

January/February 1989

# FRONT



**WESTIN**  
HOTELS & RESORTS



**Westin's All-Stars**

**Westin to manage  
Tokyo hotel**

**Now open —  
The Westin Hotel,  
Indianapolis**

**And more ...**



## Westin satisfies yen for Tokyo hotel

**H**arry Mullikin first travelled to Japan in search of the ideal hotel project in 1962.

It has taken many years of hard work by many individuals, but Westin has finally found a site and partner that meet its high standards of excellence.

Westin recently signed an agreement with Tokyo-based Sapporo Breweries, Ltd. to manage a 500-room luxury hotel in Ebisu, Tokyo. The Westin Hotel, Tokyo will be part of



a mixed use site that will include office buildings, condominiums and cultural displays. The hotel will open in the fall of 1993.

Westin does not currently manage any hotels in Japan. The company has an agreement to market three Prince Hotels

and one Miyako Hotel in Tokyo and Kyoto to customers in North America, and Westin plans to continue this arrangement for the time being.

*A pleased Harry Mullikin puts his signature to the agreement with Sapporo Breweries, Ltd. to manage The Westin Hotel, Tokyo. Looking on, from left: Chieko Aoki; the general manager, corporate planning department for Sapporo; John Hiroyoshi Aoki; the president of Sapporo; and Chris Baum.*

### FRONT

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

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Contributing editors: Christopher Baum & Dashiell Wham

Photo editor: Pat Carey

Printed in U.S.A.

FRONT is published every other month. If you would like to see your stories and photos appear in a particular issue, please note that the deadline for receiving input is the 15th of the month, one month prior to publication. Deadline for the March/April issue is February 15. Please send your input to Linda Plumb, MKT-13, Seattle.

### COVER

Westin's All-Star Premier Performers were treated to an all-expense-paid weekend in Atlanta.



Larry Magnan

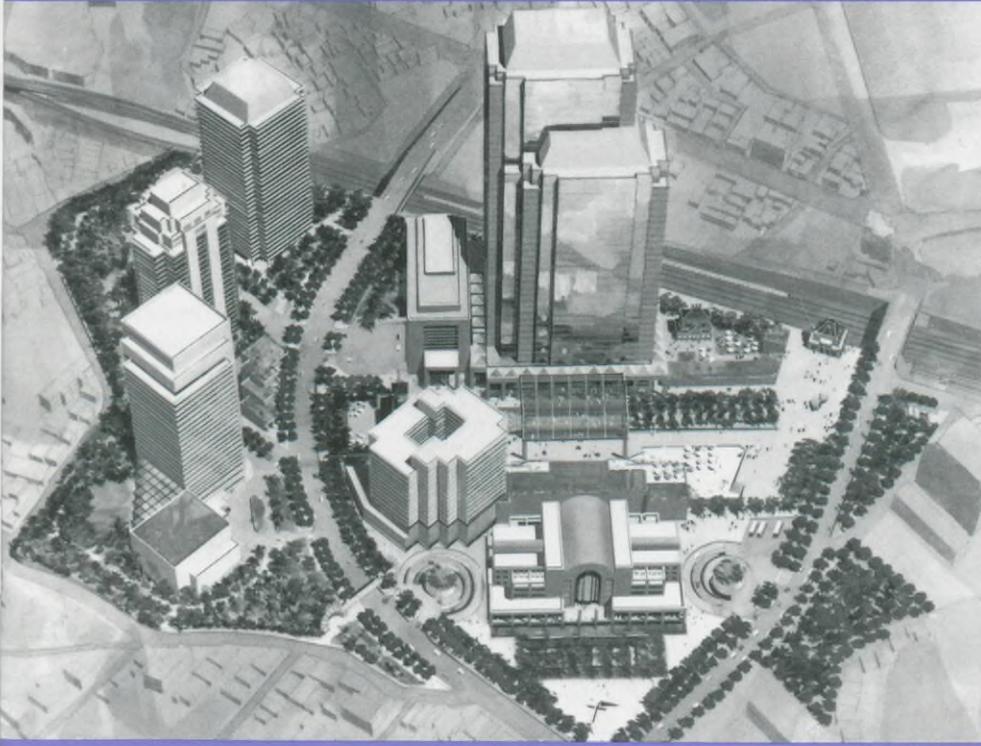
### Larry Magnan named Westin's president

As FRONT was going to press in mid-January, Westin's board of directors named Larry Magnan as its new president.

A 23-year veteran of Westin, Magnan served most recently as executive vice president of operations. Previous positions include senior vice president for technical services, operations vice

president for Asia, and general manager of Westin hotels in Singapore and Colorado.

Magnan will continue to be based at Westin's Seattle headquarters and will report to Harry Mullikin, chairman and chief executive officer. He replaces Helmut Hoermann, Westin's president since September of 1988, who resigned for personal reasons.



The Westin Hotel, Tokyo is the building in lower left corner. The remainder of the Sapporo site consists of office buildings, condominiums and cultural displays.

### What goes up must... go up some more!

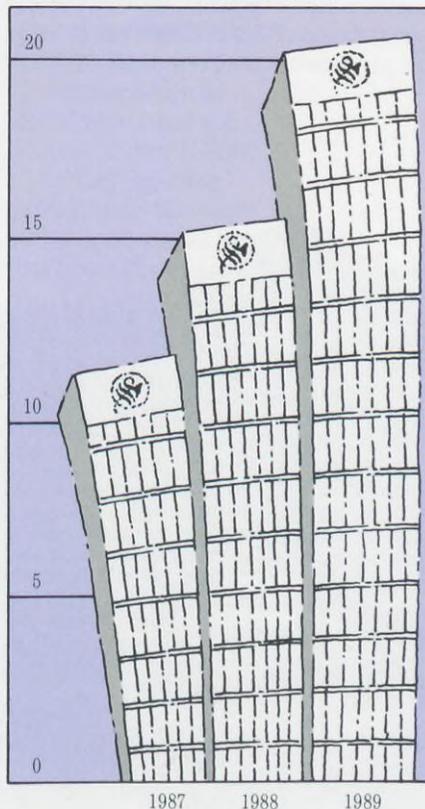
After years of absorbing the spiraling costs of employee health insurance, Westin has finally had to do what all of our competitors did years ago: charge a minimal monthly fee for salaried employee medical and dental insurance coverage.

Although the assessment of a fee for employee health insurance is not something that anyone wants, it has become a necessity in an era of 10-15% annual inflation of medical expenses, and up to 35% insurance premium increases year-to-year. Westin still pays 80% of the total cost of each salaried employee's insurance, but in order to maintain our present levels of coverage, we all have to chip in.

The cost to you has been softened by the deduction of your monthly contribution from your pre-tax pay, as opposed to after-tax pay. This saves you at least 22-1/2% of your share of the cost of coverage. Details are available from your Human Resources department.

A recent issue of the *Wall Street Journal* included an article headlined "Health Insurance Premiums to Soar in '89". To quote John Gabel, associate director for research and statistics at the Health Insurance Association of America, in Washington, D.C., "We've been looking for painless solutions, but there are none. There has to be more cost sharing."

Westin Health Care Costs (in millions)



### Moving On Moving Up

**Suzanne Bloch**, controller, The Westin Canal Place to controller, The Westin Cypress Creek.

**Kim Bradford**, director of sales, Arizona Biltmore to director of sales, The Westin Resort, Hilton Head Island.

**Charles L. Brown**, assistant front office manager, Century Plaza Hotel and Tower to front office supervisor, Corporate/Rooms.

**Dean Chininis**, director of food & beverage, The Westin Crown Center to director of food & beverage, Century Plaza Hotel and Tower.

**Irene Correa**, director of housekeeping, The Westin Hotel, Stamford to director of housekeeping, The Westin Lenox.

**Lou Coruzzolo**, night manager, The Plaza to front office assistant manager, The Westin Hotel, Washington, D.C.

**Richard Creps**, laundry/valet manager, Arizona Biltmore to laundry manager, The Westin Resort, Hilton Head Island.

**Timothy R. Dineen**, executive steward, The Westin Hotel, San Francisco Airport to executive steward, The Westin Hotel, Indianapolis.

**Donald Duda**, sous chef, The Westin Hotel, Renaissance Center to executive sous chef, The Westin Hotel, Indianapolis.

**Bruce Erony**, assistant director of food & beverage, The Westin St. Francis to director of food & beverage, The Westin Hotels, Houston.

**Edward Jensen**, director property management/Maui, The Westin Maui to project engineer Corporate/Design and Construction.

**Richard Morse**, banquet manager, The Westin Hotel, San Francisco Airport to banquet manager, The Westin Hotel, Indianapolis.

**Kathryn Gilligan**, director of housekeeping, The Westin Maui to director of housekeeping, the Mauna Kea Beach Hotel.

**Charles Henderson**, staff accountant, The Westin St. Francis to assistant controller, The Westin Resort, Hilton Head Island.

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# The Westin Hotel, Indianapolis —

**Now open in the heart of the nation's 'crossroads' city**

## Management Changes

*Recent changes in management positions:*

Axel Suray, formerly director of food and beverage at the Century Plaza Hotel and Tower, Los Angeles, is now executive assistant manager at The Westin Hotel, Tabor Center Denver.

Hud Hinton, formerly managing director at The Plaza, New York, has been named general manager of the Arizona Biltmore, Phoenix. He replaces Pat Burton, who was appointed general manager of The Westin Resort, Hilton Head Island.

General Manager Tom Hosea and his staff opened the doors to The Westin Hotel, Indianapolis on January 6 with a week of activities to celebrate and familiarize potential guests and citizens with the hotel's beautiful new facilities.

An Honored Guest Weekend at the hotel gave the property its first feedback on service and facilities, as selected invitees were treated to a reception, dinner and weekend stay, all compliments of The Westin Hotel.

Later that week, a Taxi Cab Awareness day, replete with box lunches, clam chowder and mug give-aways to all cabbies, familiarized them with Indianapolis' newest hotel.

The official ribbon cutting ceremony was January 12, with the city's mayor and state's governor

on hand. A meeting planner reception ended the big day, and more receptions were held for travel industry personnel the following day. A week-long open house with tours given by Purdue hotel students rounded out opening activities.

The 572-room hotel kicked off its meetings business the first week it was open with a 10-state region GTE marketing gathering which required 450 of its guest rooms. In March, The Westin Hotel, Indianapolis will host Westin's annual Marketing Conference.

The hotel boasts 22 meeting rooms, with over 39,000 square feet of function space, including the state's largest ballroom.

Located in the heart of downtown Indianapolis, adjacent to the Hoosier Dome, Convention Center and State Capitol, the hotel expects to attract about a 70 percent group and 30 percent transient mix, said Jenny Bedell, director of marketing.

Graffitis Restaurant will offer hotel guests an

innovative and diverse menu with an opportunity to see the chef at work in an open island display kitchen. The display kitchen provides a focal point for the 230 seat bistro-style restaurant, creating a fun and casual atmosphere for guests.

The Lobby Lounge provides a comfortable setting for cocktails, continental breakfast and dessert services. Filibusters Bar, located on the first level of the hotel, will create a pub atmosphere. It is expected to become a gathering place for legislators and lobbyists as the hotel is located next to the State Capitol.

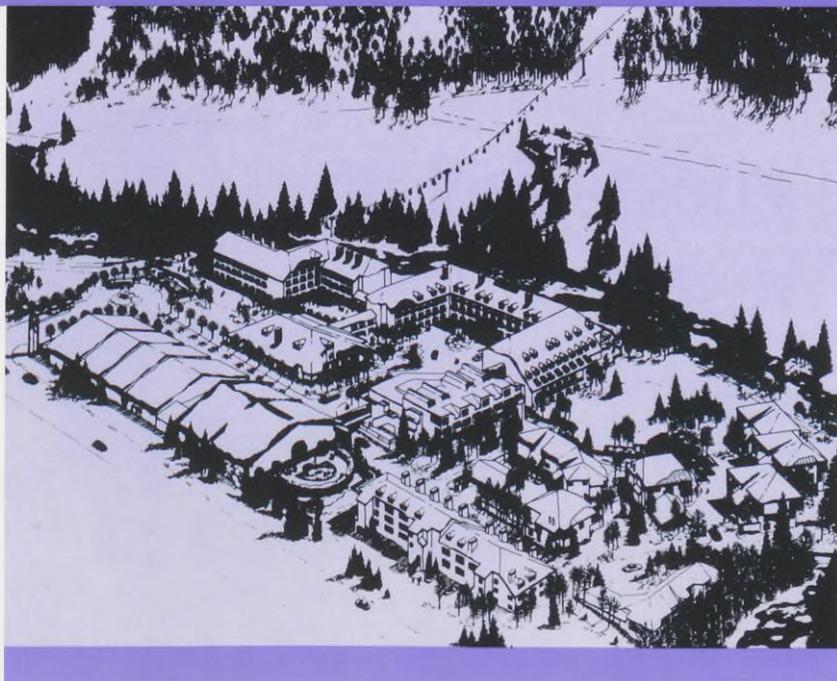
Included in its guest room count is one floor of Executive Club Level rooms, all featuring extra amenities and use of the Executive Club Lounge. The hotel also has an indoor pool, jacuzzi and exercise room.

As guests enter The Westin Hotel, they are greeted by a three-story atrium, accented by polished marble floors and elegant patterned wool rugs, bleached wood moldings and glazed terra-cotta walls. Colors are sage green, rose and buttercream.

The guest room furnishings are in rich cinnamon-colored pecan and soft bleached accent woods. Colors of rose, periwinkle, soft green and oyster gray are used throughout.



Artist's sketch of the expanded Westin Hotel, Vail



When The Westin Hotel, Vail was designed, its planners envisioned a complete hotel, recreation and meetings complex to accommodate a wide variety of travelers' needs over any season.

With the recent opening of the newly completed Conference Center, The Westin Hotel, Vail is now truly complete and ready to fulfill that vision.

The main building was opened in late 1982. The Cascade Club, a world-class sports and fitness facility offering everything from swimming pool to racquet sports and fitness therapy, was opened in 1986 and linked to the main building by an enclosed walkway.

The 1987-88 winter sports season opened with a welcome new addition, a ski lift transporting skiers from the hotel directly up to world famous Vail Mountain. Hotel guests now enjoy "ski-in, ski-out" convenience.

August 1988 witnessed the opening of the

## The Westin Hotel, Vail: truly complete at last

Terrace wing, 120 newly built deluxe rooms and suites, many affording views of beautiful Vail Mountain. And in November of 1988, the final portion of The Westin Hotel, Vail was completed.

Called the Conference Center, this meeting and conference facility is adjacent to the main building with ready access to all the hotel and recreational facilities. It is widely recognized as the

most luxurious and complete conference facility in the Vail area. The two-story center adds 10,000 additional square feet, bringing the total meeting space at The Westin Hotel, Vail to 26,000 square feet.

The interior design on both of these latest additions was done by FORMA.

"This expansion nearly doubles the size of the hotel and enables us to host meetings previously

confined to major metropolitan areas," said Michael Sansbury, general manager. "We now offer all of the facilities of a conference center and the amenities of a world-class resort," he said.

### Arizona update

The Arizona Biltmore is back and Westin's got it!

Some of you may have heard that Stouffer Hotels had announced their intention to purchase the famed resort from its owners, but the deal is off and Westin will continue to manage the Arizona Biltmore for the remainder of our longterm management contract.

Our other world class Arizona resort, The Westin La Paloma in Tucson, was recently purchased from its owners by... Westin! Our company has managed the hotel since its opening in 1984, and the fine performance and longterm potential of this award-winning property convinced Westin to buy it... lock, stock and cactus!

### Moving On Moving Up

*continued from page 3*

**Gregory Jacoby**, senior assistant housekeeper, The Westin Hotel, Renaissance Center to director of housekeeping, The Westin Hotel, Cincinnati.

**Susan Lincoln**, assistant director of human resources, Arizona Biltmore to assistant director of human resources, The Westin Bonaventure.

**Gary Lind**, executive assistant manager, The Westin Hotel, Tabor Center to executive assistant manager, The Westin Hotel, La Paloma.

**Marty Loner**, conference services manager, The Westin Hotel, San Francisco Airport to convention services manager, The Westin Hotel, Indianapolis.

**Anne T. Mason**, national sales manager, The Westin Hotel, Renaissance Center to national accounts manager, Corporate Sales Office, New York.

**Robert Allan McCaslin**, assistant director of human resources, The Westin Bonaventure to director of human resources, The Westin William Penn.

**Amy McClaskey**, sales manager, The Westin South Coast Plaza to sales manager, The Westin Resort, Hilton Head Island.

**Patrick McCrea**, manager front office operations, Corporate Rooms Division to executive assistant manager, The Westin Hotel, Washington, D.C.

**Bruce McNish**, director of food and beverage, The Westin Hotel, Washington, D.C. to director of food and beverage, The Westin Resort, Hilton Head Island.

**Stephen Modde**, food and beverage operations analyst, The Westin Maui to profit improvement manager, The Westin Resort, Hilton Head Island.

**Dene Motoike**, guest services manager, The Plaza to front office manager, The Westin Kauai, Kauai Lagoons.

**Ginette Osier-Bedsaul**, national sales manager, The Westin Bonaventure to national sales manager, The Westin Hotel, Seattle.

**Dan Quigley**, restaurant manager, The Westin Paso del Norte to restaurant manger, Cherry Creek Inn.

*continued on page 7*



# Japanese guests feel at home at Westin

Just like anyone, travelers from Japan have to adjust to a new culture, language and diet when they travel outside their home country. But now guests from Japan will find some special Japanese services and amenities at many Westin hotels and resorts to make them feel at home even when they are far from home.

Twenty-five Westin properties are participating in the Distinguished Guest Services Program beginning January, 1989. In response to increasing numbers of Japanese travelers, Westin is offering the following services at each participating hotel:

*Japanese breakfast.* Includes rice, fish, miso soup, special condiments and green tea.

*Japanese language newspaper.*

*Japanese language hotel information.* A Japanese language fact card is distributed at check-in. It includes information on services such as restaurants, room service, health club, business center, concierge, laundry/valet, foreign currency exchange/cashier, safety deposit box, fire and life safety, bell captain, check-out time, and the assistant manager's telephone extension should guests require further assistance.

*Japanese language hotel directory.* A 33-page brochure featuring photos and essential facts on all participating hotels is also given to Japanese customers.

*Japanese-speaking employee on staff.* Guests are often relieved to find there is a person on staff who speaks their language.

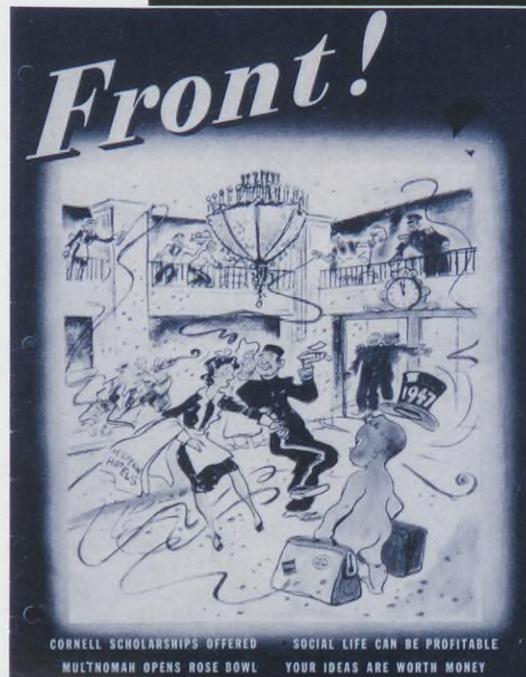
In addition, each participating hotel has a sales manager knowledgeable in the customs and procedures of the East. Experienced in the Japanese way of doing business, and the Westin way of making everything perfect, this professional can make sure everyone is delighted with their Westin stay by easing cross-cultural communication.



The New Year checks in — 1947-style

This 1947 cover of FRONT depicts employees cutting loose on New Year's eve. Were things perhaps a little more informal at "Western Hotels" back then?

BLAST FROM THE PAST



**Better letters**

*Some of the guest letters that cross a general manager's desk can be quite amusing, even amazing. Two hotels recently shared such letters with FRONT.*

**From The Westin Hotel, Renaissance Center Detroit:**

While unpacking after a trip to Detroit and a great stay at The Westin, I found the alarm clock that my husband packed by mistake! He thought that I think of everything, even packing an electric alarm! Also, he still had his key, so I am returning both.

We enjoyed our stay at The Westin and plan on taking advantage of your weekend special soon. Everyone was very friendly and accommodating.

Thank you!  
*Isabel Hollern, Rm 2413 on August 18*



**From The Westin Hotel, Chicago:**

May I be permitted to advise you of the very happy and important factor that a box of your matches marked "CHELSEA RESTAURANT" played on the occasion of my granddaughter Joanna O'Rourke's 13th birthday.

All of our family and Joanna's special friend were rounding off the

birthday with a Birthday Tea in the "New Forest" in Hampshire, when we went to light the candles on her birthday cake and nobody had either matches or a lighter, so the birthday cake was packed away.

The children continued playing in the Forest and came running back producing a box of

your matches, found in the long grass absolutely dry, despite the dampness of the area. We were all delighted and amazed. Out came the birthday cake again, the candles were lit and all had a happy time singing "Happy Birthday", etc.

Thanks to you, and your magical box of matches, you made my grand-daughter's day a wonderful one — almost like a fairy story.

Thank you for the matches.  
Yours very sincerely,  
*Joseph O'Rourke  
Dorset, England*

**Bringing home the gold — six times over**

Team Alberta, headed by The Westin Hotel, Calgary's executive chef Fred Zimmerman, brought home six gold medals, and one silver, from the 1988 Culinary Olympics in Frankfurt last October.

The team of chefs also included Reggie Sim from The Westin Hotel,

Edmonton, who earned two of the six gold medals.

While the team performed exceptionally, Zimmerman, who is a four-time veteran of the Culinary Olympics, personally cooked up his best performance yet. And in so doing, was awarded a gold medal of distinction.

This particular gold is bestowed only on those whose entry is judged to be as near perfect as possible. Only 11 other competitors out of some 1,000 were deemed worthy of this special medal. The

Swiss-born Zimmerman is the first North American chef to win this distinguished award.

It was a fitting end to what Zimmerman says will be his last trip to the Frankfurt competition.



Sixteen years of preparing for and winning gold at the highest and most prestigious culinary competition is enough, says Zimmerman.

"But this time was the best," he adds. "I did my personal best work, and team manager Maurice O'Flynn had everything running smoothly."

**Moving On Moving Up**

*continued from page 5*

**Alan Rashkin**, Cafe Sonora manager, Arizona Biltmore to banquet manager, The Westin Hotel, San Francisco Airport.

**Steve Shalit**, executive assistant manager, The Westin La Paloma to resident manager, Mauna Kea Beach Hotel.

**Andrew Siegel**, housekeeper, The Westin Cypress Creek to laundry manager, The Westin Hotel, Indianapolis.

**Renato Silvano**, international sales manager, The Plaza to international sales manager, Century Plaza Hotel and Tower.

**Michael Sink**, reservations manager, The Westin Hotel, Galleria to reservations manager, The Westin Resort, Hilton Head Island.

**Theresa Smith**, convention services manager, The Westin Peachtree Plaza to director of convention services, The Westin Hotels, Houston.

**Ann Stadnik**, sales manager, The Plaza to sales manager, The Westin Hotel, Copley Place.

**Diane Stewart**, chief accountant, The Westin Maui to assistant controller, The Westin Hotel, Seattle.

**Michael Thornton**, controller, The Westin Cypress Creek to controller, The Westin Canal Place.

**Jay T. Turley**, convention services manager, The Westin Maui to beverage/bar manager, The Westin Hotel, Indianapolis.

**Carol Vail**, director of sales, Century Plaza Hotel and Tower to director of marketing, Arizona Biltmore.

**Sharon Wigmore**, convention services manager, The Westin Peachtree Plaza to director of human resources, The Westin Lenox.

**Mark Woodward**, night auditor, The Westin La Paloma to front office assistant manager, The Westin Hotel, Cincinnati.

**Paul Yokota**, senior assistant manager, The Westin Maui to executive assistant manager, The Westin Lenox.

# The Westin All-Star team takes Atlanta by storm

**H**arry Mullikin, Westin's chairman and CEO, has long said that "people make the difference." He's talking about the winning ways of employees at every Westin hotel and resort, whose service and style put Westin far above the competition.

November 10-13, Westin was able to say thank you to some very special folks who earned honors in a competition of their own. Everyone at Westin is a Premier Performer in their own right, but during the recent employee recognition program, some employees really stood out from the rest. In fact, one front of the house and one back of the house employee at each Westin in the U.S. and Canada (including Central Reservations) earned the honor of receiving the greatest number of Premier Dollars at their property and the right to membership on the Westin "All-Star" team as a Premier Performer.

Each All-Star was able to make a happy phone call or personal announcement to a spouse, or a lucky friend or parent, inviting them to be a guest for an all-expense-paid weekend in Atlanta, hosted by Westin Hotels & Resorts.

The weekend began on Friday, November 10 at 5 p.m. with a welcome cocktail reception and dinner at The Westin Peachtree Plaza.

Dinner was followed by a live theater production of "Double Double" at Atlanta's elegant Alliance theater, which prompted some lively discussion on the trip back to the hotel as to who really "dunnit."

Saturday began with a huge buffet breakfast in the Sun Dial restaurant. Then the All-Stars and their guests were whisked away on a historic and handsome relic of Atlanta's past: a steam engine train that made its maiden run back in 1910. The New Georgia Railway clicked and clacked from downtown Atlanta through the outskirts of town until it reached the lovely fall foliage of the surrounding countryside.

The destination was Stone Mountain, an enormous granite lump that rises out of the landscape. The mountain has been drawing visitors since Atlanta was first settled, including an artist who has carved a large frieze, Mount Rushmore style, of famous Southern generals.

From Stone Mountain, the All-Star group boarded a paddlewheel riverboat for a relaxing cruise of the neighboring parkland, accented by pristine river scenery painted with the colors of autumn leaves. A Dixie-land band (what else?) played below-decks, inspiring dancers to perform everything from swing to docie-does to an impromptu but well-received hula by one of the All-Stars. Meanwhile, top deck paddlewheel cruisers enjoyed the scenery and had their pictures taken with each other.

After a Southern-style cookout lunch, the group returned to the hotel to rest up for the main

event of the weekend: the awards dinner and presentations.

When it came to flashy dressing, there was no holding back these All-Star Premier Performers on their big night. Tuxedos, gold lamé and "to-die-for" suits and party dresses glittered and shone under the soft lights of the Peach State Ballroom.

As each All-Star was announced and walked proudly across the stage to receive their award, congratulations and personal thank yous from company officers, they wore a special glow of achievement and recognition that comes from having done their best.

The awards presentation closed with everyone holding hands high above their heads, singing the song "That's What Friends Are For," and swaying together in one united family; there were sad smiles and happy tears as each All-Star felt the power of a very special moment.

After photos captured the broad All-Star smiles, some returned to their rooms high above the city to savor the day, others headed for the party

FRONT  
COVER  
STORY



Lea Solano of The Westin Bonaventure receives an award as Jack Gaines proudly announces her as an All-Star winner.



The Awards Dinner brought out the All-Stars black-tie best. All-Star Sibeal Bincoletto enjoys the festivities with her husband William.



Jim Medbury of The Westin Crown Center shows off his winning All-Star smile.



After a ride on the historic railroad to famed Stone Mountain, many All-Stars had to have their photo taken with the enormous granite landmark. At left is Denna DeSota, guest, and All-Star Brenda Jarrell.



in the hospitality suite, and other energetic souls went in search of Atlanta nightlife. The next morning, perhaps tired but happy, the All-Stars and their guests enjoyed brunch and then traveled back to their homes with stories of a fantastic weekend in Atlanta.

Westin manages some of the world's finest hotels and resorts, but they aren't special just because of the architecture. They are special because of the many employees who truly do make the difference by ensuring their job is done well, that guests are greeted with a smile and treated in that special Westin way.

The Westin All-Stars' trip to Atlanta is one way Westin acknowledges these premier employees who exhibit that spirit of pride and outstanding level of excellence.

Congratulations... and welcome to the Westin All-Star team:

The Westin Peachtree Plaza: **Patty Teasley**, banquets; **Annece Kent**, accounting.

The Westin Hotel, Copley Place: **Daniel McElrath**, security; **Liana Teixeira**, culinary.

The Westin Hotel, Chicago: **Virgie Frazier**, garage; **Bill Sceerey**, security.

The Westin Hotel, O'Hare: **Michael Fendler**, security; **Anthony Walker**, banquets.

The Westin Hotel, Cincinnati: **Tracy Fox**, room service; **Diane Dawson**, restaurants.

The Westin South Coast Plaza: **Eric Menjivar**, front office; **Glenna Forester**, housekeeping.

The Westin Galleria, Dallas: **Cynthia Brenner**, front office; **Mareece McLeod**, purchasing.

The Westin Hotel, Tabor Center: **Nezha Iraqui**, barporter; **Debrah Durnford**, accounting.

The Westin Hotel, Renaissance Center: **Ingrid Turnbore**, banquets; **Ben Coleman**, culinary.

The Westin Paso Del Norte: **Kristin Chaplain**, front office; **Antonio Martinez**, engineering.

Mauna Kea Beach Hotel: **Christine Waldron**, food & beverage; **Sandy Tabaunda**, data processing.

The Westin Maui: **Dayna Oda**, front office; **Teresa Garcia**, housekeeping.

The Westin Kauai: **Arjuna Celaya**, beach activities; **Susan Parraga**, purchasing.

The Westin Galleria & Westin Oaks: **Judi Eckley**, front office; **Jeff Mayfield**, housekeeping.

The Westin Crown Center: **Frances Combs**, restaurants; **Jim Medbury**, engineering.

Century Plaza Hotel & Tower: **Jody Jones**, food & beverage; **Lucero Bunkerley**, payroll.

The Westin Bonaventure: **Gracie Barnett**, front office (FRONT is sad to report that Gracie died in early October, but proud to report that Westin Bonaventure employees honored her in memoriam at the All-Star function, and also made a donation to Gracie's family in her memory); **Lea Solano**, human resources.

The Westin Canal Place: **Brenda Jarrell**, sales; **Jon Petrie**, culinary.

Arizona Biltmore: **Scott Long**, stewarding; **Phyllis Stephens**, front office.

Omaha Reservations Center: **Dean Baugh**; reservations; **Mari Martens**, administration.

The Westin William Penn: **Bridget McHenry**, front office; **Calvin Turner**, stewarding.

The Westin Benson: **Josie Preligera**, housekeeping; **Joan Willie**, laundry.

The Westin Hotel, San Francisco Airport: **Michel Bernard**, restaurant; **Shareif Wang**, culinary.

The Westin St. Francis: **Doug Tam**, front office; **Ana Duarte**, human resources.

The Westin Hotel, Seattle: **Ravikumar Miriyala**, restaurants; **Roy Gafke**, housekeeping.

The Westin Hotel, Stamford: **Katherine Adams**, front office; **Alberto Lopez**, banquets.

The Westin La Paloma: **Robin Vollentine**, front office; **James Lutz**, room attendant.

The Westin Hotel, Williams Center: **Todd Henderson**, front office; **Carolyn Grundy**, reservations.

The Westin Hotel, Vail: **John Sheehan**, guest services; **Mary Vigil**, housekeeping.

The Westin Hotel, Washington D.C.: **Mohamed Doungsiyeh**, food & beverage; **Greg Sinkovic**, culinary. The Westin Hotel, Calgary: **Tracy Cook**, front office; **Sibeal Bincoletto**, reservations.

The Westin Hotel, Edmonton: **Debbie Hartz**, front office; **Odilia Moniz**, housekeeping.

The Westin Hotel, Ottawa: **Cynthia Cleveland**, front office; **Robert Bertrand**, stewarding.

The Westin Bayshore: **Lisa Chow**, front office; **Chuck Bon Chin**, restaurants.

The Westin Hotel, Winnipeg: **Teddy Pagtalan**, guest services; **Wolfram Grussendorf**, security.

Harbour Castle Westin: **Paul Whyte**, room service; **Lorna Lyn**, food & beverage.

The Westin Resort, Hilton Head Island: **Harvey Jenkins**, bellman; **Carolyn Brown**, stewarding.



A paddlewheel boat offered a taste of Southern riverboat cruising.



Perhaps it was the lilt of the waves under the paddlewheel that inspired Dayna Oda from The Westin Maui to perform an impromptu hula dance to a Dixieland version of Blue Hawaii.



At least one All-Star riverboat cruiser enjoyed the quiet beauty of the Georgia countryside...



...while others really let their enthusiasm shine through! From left: Phyllis Stevens, Karen Roseman (guest), Ingrid Turnbore and Diane Dawson.



**A Detroit Thanksgiving**

The Westin Hotel, Renaissance Center Detroit invited over 200 senior citizens from four Detroit groups to enjoy a complimentary Thanksgiving meal at the hotel this past holiday season. The meal included plenty of the traditional turkey, dressing, cranberries, potatoes and pumpkin pie — all prepared in the inimitable Westin culinary style. Pictured here is Rose Berberian, a Westin banquet employee, who helped serve guests. Members of the hotel's executive committee and other department heads also pitched in to help serve the meal.

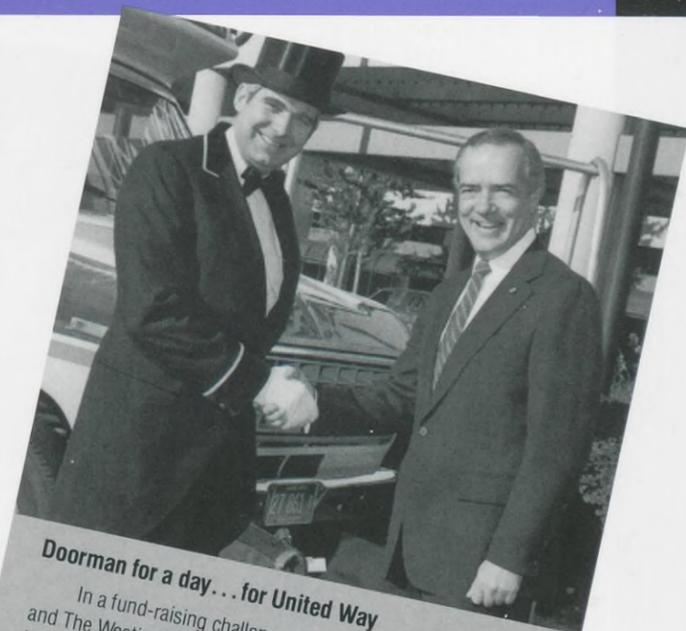
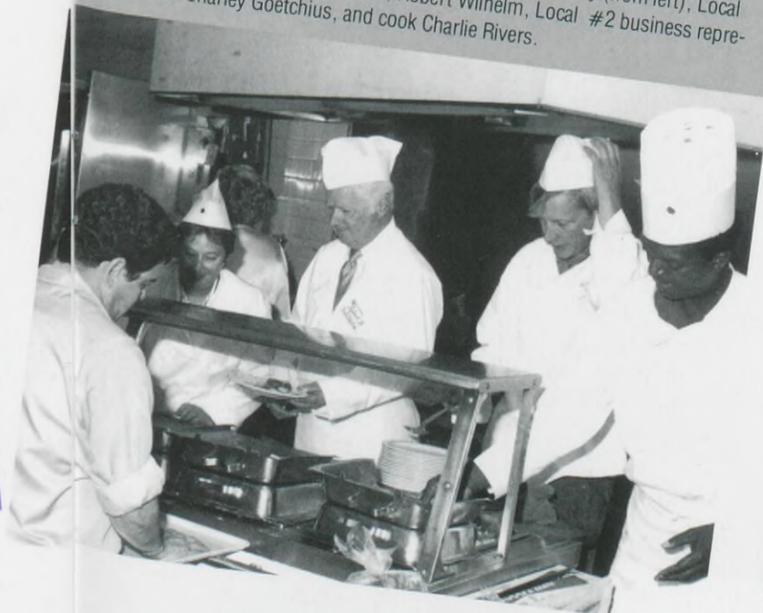


**Boston clam(ps) down on chowder competition #5**

More than 10,000 chowder tasters cast their ballots for "The Best Clam Chowder in New England" and voted Turner Fisheries Bar & Restaurant at The Westin Hotel, Copley Place number one for the second straight year at the 7th annual Great Chowder Cook-Off. Turner Fisheries took on 20 of New England's best seafood restaurants in September and successfully defended its title for the best clam concoction in New England. Turner's will now be heralded and retired to the Great Chowder Cook-Off's Hall of Fame in 1989. Heading up the crew for Turner Fisheries at the cook-off in Newport, Rhode Island were, from left, Frank Wetenkamp, banquet manager; Susan Ebol, Turner Fisheries manager; Norman Wade, executive chef; and management trainee-turned-Mermaid, Anne O'Day. For this mouthwatering clam chowder recipe, turn to the Back Page.

**United effort**

The Westin St. Francis reports it is on target for increasing its United Way contribution by 10% over last year. And Managing Director Robert Wilhelm ought to know. He has served as the hotel division chairperson for the United Way campaign in 1987 and 1988. To kick off the fund drive at the hotel, management hosted the 1,200 employees to a prime rib luncheon, being served up here by (from left), Local #2 union president Sherri Chiesa, Robert Wilhelm, Local #2 business representative Charley Goetchius, and cook Charlie Rivers.



**Doorman for a day... for United Way**

In a fund-raising challenge, The Westin Hotel, Chicago and The Westin Hotel, O'Hare raised over \$31,000 for United Way. Competing to see which hotel could raise the most money for the cause, the two Chicago hotels agreed that the losing hotel's general manager would act as doorman/luggage attendant for a day at the winning hotel. The Westin, O'Hare raised \$19,150 and The Westin, Chicago raised \$13,200. So in October, Hartmut Ballin, left, The Westin Hotel, Chicago's general manager, cheerfully donned his doorman's uniform and opened doors, greeted guests, and carried baggage at The Westin Hotel, O'Hare. Rick Layton, former general manager at the O'Hare property, congratulates Ballin for a job well done.



**Pastry great meets opera great**

Opera great Luciano Pavarotti congratulates The Westin St. Francis pastry chef Joel Barbier on his confectionary creation — a four-foot-high sculpture of the famous tenor, plus a 500-pound replica of the San Francisco Opera House. Barbier, along with Jean Marc Polintan, created the sculpture (and accompanying cake) for the 50th anniversary of the San Francisco Opera Guild's Fol de Rol, catered by The Westin St. Francis.



**7 pounds, 15 ounces of 'Westin'**

Debbie Sloan was on her way to work at The Westin Crown Center last October, the last day of work before her scheduled maternity leave, when baby decided it was time to announce his imminent arrival.

Later that afternoon, 7-pound 15-ounce Westin James Sloan was born. The proud parents of their second child said they didn't really decide on Westin as a name for their little boy until after the baby was born; it seemed quite appropriate under the circumstances.

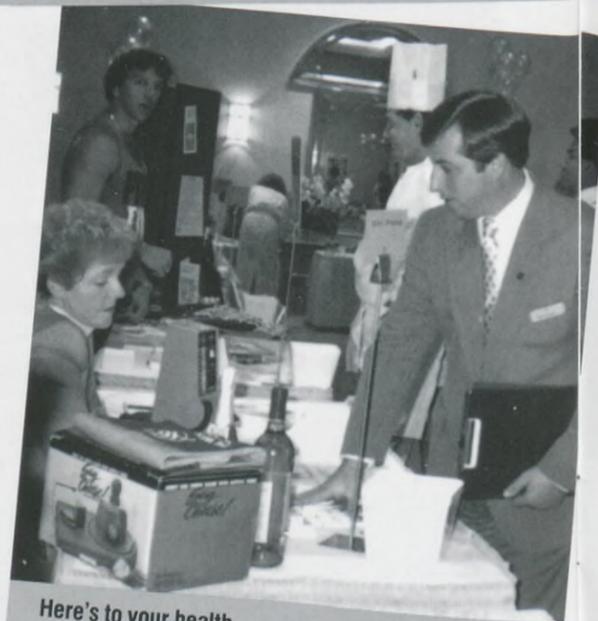
Debbie has worked for The Westin Crown Center for six years, and is currently a convention services secretary. It seems having given birth to little Westin was not Debbie's only accomplishment this past year; she was also employee of the month in May, and, reports the hotel, she was not absent one single day during her pregnancy.



**'I knew him when ...'**

Last October, Bill Lucas welcomed presidential candidate George Bush to The Westin Crown Center for a campaign fund-raiser.

Former candidate Bush is now President of the United States, but Lucas can claim he knew him when he was just a regular guy (well sort of).



**Here's to your health ...**

From weight loss to earthquake preparedness. At their first health fair late this past summer, The Westin Hotel, San Francisco Airport employees had the opportunity to learn about a variety of health related topics.

Over 200 employees attended the fair which featured booths on smoking cessation, nutrition, skin care, drug and alcohol rehabilitation, counseling, child care and more. (Of course, admitted the Human Resource staff and sponsors of the event, it didn't hurt to move paycheck distribution to the site of the fair!)

In any event, Marc Fox, one of the key event organizers, reported that a good, and educational, time was had by all. Here David Adler, director of food and beverage, carries on a "healthy" discussion with one of the fair's participants.



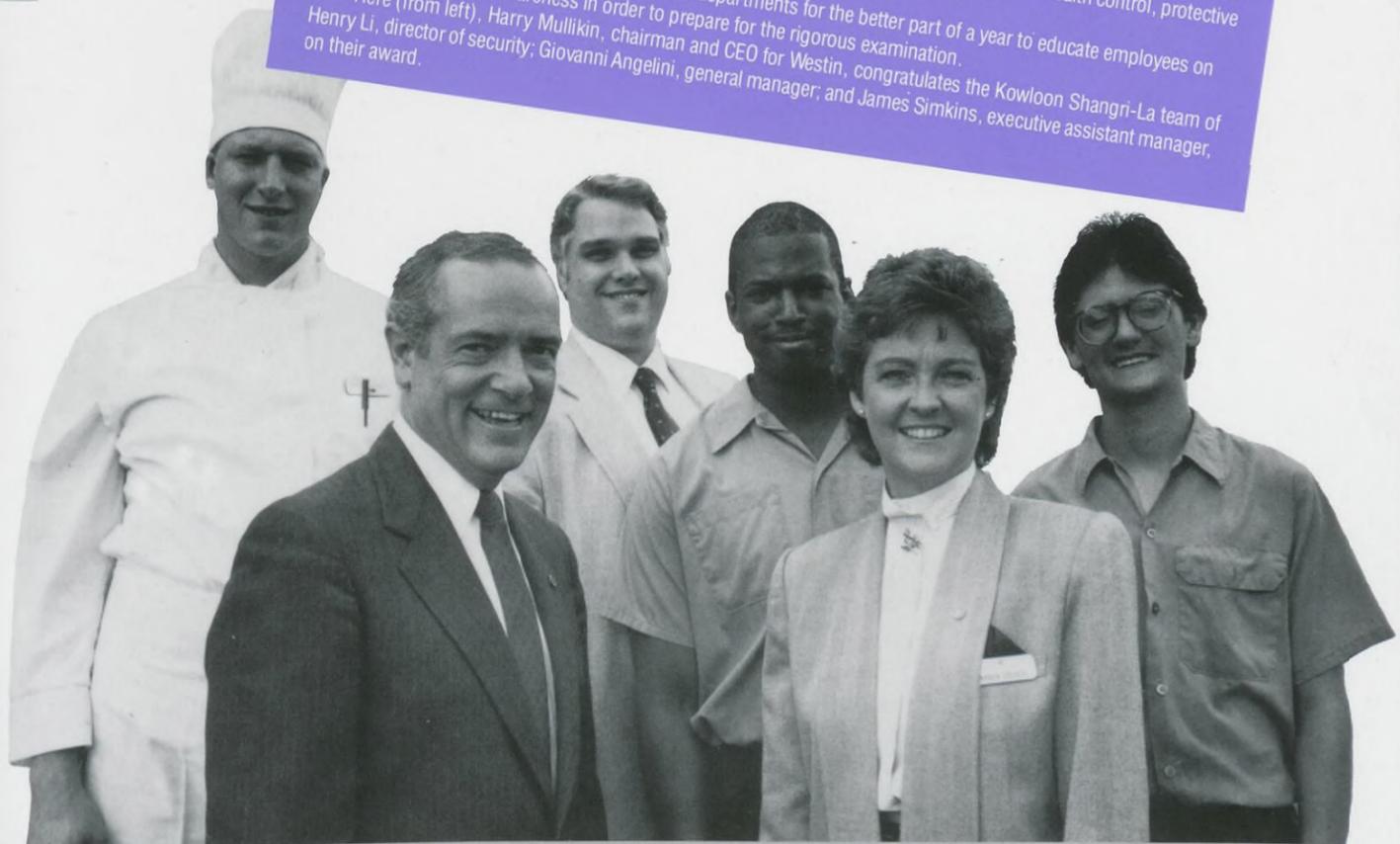
**Safety stars**

The Kowloon Shangri-La, Hong Kong, and The Westin Plaza and Westin Stamford, Singapore, were recently awarded advanced star ratings by the International Loss Control Institute. The hotels are the first in Asia to qualify for this honor.

To be considered for this special rating, the hotels were examined by independent auditors on 15 key elements of safety and loss control ranging from emergency preparedness and accident investigations to health control, protective equipment and hiring and training personnel.

A hotel management team worked with all departments for the better part of a year to educate employees on safety procedures and awareness in order to prepare for the rigorous examination.

Here (from left), Harry Mullikin, chairman and CEO for Westin, congratulates the Kowloon Shangri-La team of Henry Li, director of security; Giovanni Angelini, general manager; and James Simkins, executive assistant manager, on their award.



**Employer of the Year**

The Westin Hotel, O'Hare has been named "Employer of the Year, 1988" by The Center, an agency responsible for the training and rehabilitation of people with disabilities.

Currently, the hotel has 10 employees hired through The Center in their stewarding, culinary and banquet department.

Pictured here: front, from left, Rick Layton, former general manager; Karen Crouch, director of human resources. Back, from left, Sean Murphy, culinary; Larry Riederer, human resources coordinator; Milton Smith, stewarding; Jimmy Clemons, stewarding.

# BACK

## Walking the plank, Cincinnati-style

**H**ow do you inform a group of corporate travel bookers about your hotel, and the special program you have established to recognize, and capture more of their business?

The Westin Hotel, Cincinnati made them walk the plank.

But let's start at the beginning.

"Cincinnati Select" is the name of The Westin Hotel's new program targeting local business travel coordinators. What it does is offer enrollment to travel coordinators

two-hour function at the hotel. The theme of the event: "Unlock the treasures of The Westin Hotel."

When guests arrived, they were given keyrings with special keys, and a treasure map. The map guided them to different function rooms, where they tried to open treasure chests containing a variety of prizes.

In the ballroom, the treasure chest contained ten silver keys. The recipients of those keys then "walked the plank" to the stage where the last treasure chest awaited them — holding the grand prize of a one-week vacation in New Orleans.

Kendal Elder is the hotel's "Cincinnati Select" manager.



booking 25 or more room nights a year, which translates into benefits for the travel coordinator, cost savings for the company and special amenities for the company's business travelers.

To kick off the program, special mailings and invitations went out inviting travel bookers to a



## Turner Fisheries award-winning clam chowder

**W**ash clams. Place quahogs in pot with 1/2 cup water. Cover tightly, steam until clams open. Repeat this process with

- 10 Cherrystone clams
- 6 Quahog clams
- 1 Medium Onion (chopped & blanched)
- 1 Rib Celery (chopped & blanched)
- 1 Large Potato (diced & blanched)
- 32 oz. Clam Juice
- 1 pt. Heavy Cream
- 1 Cup Water
- 4 oz. Clarified Butter
- 1 Clove Garlic (minced)
- 1/4 tsp. Thyme
- 1/2 tsp. White Pepper
- 1 Small Bay Leaf
- 4 oz. Flour

cherrystones. Remove clams from shell, chop coarsely, and reserve broth in separate container.

If fresh clams are not available, substitute with 12-14 oz.

canned or frozen clams, and use an



additional 8 oz. of good commercial clam juice.

In same pot, add 4 oz. clarified butter, garlic. Saute 2-3 minutes. Add onions, celery, spices. Saute until onions are translucent. Add flour to make roux, stirring constantly. Cook over low heat for 5 minutes (don't brown). Slowly add clam juice, stirring constantly. Simmer for 10 minutes. Add potatoes and cook until tender. Add cream and clams and bring to a boil. Season to taste.

Serves 10.

## Diners love 'Shang' and 'Glove'

**T**he Velvet Glove restaurant at The Westin Hotel, Winnipeg, has been listed among the 100 winners in EnRoute magazine's "Great Canadian Dining Contest."

The restaurant was selected by EnRoute's half

million readers as one of their 100 favorite Canadian dining establishments.

Quoting EnRoute: "The Velvet Glove remains

a Winnipeg favorite, largely because of the attention paid to detail. Well-maintained surroundings are attractive and comfortable, service is smooth and prepared to be adaptable, and the cooking is reliable and tasty."

Also earning diners' praise was the **Shang Palace**, Kowloon Shangri-La's Chinese restaurant.

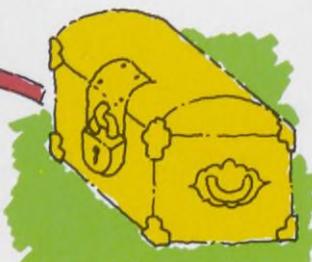
In a tourist poll aimed at finding the high-



est levels of courtesy and service in local restaurants, the Shang Palace was voted one of the 20 most outstanding dining spots in Hong Kong.

In addition, Neil Wong, the restaurant's assistant manager, was given a Merit Award for his work in maintaining the restaurant's highest service standards.

The poll and awards were sponsored by the Hong Kong Tourist Association.



## 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 personal 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 FRONT.

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