at the Century Plaza, is named as that Hotel's Controller following Bill Ellis's appointment and transfer to Seattle offices.

PHIL REED, formerly of the Ilikai, is named Assistant Controller of the St. Francis.

RAE ROBERTSON, is named Controller at the Benson from Controller at the Anchorage Westward.

BOB SEDDELMEYER transfers from the Antlers Plaza to become Assistant Controller at the Century Plaza.

## WIH Board Announces Calvert and Paget Appointments



JOHN CALVERT



PETER PAGET

JOHN CALVERT, was elected to the position of Vice President of Western International Hotels at a meeting in late September of the Board of Directors.

John joined Western in 1969 as Assistant Vice President-Legal. Previous to this time he had been associated with a Seattle law firm for five years.

In other appointive action taken by the Board, Peter Paget was elected to the position of Assistant Vice President.

Paget, who recently joined Western International's Legal Department, was also formerly associated with a Seattle law firm.

Both men have responsibilities in the Company's Finance and Development Divisions headed by Harry Henke III, Executive Vice President.

## Boston Hotel Plans Announced - First Venture Into Eastern U.S. For WIH

WESTERN International's first venture into the Eastern United States and involving a major new hotel construction was announced in late September.

The new property is a proposed 40-story tower hotel to be located within the multi-million dollar Park Plaza project planned for the city of Boston.

Preliminary plans for the hotel call for some 800-1000 rooms and to include major convention and meeting facilities. Western International will provide furnishings and fixtures as well as operate the hotel.

ACCORDING to Boston Mayor, Kevin H. White, WIH has been selected as the Park Plaza project's first tenant. The development project, which encompasses some 35-acres, is scheduled to revitalize a major portion of the downtown area of Boston. Others slated as tenants for the project will include apartment units, shopping, entertainment and restaurant facilities, office buildings and a parking garage.

WIH President, Gordon Bass, in announcing Western International's participation, stated. "We have confidence in the unique Park Plaza project. It is a reflection of the dynamic and exciting nature of the city of Boston and we are proud to be a part of that tradition."

No completion date for the as yet unnamed hotel project has been announced at this time.

### ...AND IN WASHINGTON D.C.

THE announcement that WIH would assume management of the 1000-room Mayflower Hotel in Washington D.C. as of November 1 was received as this issue of Front! went to press.

A more detailed report on this newest property will appear in the December issue.

# front!

A monthly publication for the employees of

Western International Hotels

Editorial, Offices

The Olympic, Seattle, Washington 98111

Gabe Fonseca.....Editor

LITHO IN U.S.A.

## COMINGS AND GOINGS

### In-Hotel

At the Continental Plaza, former bell captain **Joe Sotiros**, is appointed to the position of Superintendent of Services . . . at the Bayshore Inn, **Eric Leeb** from Bay-side Room Manager to Restaurants Manager; **Bruno Patassini**, formerly of the Dusit Thani Hotel, is named Bayside Room Manager; **Charles Kilchenmann** from Terrace Grill Manager to Executive Steward; **Bob Scragg** moves from Banquet Captain to Terrace Grill Manager; **Peter Schilling** from Executive Steward to Room Clerk; and **Darryl Fenske** from Room Clerk to Reservations Manager . . .

### Transfers

**William Hawkins**, formerly F&B director of the Ilikai, is named Catering Manager of the Continental Plaza . . . **Charles Cartier** moves from Los Angeles Regional Sales offices as Sales Representative to the Century Plaza Sales staff as Sales Manager . . . named as Room Service Manager for the St. Francis is **Richard Jensen**, formerly Grill and Coffee Shop manager of the Olympic . . . **Markus Bosiger**, formerly of the Ilikai, is named Executive Sous Chef of the Bonaventure . . . new Sales Manager for the Winnipeg Inn is **Howard Kemball**, formerly of the Benson Hotel . . .

### (WIH de Mexico)

**Ernesto Barberi**, formerly manager of the Camino Real-Salttillo, has been appointed Manager of the Camino Real-Juarez following the resignation of former manager Manual Lopez Perez . . . new Manager of the Camino Real-Salttillo is **Javier Ortega** formerly manager of the Victoria . . . appointed Manager of the Hotel Victoria is **Jose Moreno** who was with the Camino Real-Guadalajara as director of the Rooms Division . . . former night manager of the Camino Real-Guadalajara, **Gilberto del Toro**, is named Rooms Division Director of that same hotel.



## Executive Offices Report:

It has been a good summer for many of our properties with occupancy running reasonably high for the past three months or so.

Some of this can be attributed to the leveling off and even revitalization of the economic picture in some areas.

The normal upturn of seasonal business can also be figured.

But none of these factors would have made much difference were it not for your combined efforts. It is you as individuals and professional hotel people that has truly "made the difference."

In times of economic stress people become more selective on how and where they spend their money. That they have selected to patronize us is a proof of your efforts to attract and satisfy these patrons.

True, there are some areas where the local economic picture has not been as encouraging. For those of you involved in these areas, your efforts are particularly appreciated. We are fully aware of your cooperative response where, in some instances, greater demands have had to be made. However, we sincerely believe that here too, the economic picture is headed towards gradual improvement.

To all of you in our WIH family, on behalf of your corporate officers, our sincere thanks and congratulations on a great teamwork performance.

**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, Jack Gibbs; Antlers Plaza, Marilyn Crawford; Avila, Mrs. S. Guzman Blanco; Bayshore Inn, Art Davies; Benson, Nelvia Turner; Bonaventure, Leona Dureau; Calgary Inn, Jo Anne Revell; Camino Real-Salvador, Ana Elena Steiner; Carlton, Joe Guilbault; Century Plaza, Charlene Chabin and Jean Klappert; Continental Plaza, Audri Adams, Cosmopolitan, Arcele Schiermeyer; Georgia, Rick Russel; Houston Oaks, Nancy Wendler; The Miramar, Edward Y. Hsu; Miyako, S. F., Kristina Templeman; Northern, Con Carter; Olympic, Fran Vitulli; Palace, Y. Yoka; Prince Hotels, Y. Sekiya; St. Francis, Sharyn O'Reilly; Space Needle Restaurant, Sandy Rogers; Washington Plaza, Connie Wilson; Winnipeg Inn, Al Rennie; WIH de Guatemala, Rita de Rubio; WIH Executive Office, Tanya Johnson and Ruth McCloy; Western Service, Rose Shaffer; WIH Credit and Accounting, Irene Gelus.

## Article Instigates Challenge - Benson vs. WIH Seattle?

THE BENSON would just "like to set the record straight" . . . with a challenge!

An article in the September issue of FRONT! (Golfers—Off Your Duffer and Onto Your Tee!) reported on the newly inaugurated WIH golf tournaments and inter-hotel competition program. While the initial competing hotels involved included the Seattle area properties, the Century Plaza and the Continental Plaza, no mention was made of the Benson's earlier established employee golfing group.

Responding to the article, **Ron Spellecy**, Benson Director of Sales reports as the Hotel's spokesman:

**"We at the Benson Hotel just completed our Third Annual Hotel/Motel Golf Tournament with the Benson walking away with the honors using the Callo-way system."** Ron went on to say that each year of the annual tournament invitations have been extended to WIH players from Seattle properties and offices to compete . . . a fact also not mentioned in the article.

Spokesman Spellecy not only takes exception to the story because of missing report facts, but on behalf of the Benson group offers a challenge to "straighten the record."

He says, **"Although we have not at this time set a date for the 1972 tourney, the Benson takes on all challengers. While we are very busy in keeping our hotel full, we do have the time in the late evening to reach the golf course and we play rather well."**

As to the Seattle area golfers, the Benson players offer to **"meet them on their grounds, our grounds, or in between. We are confident here in Portland that they will receive the surprise of their lives!"**

(EDITOR'S NOTE: Great divots and fairways, Seattle—Looks like it's back to your tees!)

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Meanwhile, in other WIH golfing news . . . The Century Plaza Hotel employees held their first tournament of the inter-hotel competition with a Callo-way system net team score of 745.5. (See News Pictorial page for trophy winner presentation photo.) The Seattle area group remains in the lead with their 714 scoring record in an earlier tourney.

## Bayshore Inn Staffers Enjoy A "Cruise For A Cause"

AN eagerly anticipated highlight of the Bayshore Inn's V.S.P. employees group activities was its recent "cruise for a cause."

The cruise—a four-hour fun 'n frolic boat trip through the Georgia Straits for the enjoyment of all Bayshore Inn employees and Georgia Hotel staffers who had also been invited to join the outing.

The cause—a fund raising to benefit the annual Christmas party scheduled for the children of the hotel's employees in December.

At \$3.00 a head plus "substantial" liquor sales revenue, the cruise netted some \$400.00 towards the kiddie's Christmas affair.

The Bayshore Inn's Annual Boat Cruise is just one of the many year 'round events scheduled by this very active V.S.P. (Very Special Person) employee group.

More recently, at the end of October, the group promoted a highly successful

staff Halloween party which the employees of the Georgia were also invited to attend. (Reciprocal invitations to the Georgia employee group affairs are in turn extended to Bayshore Inn people.)

In addition to its employee social activities, the group sponsors the hotel's "Employee of the Month" program. Candidates are selected from a featured hotel department each month and the winner is chosen by vote from members of that department. The winning candidate is awarded a dinner for two at Trader Vic's restaurant, and his name along with a photographic portrait is displayed throughout the month in the employee cafeteria.

The current V.S.P. Committee officers, elected for a year's term of office, include **Murray Atherton** (Sales Manager), President; **Bob Scragg** (Banquet Captain) Vice President; and **Laura Greenlay** (Terrace Grill Waitress) Treasurer.



THE Bayshore Inn's VSP Committee look somewhat sober faced as the cruise begins . . . but, evidently, things brightened up considerably once festivities began! From left: Allan Pattison, Banquet Captain; Murray Atherton, Sales Manager; Audrey Crawford, Personnel Manager; Bob Scragg, Banquet Captain; Laura Greenlay and Sherry Soderman, Terrace Grill Waitresses; and Jack Tillar, Cost Analyst.

## MEET YOUR CORRESPONDENT

NANCY WENDLER — Houston Oaks



NANCY WENDLER, a blue-eyed blonde with a bubbly personality, is the Personal Director for the Houston Oaks. More recently she has been appointed FRONT! Correspondent for that property.

Nancy describes herself as a "Yank"—born and raised in Madison, a small town in northern New Jersey.

She attended Bowling Green State

University in Ohio, majoring in math and computer sciences. Upon graduation, she flew to London, England, where a summer secretarial job awaited. Europe's attractions, however, proved so appealing that she stayed for a year and a half traveling and supporting herself as a Systems Analyst for one of London's largest brokerage firms.

Returning to the United States, she headed towards Houston and went to work for an employment agency. Her next step was to the soon-to-open Houston Oaks and the position of Personnel Secretary. Two weeks before opening, she became acting Personnel Director and was officially promoted to the position last April.

## Outlook Bright for Stock Purchase Plan Investors

(EDITOR'S NOTE: Western International employees who have invested in UAL stock might find the following article of particular interest. It is a reprint of an item that appeared in the investment columns of the Chicago Daily News on September 30. The piece was headlined, "UAL Taxiing for Takeoff in 1972.")

**"Q. I am an employee of United Air Lines and have been in its stock purchase plan for about 4 years, investing \$75 each month from my paycheck. Do you think I would be better off putting this money elsewhere, such as in a credit union, mutual fund or other savings plan?—J.S."**

**"A. No.** Since you have a favorable investment plan, you should continue to take full advantage of its benefits. Moreover, the outlook for domestic air carriers has brightened. The President's new economic program is expected to provide an important boost to businessmen and consumers, thereby giving air travel a strong lift from its present grounded state. Thus, UAL shares now appear more attractive than they have in some time, a fact which is evident in the stock's smart recovery from 1970 lows."

"A nose-diving economy, increased competition on many routes and an overcapacity problem caused heavy losses throughout most of last year and in the first quarter of 1971. However, things started taking a turn for the better May 7, when the CAB granted a fare increase. This, plus other 1971 fare hikes, should raise UAL annual revenues roughly \$109 million."

"United also has gone a long way toward controlling costs by reducing the number of employees and cutting back on flights, the favorable effects of which should be greatly improved profit margins, especially when air traffic picks up. Another potential plus for UAL would be, of course, a winding down of the inflation spiral which Mr. Nixon desires."

"WHILE 1971 earnings will, in all probability, be negligible, 1972 could witness a definite turnaround in the company's operations. Continued purchase is advised, with diversification into another investment area a wise consideration."

## Housekeeper's Efforts Reap Satisfying Rewards



**BILLIE KING**, Executive Housekeeper for the Antlers Plaza receives congratulations and a plaque certifying her a member of the National Executive Housekeeping Association from Hotel General Manager, Larry May.

THE last couple of months has marked some pretty exciting career milestones for **Billie King**, Executive Housekeeper for the Antlers Plaza Hotel.

For one thing, she completed the credits required and received certification into the National Executive Housekeepers Association (NEHA).

Then, she saw her persistent efforts towards chartering a NEHA Chapter in the Colorado Springs area finally become a reality.

And, by a popular vote of the Chapter membership, she was elected to the post for the group's first president.

While all these events took place within a brief period, unlike the popular Hollywood conception of "overnight stardom," Billie's achievements took years of hard work in the making.

Actually, her hotel career began as a Cashier-Hostess with the Northern Hotel in Billings in 1962. About a year and a half later when the current Housekeeper was slated for a transfer, Billie was approached to take over the position.

With some initial reluctance she accepted the job but soon found she thoroughly enjoyed the work and decided to make it her lifetime career.

**"At the time I was the youngest and least experienced housekeeper in the company"** Billie says, **"and I felt my appointment was quite an honor . . . and a challenge."** It was shortly thereafter that she began taking courses towards her NEHA certification.

Her enthusiasm for her job and its capable performance was soon recognized by WIH management and in 1967, she

was awarded the Executive Housekeeper position for a new hotel coming on line, the Antlers Plaza Hotel.

THE tremendous task of setting up the hotel's Housekeeping Department interrupted her NEHA study pursuits for a period. But once the department began its normal operations she renewed her class courses and attendance at WIH Housekeeping seminars to build up required credits. Billie completed her final courses at Denver Community College this summer that qualified her for NEHA accreditation.

For sometime Billie had been spearheading a group of local institutional housekeepers who were interested in establishing a NEHA chapter for the Colorado Springs area. Their efforts resulted in the charter of the "Pikes Peak" Chapter at ceremonies held at the Antlers Plaza in July. It was during this occasion that Billie was elected and installed as the Chapter's first President.

Billie feels that Chapter activities will be of great benefit to its membership both from the help received from the Association's educational and other assistance programs, and as an idea exchange within the group. **"At one time housekeeping operated on a sort of 'soap and water will do the trick' philosophy,"** says Billie, **"but today's new procedures, products and materials have made the housekeeping life a lot more complicated."**

AFTER almost nine years in housekeeping, Billie displays a total enthusiasm for her position and **"wouldn't change her life for anything in the world!"** She credits Western to a great extent for the company's interest and concern that has helped to give the profession the importance it deserves and enjoys today. She is particularly happy to see many younger people entering the profession. However, she feels that the NEHA requirements of four years of college training that will go into effect in 1972 might discourage some applicants. At the same time, for the qualified and interested person, she strongly recommends the hotel housekeeping profession as one of the most exciting and satisfying careers, particularly for women, in the industry.

Billie King is married and has three children, and while her young looking appearance may belie the fact, she admits to being twice a grandmother.



**GEORGIA** — Recent Georgia retirees receive a fond farewell and grateful words of appreciation for their years of service from Hotel General Manager, Bob McCauley (left). The three retiring members, and long familiar faces on the Georgia staff, are from left: Caroline Merritt, 44 years in Housekeeping; Hilda Urquhart, 20 years service as Switchboard Operator, and Carl Johnson, Georgia Doorman for the past 10 years.



**CENTURY PLAZA** — Trophy time ceremonies that climaxed the recent hotel employee golf tournament resulted in "his" and "hers" presentations. "His," was Hal Carey (second from right) Senior Assistant Manager for his low gross score. "Hers" was Sales Secretary, Pat Simanskey, who made high gross. Making the trophy presentations were (left) Chuck Mellors (Hotel Controller) and (right) Bill Wells, Purchasing Agent. On the 22nd of this month, employee golfers will compete in the Century Plaza's Third Annual Turkey Shoot tournament.



**CONTINENTAL PLAZA** — Franz Bentler (right) Concertmeister of the Consort Room's "Royal Strings" orchestra, proudly displays his most recent acquisition, a 1701 Nachez-Circle Stradivari violin which is insured for \$75,000. Franz purchased the rare instrument from Kenneth Warren (left), world renown dealer in rare violins who also sold Franz his first violin in this country for \$500 in 1939.



**HOUSTON OAKS** — When "Hurricane Fern" hit the Houston area in early September, the subsequent flooding caused schools to close down. As a result, many of the hotel's Maids couldn't make it to work because of baby-sitting problems. Pitching in during the emergency, after a crash course in housekeeping techniques, were eight girls recruited from the Executive offices, Accounting and Personnel. Apparently enjoying their "Maids for a day" roles above are Becky Black, Personnel Assistant; Robie Robertson, Personnel Secretary; and Nancy Windler, Personnel Director.

## NEWS-PICTORIAL



**WIH** — Two early arrivals at a scheduled WIH Board meeting at the Olympic; a quick-acting commercial photographer; and a window washer whose safety belt had broken, resulted in the dramatic photo above. The early arrivals were Lynn P. Himmelman, WIH Chairman, and J. W. Keithan, Jr., WIH Senior Vice President, who were first on the scene when they heard the window washer's cries for help. The two men quickly located the proper room; threw open the window, and helped pull the window washer to safety. Among the crowd gathered at the street viewing the incident was commercial photographer Ed McDevitt, who recorded the rescue on film. In McDevitt's shot above, rescuers Himmelman and Keithan have grasped the window washer's wrists and are pulling him into the room.

## Willard Abel

### *Industry Leader Retires From WIH Office*

When Willard Abel retired from his position as WIH Senior Vice President on October 1st, it brought to a close just one part of a many-faceted career.

Abel will continue his activities as a member of the WIH Board of Directors; as a Board member of the WIH de Mexico Company; as President of the AHMA Educational Institute; as a Director of numerous business and civic organizations; and as operator of his 36-acre "working" farm in Sebastapol, California.

Obviously, such a busy retirement schedule is a far cry from the "going fishing and easy chair living" plans usually visualized by retirees. But it is typical of the total involvement and active participation that has marked Abel's energetic 47-year career with Western.

#### CAREER PRECEDES WESTERN

Actually, Abel's hotel beginnings preceded the organization of the Western Hotels Company by some six years. He started as a night elevator boy and porter with the Lewis & Clark Hotel in Centralia, Washington in 1925. The hotel was owned by S. W. Thurston, one of the founders and former President of Western.

One of his first managerial jobs was with the Cascadian Hotel in Wenatchee, Washington, in 1933. Then with the outbreak of World War II, Abel immediately answered the call to his Nation's defense. Mustering out of the Army in 1945 as a Major, he returned to the Cascadian, but soon added the Marcus Whitman to his responsibilities, dividing his time between the two hotels.



Management of the Roosevelt Hotel in Seattle followed. Then in 1947, he was named General Manager of the Sir Francis Drake Hotel in San Francisco, a position he held until 1956.

#### EXPANSION INFLUENCE

In that year he was named a Vice President for WIH, and five years later, in 1961, he was elected as President of the St. Francis Hotel Corporation and Senior Vice President for WIH. In this executive capacity, Abel was appointed to the Company's Board of Directors and served as a member of the WIH Executive and Development Committees.

It was due to Abel's personal involvement and far-sightedness that the origin and subsequent development of Western's international operations is greatly credited. This significant chapter in Western's history began in 1958, when he was approached in his San Francisco offices by the management of the Guatemala Biltmore Hotel for management assistance of that property which was soon to open. Western management people were at first reluctant to expand their operations beyond the United States-Canadian sphere but Abel's enthusiasm along with his continued persistence and that of Edward E. Carlson, finally won a decision for this association. From this beginning, Western has since expanded its activities into Mexico, Central and South America, the Orient and Africa, with Abel subsequently serving as President of Western's International Division.

#### INDUSTRY LEADERSHIP

Even beyond the confines of Western International, Abel is well recognized for his leadership and involvement interest throughout the lodging industry. In 1965, he held the office of President of the American Hotel and Motel Association (AHMA) and, currently, he holds the position of President of the Educational Institute of AHMA. As with other hotel people, Abel has long been concerned with the pressing need for more qualified individuals to meet the needs of a continually more complex industry. As one result of this concern, both Willard and Mrs. Abel are presently establishing a scholarship fund program in connection with San Francisco City College Hotel and Restaurant School for the benefit of employees and the children of employees of WIH. (Details on the Abel Scholarship Fund will be reported in a later issue.)

In a quick flashback over his 47 years as a hotelman, Willard characterizes that almost half-century period as "one of the most revolutionary in the industry's history." Vastly improved methods of transportation and the subsequent ease and popularity of public mobility—nationally and internationally—were among the prime factors that have affected our industry, he explained.

"When airplanes found they could fly safely over large bodies of water it opened up a whole new world of continually expanding international travel," he said. He also feels that the direction towards more leisure time away from work will additionally benefit both the travel and lodging industries and open up new markets.

#### TRAVEL INTEREST

The Abels also count themselves among those enjoying a travel interest. In their immediate plans, for instance, is a camera safari to Africa this month.

With his retirement as an officer of WIH, Willard will no longer maintain his offices at the St. Francis. While his San Francisco home will keep him "in town" attending to his various civic and business responsibilities, he looks forward to spending more time on his Christmas tree and apple orchard farm in Sebastapol, north of the city.

The third member of the Abel family is a son, David, who has won international recognition as a concert violinist. Currently David is performing as a member of the acclaimed Francesca trio.

## Conference Emphasizes Broadened Controller's Role Towards Profit Improvements

THE THEME of this year's Accounting Conference zeroed in on the Controller's role in the timely issue of "profit improvement."

The agenda of the two-day conference pointed up the many applications of this profit improvement theme. Essentially, however, they were all based on broadening the hotel Controller's involvement in the property's operations.

This would require a closer awareness of each hotel department procedures, particularly in their accounting control needs, to better assist management in their profit improvement goals. Some clues as to what this "closer awareness" entailed were given by representatives of the various hotel departments. They presented their views on what they seek from the Controller in each of their operations.

### PROFIT IMPROVEMENT CENTER

A more specialized instance of this greater Controller involvement approach was a presentation on the concept and operations of the Century Plaza's "Profit Improvement Center." As detailed by the hotel's Profit Improvement Center Manager, **Richard Davies**, this unique operation was defined as . . . "a research center committed to the objective study of any area in the hotel on behalf of management." Davies further explained that the Center is given the responsibility of

"improving the profitability, operational methods, communications and productivity of any department in the hotel." It functions through a "Profit Improvement Committee" comprised of management and certain department heads of which the Controller plays a vital role. The Center, as initially set up at the Century Plaza, has been functioning for approximately a year. Similar centers, it was revealed, are being organized at both the Olympic and Washington Plaza Hotels.

### TWO CHALLENGES

But even before the Conference working sessions began, the Controllers' broadening role was a key emphasis of the opening dinner address. These address remarks, delivered by WIH Executive Vice President, **Harry Mullikin**, were expressed to the group as "two challenges toward self-improvement."

In summary, they were "greater learning" challenges . . . first, of their operations by getting more involved in other hotel departments; and secondly, of their own profession with the pursuit of night classes cited as one example towards self-improvement in this area.

The full schedule of conference sessions that followed, which were held at both the Olympic and Washington Plaza hotels, offered attendees several wide-ranging "learning" opportunities.

A report by **George Williams**, WIH Director Management Information Services, for instance, reviewed the current status of an Electronic Data Processing (EDP) and computer study as being investigated for WIH application.

Other topic presentations of application towards personal development ranged from a course on effective communication and letter writing (by **L. F. Lottier** of United Air Lines) to a report on the current activities of the Accounting Services Committee by **Jim Pope** of the WIH Accounting Services Center.

### "PRIORITY OBJECTIVES"

The final half-day session was devoted to panel discussions during which previously submitted questions, and those from the floor, were aired. As a take-home project, the attendees were required to submit reports on the "Five Priority Objectives that Controllers Plan to Achieve During the Next Year."

Responsibility for the development of the Conference agenda and presiding as Conference Chairman was **Paul Matteucci**, Hotel Division Controller. This year's Conference, which was attended by some 24 Controllers of the United States and Canadian properties, was held on September 26-28.



GATHERED for their group portrait at the Olympic just prior to the opening reception and dinner are the delegates, officers and guests attending the 1971 Accounting Conference. Hotel Controllers attending the two-day Conference represented WIH properties throughout the United States and Canada and the Seattle Corporate offices.

## FRONT! INTERNATIONAL



**BANGKOK**—Honored guests at a recent banquet in one of the function rooms of the Dusit Thani Hotel were Their Majesties, the King and Queen of Thailand. The banquet was organized by the Bar Association of Thailand honoring 500 new lawyers for passing their final bar examinations.



**EL SALVADOR**—With construction well along, and even ahead of schedule, for the Camino Real, San Salvador, tours of the site have become more visually meaningful. One recent tour involved the above group which included hotel architects, financial principles and WIH people. Among the WIH people shown is bearded hotel General Manager, Don Drysdale (center kneeling) with Ken Mallory, WIH Vice President standing directly behind Drysdale. Directly to the left and behind Mallory is Luis Drake, the hotel's Purchasing and Sales Manager.



**SINGAPORE**—The Shangri-La Hotel played host recently to the members of one of Singapore's most prestigious women's associations in a demonstration of gourmet cooking. Above, Executive Chef, Hans Fillinger and F&B Director Hermann Gammeter lead the women through a step-by-step demonstration on the preparation of Veal Cordon Bleu. Among the many distinguished "students" present were the wife of the Speaker of Parliament, the wife of Singapore's Minister for Social Affairs, and the wife of the Indonesian Ambassador.

## Miramar Employee Tours Canada, U.S. Properties



**WASHINGTON PLAZA** Bellman, Ken Hudson, provides Hotel Miramar visitor Angela Low with hotel brochures of WIH properties she will visit in her tour itinerary.

**PETITE**, charming Angela Low, a Public Relations Officer for the Miramar Hotel in Hong Kong, describes her budding hotel career in the single word . . . "Great!"

She also is as enthusiastic about the continuing opportunities for women in the industry now developing in the Orient and elsewhere.

In her Public Relations position this has also included the opportunity for travel. Recently, Miss Low has taken advantage of this job-related opportunity when she accompanied two dancers, members of the Miramar's famed Mandarin Room theatre-restaurant entertainers, to Calgary where they participated in that city's Orient festival event. After their performances and seeing to their return to Hong Kong, Angela continued on with a tour of WIH properties in Vancouver, Seattle, San Francisco and Los Angeles. While in Seattle, she visited WIH offices and conferred with WIH Public Relations Director, **Ruth McCloy**.

**HER** homeward bound itinerary would also include a stopover in Japan with visits to the WIH affiliated Palace and Takanawa Prince Hotels.

Angela has been a member of the Miramar's Public Relations staff for some 14 months. Others in the Department include **Grace Ng**, also a Public Relations Officer, and Department Head, **Edward Hsu**.

Miss Low is a graduate of Hong Kong University where she majored in languages including French, German and English.



## FRONT FAMILY FEATURES

### FRONT! FUNNIES

The Colonel spotted a cigarette butt on the barracks floor during inspection, and bellowed at a rookie, "Is that yours?"

"Not at all, sir," came the polite reply. "You saw it first."

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Did you hear about the hotel termite that had a suite tooth?

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Back of the Bar philosophy: We tend to think that every other man's job is easier than our own. And the better he does it, the easier it looks.

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Posted notice at the registration booth for a hotel convention: "Welcome delegates. We invite unaccompanied visiting executives to take advantage of the girls in our stenographic pool."

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Note from a friend on a diet in a hospital: "Thank you so much for the lovely flowers . . . they were delicious!"

\*\*\*\*\*

Message found inside a fortune cookie: "Salesman who sits on chair covers wrong territory."

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The paycheck is the most successful piece of printed matter in circulation!

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Husbands are a lot like fireplace fires—when left unattended they are likely to go out.

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Overheard in the Coffee Shop: "I always thought that when I got to this age I'd be older and wiser. As it turned out I'm just older!"



## Thanksgiving

In both Canada and the United States—and, perhaps, elsewhere—a national holiday is set aside in the autumn for giving thanks.

For most of us it is a day of feasting and family gathering, of friendly greetings and football games. For some of us it is a normal working day. But whatever our activities, it is a day of real purpose . . . that of giving thanks for our past and present blessings. Surely for all of us, and in spite of what personal setbacks or the problems of a sometimes troubled world, there is much to be thankful for.

In 1950, the Pulitzer Prize winning Poetess, Edna St. Vincent Millay, wrote a Thanksgiving poem which she entitled "Thanksgiving 1950." Though it was written more than twenty years ago, it carries a message which is much alive today.

We have reprinted only the first and last stanzas here. We hope you enjoy it.

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"Hard, hard it is, this anxious autumn,  
To lift the heavy mind from its dark for-  
bodings;

To sit at the bright feast, and with ruddy  
cheer

Give thanks for the harvest of a troubled  
year."

"From the apprehensive present, from a  
future packed

With unknown dangers, monstrous, ter-  
rible and new—

Let us turn for comfort to this simple fact:  
We have been in trouble before . . . and  
we came through."

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

### HOTEL NAME PUZZLE GAME

The names of the five WIH Canadian properties can be found among these letters. Test yourself on how many you can remember and how quickly you can locate them. The name of each hotel property may be spelled forward, backward or up and down. Draw a circle around a name when you find it and record it below. PUZZLE EXTRA FOR CANADIAN EMPLOYEES: The last names of each hotel's General Manager can also be found in the puzzle. Can you find yours?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## PEOPLE Make The Difference

A continuing series of employee profiles illustrating what the familiar WIH "People Make the Difference" reference is all about. Individuals featured are selected from the various WIH hotel properties and offices and from the range of job position categories.

### LOU WEDGE - Coffee Garden Cook, Georgia Hotel



FOR SOME of us who have to be up and about at six in the morning, just to be alert is an accomplishment in itself. To be genuinely cheerful and ready to greet others with a bright smile is almost too much to expect.

But from Lou Wedge, Cook at the Georgia's Coffee Garden restaurant, such a cheery attitude is to be naturally expected. To his fellow hotel staffers, it's in keeping with Lou's sunny disposition that reflects his liking for people, his job, and his enthusiasm for life in general.

It is an attitude that has continued to brighten the Coffee Garden's kitchens since 1966, when Lou joined the staff as a third cook. Although his first and only hotel experience has been with the Georgia, Lou's culinary career includes two years as a second cook in the Merchant Navy and, as a civilian, with the Canadian National Railway cooking in dining car kitchens.

Now, after five years with the Coffee Garden kitchen, Lou continues to approach each day as an exciting adventure. He has never allowed job repetition to fall into a routine rut. As he states, "You never stop learning . . . even after all my years of cooking experience, I'm still learning new ways of food preparation."

His is an enthusiasm for learning that he, in turn, enjoys sharing with others. He takes a great deal of interest, for instance, in helping train new personnel. In his training he is particularly demanding in the art of food presentation. Even during the heaviest rush periods he will not allow a carelessly arranged or prepared plate to leave the kitchen.

Lou's enjoyment of his job is strongly reflected in his attitudes towards the hotel and people he works with.

About the Georgia, he enthuses, "It is the only Western Hotel I've worked in but I don't think I could find a better one for cooperation," then adds, "the general atmosphere of the hotel makes you feel like one of the family."

As an actively contributing member to the Georgia "family" Lou was selected as

the kitchen representative to the hotel employee's Georgia Staff Association.

Lou also attributes a lot of his job satisfaction to his relationship with the Georgia's Executive Chef, Xavier Hetzman. Of him he says, "His helpful advice is always readily available." Then he adds with a broad smile, "You've just got to learn to ask sensible questions!"

Lou can recall one dramatic incident a few years back, however, when there wasn't time to ask questions—sensible or otherwise—on the best way to resolve a situation.

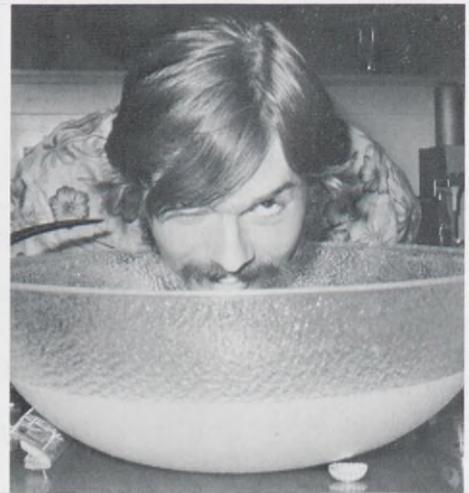
It seems this incident occurred one noon when Lou was returning from his lunch break when he heard what sounded like pistol shots coming from the Coffee Garden. Entering the room he was surprised to see waitresses and guests alike scattering for cover . . . and, near the entrance, the figure of a man with a gun. Slumped on the floor was the severely damaged victim. With quick presence of mind Lou got behind the gunman and pinned his arms to his back holding him until a guest came to his assistance. Said Lou later, "I didn't think of getting hurt—I just thought some of the people might get hurt."

Lou's liking and consideration for people has also involved his personal activities outside the hotel. Recently he started devoting his free time to working with the Retarded Children's Association. He says, "I really look forward to doing something for those kids even if its only taking them out to the park on my day's off."

Topping Lou's leisure time activities is an avid interest in poker ("I just love a good game!") and, as somewhat of a contrast, he enjoys opera and the classics. He is also a great hockey fan, having played in school hockey teams, and favors the Vancouver Canucks.



**ANCHORAGE WESTWARD** — It's a snap now, but wait until they open the tower addition! Easing into the Housekeeping Department as Housekeeper Trainee is newcomer, Nancy Chamberlain.



**NORTHERN** — A giant mustache cup? Ducking for apples? Scuba diving practice? None of these . . . it's just Banquet Busboy, Randy Wegner gagging it up for the FRONT! photographer as he pretends to sample from the punch bowl.



**WESTERN SERVICE** — Kimi Nakanishi, Western Service & Supply Purchasing Division Secretary sometimes finds her job gets as involved as her job title! However, she manages to keep her cool as she attempts to type, listen to the Dictaphone and carry on a phone conversation—all at the same time!



**CONTINENTAL PLAZA** — A tough egg to crack? Well, not egg-zactly for clever carpenter Sven Gustafson who has taken a hard-boiled approach to the problem with his always handy hammer.



**ANTLERS PLAZA** — Sometimes we receive a photo that requires no caption explanation. (Some of you would probably never get around to reading it anyhow!) Anyway, the Old West costumed lovelies are Piccadilly Bar Waitresses from left: Cheryl Marvel, Shirley Roybal, Mary Bertsch, Jean Hartsell and Jeri Johnson . . . and they also have very charming smiles.



**WINNIPEG INN** — When Hotel Accounting Clerk, Helmer Dahle, counts stacks of money he smiles a lot. The more money the more he smiles and judging from the photo he must be working on a pretty fair stack!

## PHOTO ALBUM

**ST. FRANCIS** — Armed with pastry tubes, Apprentice Cooks John Burrows and Steve Wilkinson, concentrate on their "squish control." Both young men are applying a creamed mixture onto hors d'oeuvre bases which will then be topped with varied and tasty ingredients.



**SPACE NEEDLE** — Chalk up another victory for ladies lib. Now Seattle's famed sky-high restaurant in the round boasts of two women Room Captains. Joining previously appointed Room Captain Rose Asselin (left) is recent Captain appointee, Mary Jackson.



**GEORGIA** — At left is Hotel Bellman, Richard Siebert. At right, behind her desk in the Georgia lobby, is Cheryl Bruser, land investment representative. The matter to be settled — how much down on a little 'ole 1,000-acre spread where a guy can stretch out and get away from it all.

## FRONT! VISITS THE...

# THE VELVET GLOVE WINNIPEG INN

WHAT ARE the ingredients that transform the mere process of satisfying one's appetite into a memorable dining experience? There could be many of course.

Pleasant, compatible dining companions are a big help. An interesting and varied menu and food items that are appetizing and beautifully prepared are important. Really good service is a must.

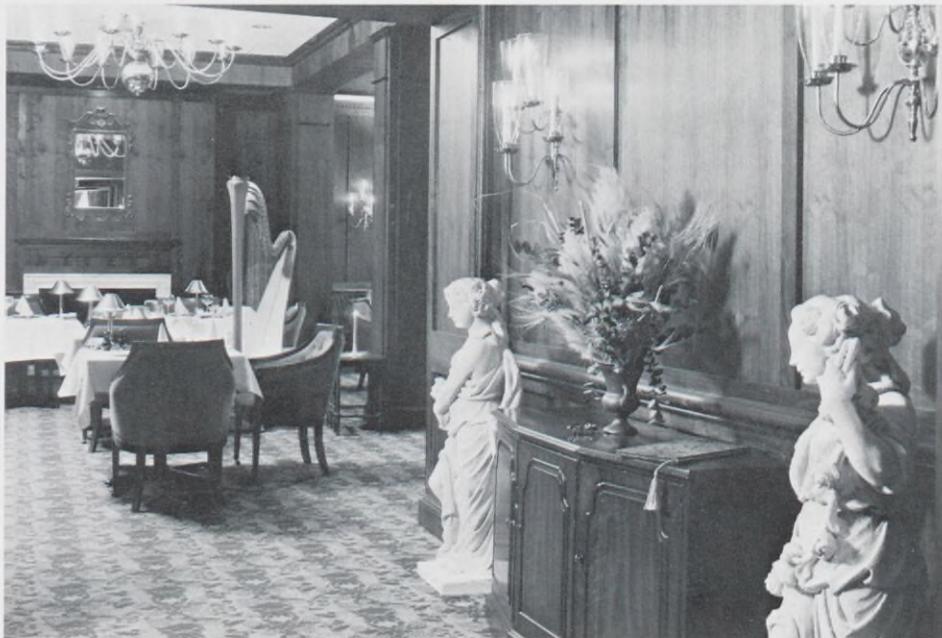
But as much as all this, is a quality of atmosphere that surrounds the diner which can add immeasurably to his dining enjoyment. The room's decor can contribute towards this atmosphere. So can the attitude displayed by the room's service staff.

The Winnipeg Inn's Velvet Glove specialty restaurant offers opportunity for such a memorable dining experience. It provides all of the exceptional dining experience "ingredients" mentioned above . . . and more. The guest needs only to provide compatible dining companions. (And evidently that has been no obstacle as witnessed by the groups of compatible diners which fill the room during each day's luncheon and dinner service.) Though in operation for just over a year, the restaurant's "dining experience" reputation is recognized far beyond the City of Winnipeg—reaching across the breadth of Canada.

## GEORGIAN DECOR

The decor of the Velvet Glove is one of an 18th Century Georgian Manor house . . . warm, intimate and elegant. The walls are of rich walnut paneling. Overhead, the polished brass chandeliers cast a warm glow from glass hurricane lamps. Underfoot, the rug design, in ink blue and orange against a natural wool background, is a direct copy taken from an English country estate of the Georgian period. The table napkins repeat the orange and ink blue colors of the rug, and the luxurious seating is upholstered in burnt orange velvet. At one end of the room, an elegant marble fireplace accentuates the room's manor house charm. Although the room has a 95-person seating capacity, it has been so designed as to give the impression of intimacy.

## A 'Dining Experience' In Winnipeg



Lunches are served in the Velvet Glove dining room from noon to 2:30 p.m. It reopens again for dinner at six in the evening operating until 1:00 a.m.

The gourmet menu, as prepared under the direction of Executive Chef, **Fred Zimmerman**, is an adventure in selection. Room specialties to tempt the diner might include the "Pepper Steak Maharajah," with Mango chutney prepared right at the table or "Breast of Pheasant Renaissance," superbly presented direct from the kitchen. And, to accompany any entree choice, **Leonard**, the Wine Steward is ready to lend his expert advice from the extensive wine menu.

A Velvet Glove dessert specialty might top off the dinner or the guest may want to settle for an Irish Coffee as prepared by Irish Waiter, **Michael**, or Spanish Coffee as only **Antonio**, the Spanish Room Captain, can concoct.

Then to complete the evening, Hostess **Claudia Tymchak** graciously offers guests chocolate covered cherries prepared in the hotel's kitchens, accompanied by a warm, scented hand towel with which the guest can tidy up.



**HANS KUHNEL**, Velvet Glove Room Manager, heads an international room staff.

Contributing greatly to the charm of the room's atmosphere is the musical talents

of **Barbara Allen Bondelid** and her golden harp. Miss Bondelid performs on the harp through the evening meal hours and has established a very loyal following.

## LOUNGE POPULAR

Adjoining the dining room is the equally attractive Velvet Glove Lounge. With its seating capacity for 90 persons, the Lounge is a popular choice for luncheon service particularly with Winnipeg businessmen. The Lounge decor, while similar to that of the dining room, is more informal in atmosphere . . . a room that invites relaxation, pleasant conversation and the enjoyment of expertly prepared beverages. An interesting decor item here is the limestone figures, imported from Italy and representing the four seasons, that are displayed in room wall niches.

**Hans Kuhnel**, the Velvet Glove's personable and talented Room Manager, was formerly the maitre d' of Winnipeg's highly exclusive Manitoba Club and is well known among the city's most prominent citizens. Hans was born and trained in Europe and before coming to Canada he was employed at the famed Castel Harbor Hotel in Bermuda. He is aided by a top Room staff, most of whom also claim an international background including his European born Assistant, **Aris Macrodimitis**.

Though new to the international restaurant scene, the Room's fast growing reputation for memorable dining fits it like a . . . Velvet Glove!