



WESTIN HOTELS

JULY 1983

Front!



The Westin Hotel, Copley Place Boston — “RUNNING WITH A WINNER”
(Story, page 5)

NEWSFRONT

Moving on Moving up

Chuck Abbott, assistant front office manager, The Westin Hotel, Seattle, to assistant front office manager, The Westin Hotel, Copley Place, Boston.

Patrick Beaudoin, chef de partie, Camino Real, Mexico City, to sous chef, The Westin Oaks, Houston.

Robert Bormes, front office manager, The Westin Hotel, Chicago, to senior assistant manager, The Westin Benson.

John Brick, beverage manager, The Westin Hotel, Cincinnati, to beverage manager, The Westin Hotel, Copley Place, Boston.

COVER: Neighboring the Boston Public Library (right), a familiar old city landmark, The Westin Hotel, Copley Place adds a soaring and architecturally exciting new city landmark.

The low building to the left of the hotel is site of the yet-to-be-opened Neiman-Marcus specialty department store, a major retail tenant of the 9.5-acre Copley Place complex of shops, restaurants, entertainment and office and residential buildings.

The Westin Hotel, Copley Place, which opens on July 20, is featured on pages 6 and 7 of this issue.

(Photograph by Sam Sweeney and TAC, The Architects Collaborative, Inc., design architects for The Westin Hotel, Copley Place.)

Front!

A monthly publication by and for employees of Westin Hotels

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Phillip Evans, gardemanger, The Westin Hotel, Cincinnati, to chef/main kitchen, The Westin Hotel, Copley Place, Boston.

Frank Gill, national sales manager, The Westin Galleria, Houston, to national sales manager, The Westin Ilikai.

Michael Hoepke, chef de cuisine, Century Plaza, to executive chef, The Westin South Coast Plaza.

Hotels awarded for 'Conference Excellence'

Two Westin hotels, the Arizona Biltmore and The Westin Crown Center, were among the 14 U.S. hotels and resorts rated as the 1983 winners of the McRand Award for Conference Excellence.

The annual awards, presented by McRand, Inc., a leading business service firm providing communications and conference management expertise to corporations, are based on nominations by meeting executives of more than 100 leading U.S. corporations.

All nominees are researched for their performance then the findings are presented to a judging committee for final selection.

The judging evaluation criteria includes lodging and banquet facilities, quality of food and service, and recreational offerings, as well as staff coordination and conference planning expertise.

This is the second year in a row that the Arizona Biltmore has been selected as a McRand Award winner.

Bob Karch, senior assistant manager, The Westin Oaks, Houston, to senior assistant manager, The Westin Peachtree Plaza.

Patrick Kelly, executive assistant manager, The Westin Hotel, Calgary, to executive assistant manager, The Westin Bayshore.

Randy Lionberger, director of purchasing, Williams Plaza, to director of purchasing, The Westin Hotel, Copley Place, Boston.

Charles Marine, management trainee/laundry, The Westin Galleria, Houston, to laundry manager, The Arizona Biltmore.

Susan Matlin, assistant housekeeper, The Westin Hotel, Chicago, to assistant director of housekeeping, The Westin Hotel, Copley Place, Boston.

Neil McLaren, executive sous chef, The Arizona Biltmore, to executive chef, The Westin Wailea Beach.

Mark Miller, assistant front office manager, Century Plaza, to front office manager, The Westin Galleria, Houston.

Judy Minkins, assistant housekeeper, The Westin Oaks, Houston, to assistant director of housekeeping, The Westin Hotel, Renaissance Center Detroit.

Alicia Neloms, restaurant manager, The Westin Bonaventure, Los Angeles, to Brasserie manager, The Westin Hotel, Copley Place, Boston.

James Pell, pastry chef, The Westin Hotel, Vail, to assistant pastry chef, The Westin Hotel, Copley Place, Boston.

Douglas Rountree, sous chef, The Westin Hotel, Cincinnati, to banquet chef, The Westin Hotel, Copley Place, Boston.

Jan Segers, senior assistant manager, The Westin Bayshore, to director of rooms, The Westin Hotel, Ottawa.

David Shackleton, director of marketing, The Westin Bayshore, to executive assistant manager, The Westin Hotel, Calgary.

Hans Weiler, chef patissier, The Westin Ilikai, to pastry chef, Mauna Kea Beach.

CORRECTION

The June issue of Front! reported Bob Chamberlin as director of marketing, The Westin Plaza & Stamford, Singapore. Chamberlin's title is director of sales/North America for these Singapore properties.

Recently appointed as manager-marketing for The Westin Plaza & Stamford in Singapore is Steve Maroney. George Helmstead is director of sales for the hotels.

Management appointments

John Hollender, resident manager for the Shangri-La, Hong Kong, has been named general manager for The Westin Hotel, Vail, replacing Steve Harper who has left the company.

Bernard Agache, executive assistant manager at The Westin Hotel, Toronto, has replaced Jorg Lippuner, who resigned from Westin, as general manager of The Westin Bonaventure, Montreal.

Replacing Hollender as resident manager for the Shangri-La, Hong Kong, is Andrew Jones from executive assistant at The Westin Bayshore.



Working in small table groups on selected topics, attendees wrestled with Megatrend concepts.

ROOMS CONFERENCE

The focus was on

GUEST EXPECTATIONS

The Westin Hotel, Seattle, hosted the 1983 Rooms Conference welcoming more than ninety delegates to a four-day session in early June.

Chaired by David Ling, Director of The Westin Hotels' Rooms Division, the conference provided an international forum for the discussion of opportunities and challenges of the '80s.

Highlights of the program included full afternoon sessions for senior assistant managers and directors of housekeeping to discuss operating problems and systems. An "Exhibit Hall" attracted displays of state of the art technology and systems from selected international vendors.

Ling introduced the "Quality Levels Program" designed to assist hotels in evaluating product and service levels from the perspective of the expecta-

tions of each hotel's guest. Along that line was the introduction of the new bathroom amenities program which will ensure Westin guests of internationally preferred personal care products in each hotel.

Guest speakers included Dr. Anthony Marshall, Dean of the School of Hospitality at Florida International University, an authority on risk prevention and members of the Naisbitt Trend Group who conducted an afternoon seminar "Megatrends in World Society."

Another highlight of the session was the opportunity for the delegates to attend three of five special meetings, conducted by corporate officers and staff. Session topics featured the "Application of the Operating Statement," "The Development Process," "Net Present Value/ROI Concepts," "Flow Charting Concepts" and an overview of the "Westsel"

Advertising, affirmative action is mid-year meeting focus

An in-depth crash course on two priority topics brought together Westin's hotel managers as well as a few corporate staff executives for a rare mid-year Operations and Marketing Forum in late June.

Major focus of the three-day event, held at the Westin Hotel, Vail, was on the what's, why's and how-to's of Westin's advertising and affirmative action philosophy basics.

Day one was climaxed with a preview presentation of a dramatic new advertising campaign proposal for 1984. It was presented by Ron LaRue, director of advertising and public relations, and members of the corporate advertising agency, Cole & Weber.

That presentation was introduced by Bill Newman, senior vice president, who described the steps taken by Cole & Weber and the newly established Westin Advertising Advisory Council in developing the campaign. (Comprising the Westin Advisory Council membership, which was formed in February, 1983, are hotel managers, Kim Chappell, Denis Forristal, Hermann Gammeter, Phil Hughes and Jim Treadway, as well as vice presidents Jack Gaines and Larry Magnan, and Creighton Casper, director of marketing, The Westin St. Francis.)

Prior to this, however, the group participated in an advertising seminar and workshop involving

presentations by some of the top people in the field. Among them, Bob Prentice, retired Lever Bros. advertising executive; as well as Lee Bartlett and other experts of the Cole & Weber staff.

The "Advertising A to Z" of that mostly full-day session ran the gamut from setting advertising objectives to improving working relationships with local advertising agencies.

Day two presented an equally intense seminar and workshop on the management of cultural diversity as a basic to affirmative action application. Organized by Greg Sadler, Westin's director of manpower planning and development, sessions were conducted by Elaine Carter and Mike Lythcott of Carter Associates, New York.

The sessions were designed to give Westin's managers new insights and tools for stimulating grass-roots affirmative action. Forum attendees were challenged to recognize and deal with cultural stereotyping and its effects on employee attitudes and productivity.

Dwight Call, executive vice president/operations and Forum chairperson, kicked off day three with a report on hotel operations year-to-date followed by forecasts for the balance of the year.

That final day was also "our turn" day for the managers. During morning break-out sessions, the hotel executives contributed their input of specific ideas for improving hotel operations and profitability.

automated group lead system.

Ling noted that more than a third of the participants were attending a rooms conference for the first time. "This year's program," Ling said, "was

dictated by input from the hotel attendees.

We focused on the priorities of greatest interest to our guests and gained some fresh ideas and insights from the many hotels represented."

FINANCIAL MANAGEMENT CONFERENCE

The focus was on MANAGEMENT SKILLS

For years it was known as the annual Accounting Conference.

This year's get-together, held at The Westin Hotel, Seattle in mid-May, was billed as the "1983 Financial Management Conference."

As to the name change, a glance at the conference agenda offered some clues. Most of the sessions focused on aspects of management in a program that listed such topics as Credit Management, Audit Management and Risk Management. But beyond this, a very valid reason for the name change was that it more accurately reflects a key role of conference attendees — the responsibility for the management of their respective hotel finances.

More than 70 hotel and corporate financial management personnel participated in the three-day session, which saw 16 of the delegates assuming responsibilities for general session presentations and workshop group discussions.

Conference Chairman, Bill D. Ellis, vice president and controller, Hotel Services for Westin Hotels, noted the agenda provided 16 hours of certified education units to assist hotel controllers in meeting their annual requirement of 32 hours of professional education.

Chairing discussion group sessions were: Jaakko Talvitie, controller The Westin Oaks; Bill McAleer, controller, corporate accounting; Walker Williams, Westin's director of personnel; Sandy Peiser,

director of internal audits; Terry Neils, controller, The Westin St. Francis; Ted Raymond, director of credit, Ray Whitty, vice president and corporate controller.

Six outside speakers provided the delegates with new perspectives as they related to major areas of financial management responsibility at

the hotel level. Subject areas ranged from property tax evaluations and assessment concepts to tip reporting.

Other Westin guests included Larry Magnan, vice president, Development; Jon Ballard, director of project finance; and Erwin Malleme, risk manager.

A highlight of the Conference, meeting in Seattle for the first time in more than a decade, was the "Roundtable Luncheon", which welcomed Westin's Chairman and President, Harry Mullikin.

From the opening challenges to hotel and corporate financial management posed by Robert C. Jenks, Westin's senior vice

president and treasurer, to the closing evening's Puget Sound tour, Conference attendees rated the meeting as one of the most successful and demanding they had attended.

Ellis noted that, "the program was developed in response to the interests voiced by the participants who identified the topics they felt were of highest priority in terms of their responsibilities. The fact that so many of the attendees carried key roles in presentations and discussion sessions added a great deal to the value of our meeting."



Seven Westin Hotels controllers sat for the examination required for certification as a "Certified Hotel Accounting Executive" (CHAE) in a two-day program that preceded the 1983 Financial Management Conference at The Westin Hotel, Seattle.

The accreditation program, conducted by the International Association of Hospitality Accountants, was spearheaded by Terry Neils, (front row, left) CHAE, controller of The Westin St. Francis, who serves as chairman of the IAHA Education Committee.

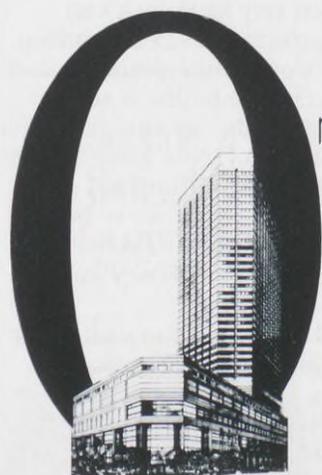
Dr. Charles Ilvento (front row, right) of the faculty of the School of Hospitality Management at Florida International University conducted a full day review meeting for the candidates and then served as official proctor for the examination session.

Westin Hotels is the first company in the industry to organize and conduct such a certification program.

The CHAE accreditation participant group (back row from left): Michael Horrocks, The Westin Hotel, Chicago; Phil Reed, The Westin Hotel, Seattle; Mike Scholtz, The Westin South Coast Plaza; Vic Shook, Williams Plaza. (Front row from left): Terry Neils; Chris Scala, The Westin Bellevue Stratford; Ken Jensen, The Westin Hotel, Renaissance Center, Detroit; Jim Wilson, The Westin Bonaventure, Los Angeles; Dr. Charles Ilvento.

THE WESTIN HOTEL, COPLEY PLACE

Boston's new benchmark for hospitality



On July 20, The Westin Hotel, Copley Place Boston opens its doors to the world (the official ribbon cutting ceremonies are set for August 1st).

In late May, *Front!* visited the 800-room, 36 story hotel site for some first-hand impressions and to meet with a few members of the hotel's management team.

Though interior construction was still in progress, elements of the hotel's visual knockout promise was well in evidence.

Also in evidence, a strong undercurrent of impatient anticipation of the hotel's opening from those staff members interviewed for this feature.

All knew they were running with a winner and were eager to share that message with the world. And, as expressed through their comments here, with the rest of their Westin family.

Upon initial contact, General Manager Bodo Lemke projects an image of warm cordiality with overtones, however, of his European background reserve.

But when he talks about the hotel, that reserve flies out the window. His enthusiasm mounts. He becomes expansive.

"It's going to be one of the most beautiful hotels in the company", he says, often referring to it as the "Century Plaza of the East."

As to its position in Boston, his claim is that it's "far superior to anything else in town — quality throughout. The only complete hotel in the city."

In support, Lemke is quick

to rattle off any number of plus factors about the hotel, every inch of which he is intimately familiar.

He talks of the handsomely decorated and luxuriously appointed guest rooms, the most spacious of any in the city, with their bay windowed views. The ideal combination of great restaurants, each with its own street entrance. The two stunning ballrooms and the exceptionally well-designed meeting room complex. The health club with its indoor swimming pool, saunas and whirlpool.

He points to the sophisticated elegance of the stunning lobby, rich in polished brass, and rose-colored marble

which he describes as "a traditional Boston statement." He calls attention to the designed-in quality of openness and natural light throughout that extends even to most of the back of the house areas including the employee cantina.

He emphasizes the hotel's matchless site adjoining the Copley Place complex with its two-level gallery of shops, restaurants and theatres anchored by the Neiman-Marcus high fashion department store, a skybridge away from the hotel. And the hotel's close-to-everything location near the heart of downtown yet adjoining Boston's elegant Back Bay neighborhood.

The list goes on. But none of



"...far superior to
anything else in town."

BODO LEMKE,
general manager

these physical attractions excites Lemke as much as one overriding operating philosophy element, which he assures is "going to make our biggest imprint" on the Boston hospitality scene.

That element — service.

"This is going to be a service intense hotel," he states with conviction. "It's a basic. People want courteous, friendly and helpful service from employees who really care, and that's exactly what we intend to give them. It's going to be our point of difference. Service Westin style at its best is what this city is waiting for. It's going to be a basis for our success."



"...three of the finest restaurants in one hotel."

BOB NIEDERHAUSER,
F&B manager

Bob Neiderhauser, F&B director, makes the statement that most of the fine dining rooms in Boston are in hotels. Then with a broad grin, he adds, "Now three of the finest are located in one hotel — this one."

"Take our special seafood restaurant, Turner Fisheries, for instance", Niederhauser explains. The restaurant is named for Boston's leading quality fish purveyor and from whom we'll be getting our supplies. This means we'll be assured of the best and freshest products available at every season."

The restaurant, with its charming Cape Cod decor, also features an oyster bar, entertainment lounge, and the largest selection of single malt scotches in New England.

The hotel's Ten Huntington restaurant is the address for superb dining. The menu focuses on an American/New England cuisine emphasizing fresh, local produce. The atmosphere is subdued, elegant and formal. But, as Niederhauser hastens to add, "Formal, but without starch. It's the kind of place that will not only appeal to the most proper of proper Bostonians, but will also attract the business traveler guest looking for a dining experience that's special yet warmly inviting and relaxed.

"Probably one of our busiest restaurants is the Brasserie," Niederhauser continues. "It's a bright, cheerful three-meal-a-day restaurant where guests can order anything from a quick sandwich to a full course meal with a fine bottle of wine."

Destined to become the hotel's busiest and most popular spot to congregate is the Lobby Lounge. An area of spacious elegance, it opens to lobby activity on one side and a window-wall view on the other. Here, in addition to cocktail service, guests can enjoy a morning continental breakfast or meet for mid-afternoon tea accompanied by small sandwiches, desserts, or sip a glass of champagne. Its location, just off the skybridge connection to Neiman-Marcus and Copley Place, makes it an easy access attraction for shoppers and

business people from the complex. Niederhauser estimates that once Neiman-Marcus opens (in February, 1984), daily traffic into the hotel lobby will be in excess of 5,000 persons.

The 24-hour a day guest room dining (which, by the way, originates from the Ten Huntington fine dining restaurant kitchen) offers a service unique to Boston — bottled liquor at liquor store prices.



"...the opportunity to prove itself."

MICHAEL CORR,
marketing director

There are a couple of things that I'm especially proud of," begins Michael Corr, director of marketing.

"One of them is that I was the first person on the project (since June, 1981). And the second is to be associated with this hotel. It's really going to be something special and a lot of credit for that goes to Bodo (Lemke) who has personally added a lot of nice quality touches since he's been on board. And he manages it as

though he owns it!"

Because of his over two and one-half years of residence exposure in Boston, Corr knows his market.

"Boston is not an easy-sell town," he says. "Bostonians are not that impressed with who you are or how good you are elsewhere. But they do have pretty definite ideas of what's right for Boston."

Consequently, local hotel promotion by Corr and his staff, though persistent, has been very low key. It's an approach that's been working.

"Community awareness and acceptance for the hotel is pretty high," he says, "and with the help of some good, straightforward advertising and public relations efforts, we've been able to establish a very strong local group and corporate business base."

Further afield in such major markets as Chicago, Washington, D.C. and New York, there were other challenges. Mainly, it was selling Boston as a destination.

"Oh, as a city, Boston has a lot of appeal — a special

mystique with its historic heritage and European city-like charm — but the city has never very heavily promoted itself as a major national convention center.

"Of course," Corr adds, "The Westin name does perk up ears. And the hotel's attractions, such as its super meeting facilities, restaurants, health club, location, etc. are all easy to sell. But first we had to sell Boston as the prime destination it is."

At that, Corr and his staff can chalk up some impressive successes. For the hotel's first few

months of operation, for instance, he rates group business for September, October and at least the first few weeks of November as "fabulous."

As much as anyone else on the hotel's staff, Corr has been anticipating the hotel's opening. He is most eager for the hotel to, at long last, have the opportunity to "prove" itself.

"...service, a basic throughout."

KARYN MARASCO,
front office manager

about the city and what's going on in town. They'll be ready to assist with any guest or visitor request from arranging for babysitters to confirming travel reservations.

They will also be working very closely with the convention services people helping out with such things as group activities or arranging tours for spouses.

Another first for a Boston hotel is the Westin's 24-hour daily door attendant and valet parking service.

But Marasco is particularly excited about the hotel's express check-out service, a first for the industry that was developed by David Ling, Westin's Rooms Division director.

She explains its operation: "When a guest holding a major credit card checks into the hotel, a credit card imprint is made and the guest is issued a no-delay check-out envelope.

"Early in the morning before departure, an itemized bill is prepared and slipped under the guest's room door. Later, as the guest packs to leave, he or she reviews the bill, signs it, inserts it into the no-delay envelope along with room keys and drops the envelope at the front desk box on departing.

"Of course," Marasco notes, "there will be times of exceptionally heavy check-outs of guests not using the no-delay system. But since this is a fully computerized hotel, registration and cashier desks can be interchangeably staffed as the need requires."

"The whole service-intense concept of this hotel is to make everything as simple and no-hassle as possible for our guests. As Mr. Lemke keeps stressing, service is going to be a basic and we're prepared to give it in every area throughout the hotel."

Largely because of the late appointment of a director of personnel, the bulk of The Westin Hotel, Copley Place's staffing responsibilities fell on the shoulders of Donn Takahashi, executive assistant manager.

As to the executive team staffing, Takahashi notes, "We wanted to position this hotel as quickly as possible from day one to immediately establish our reputation as the hotel leader in our first venture in New England. With only one chance to make a first impression, we're determined to make it the right one.

"We went after the best people we could get from throughout Westin; people who were well experienced in their positions. For most, it was a lateral move.

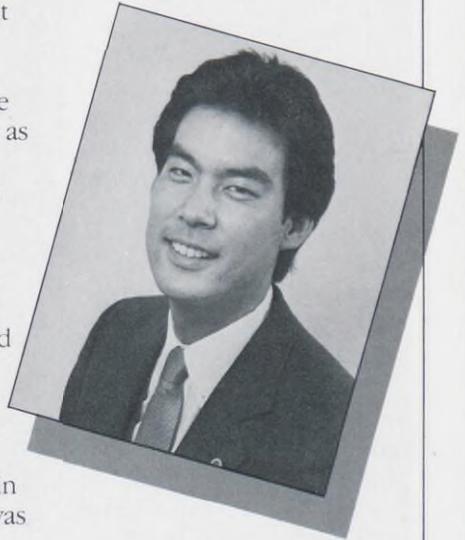
"We've been fortunate in putting together a top notch management team of experienced professionals. But just as important, all of this wealth of Westin experience that's represented has been crucial to the extensive staff training programs we've been implementing."

Five basic training programs as provided by Greg Sadler, corporate director of training, are scheduled for completion prior to the hotel's opening. They range from supervisor orientation to orientations for hourly employees. All are largely geared for the benefit of those 700 or so new locally-recruited employees.

The screening and hiring process, which began in mid-May, will continue to the July 20 opening with approximately 7,000 persons being interviewed.

"We've been pleased with the turnout," says Takahashi. "Most of the people we've interviewed are very enthusiastic, presentable and show a real eagerness to learn. A lot of great 'Westin people' potential."

Complicating the hiring process somewhat, however,



"...the best people we could get."

DONN TAKAHASHI,
executive assistant manager

was in adhering to the strict affirmative action goals as established by the city of Boston. Those goals for The Westin required a hiring mix of 50 percent female, 50 percent Boston resident, 30 percent minority, and 17.2 percent impact area resident, including from minority areas in Boston.

"That meant a lot of statistic keeping, department staff charting and it extended the hiring process", Takahashi explained, "but I'm pretty confident we'll meet that goal."

"However, I'm very confident", he concludes, "that we'll open with not only the finest hotel in town, but with the best staff as well."



Guests are going to be left with a lot of favorable lasting impressions of the hotel," predicts Karyn Marasco, front office manager, "and for a lot of reasons. For sure, one of them is the quality of service they've received."

She elaborates on a couple of cases in point relative to her area of operations.

"We're the only Boston hotel offering full concierge service from seven in the morning 'til ten at night seven days a week."

The staff has been locally hired — 80 percent are multi-lingual — and all are expected to be fully knowledgeable

PHOTONEWS

The suite tour

SAN FRANCISCO—With the completion of the \$32 million restoration of The Westin St. Francis, Bob Wilhelm, managing director, has embarked on a community relations program to showcase the hotel's newly refurbished suites. This included fund raising tour functions to benefit a local hospital and the Stanford University library.

A preview and reception for San Francisco's consul corp and prominent civic leaders of the newly restored MacArthur and State suites, was hosted in May by Wilhelm (right). At left is British consulate, John Bevin.



The burger stop

SEOUL—Korea's version of the U.S. WalkAmerica/Teamwalk — a 15 km Miles for Million Walk to benefit that nation's handicapped — was well represented by The Westin Chosun staff with over 200 employees and their family members participating. Though footwear varied,

walkers were easily identified in the crowd by their identical bright yellow tee-shirts sporting the hotel's name and the Westin symbol.

At the half-way point, weary walkers got an energy boost from a hotel-sponsored refreshment stand serving hot burgers and cold drinks as served by Dean Tinker (left), executive assistant, and Marc Hellback, executive chef.



The anniversary 'apple'

NEW YORK—On April 27, Trader Vic's celebrated its 25th anniversary in New York — eighteen of them at its present home at The Plaza. At the celebration party, which was held in the famed restaurant's kitchen, a new drink was introduced, appropriately named the "Big Apple", which has since been added to the cocktail menu.

Among the anniversary celebrants, which included members of the New York media, were (from left): Max Hom, manager, Trader Vic's; Hartmut Ballin, manager, The Plaza; Bill Ellis, Westin Hotels senior vice president; Heinz Blaume, executive food director, Trader Vic's.

The room-serviced bear

PORTLAND—Earl Robinson (right) room service manager at The Westin Benson, bearily blinked an eye when he received the order from one of the hotel's suites calling for a ginger ale cocktail, mixed nuts hors d'oeuvres — and a bucket of honey! He even managed to bear with it when, on serving the order, he was greeted by a 250 lb. Syrian bear with the unlikely name of Robin.

Robin, a performing star with the traveling Circus Vargas, had "checked" into the hotel with a couple of circus pals for a little R&R and to promote a little PR for the circus' upcoming run in Portland. While the Rest and Relaxation was a little hard to come by, Robin's visit did get her, and the hotel, a sizable slot in a local TV station's 10 o'clock news.



The jobsite tour

CHICAGO—During a recent visit to Chicago, Harry Mullikin (right) gets a personally escorted hard-hat tour of The Westin Hotel, O'Hare jobsite from Larry Alexander, general manager. The 550-room hotel is on schedule for its "Happy New Year" January 1, 1984 opening.

Many happy returns

ACAPULCO—A Las Brisas tradition for the past seven years is the hosting of some 60 to 80 select passengers of the Queen Elizabeth II to a luncheon during the Cunard cruise liners' Acapulco stopover on its annual world cruise. A familiar face at each of these gatherings is that of passenger Doris Thompson of London, England (center) who, during the most recent Acapulco stopover, celebrated her 16th Q.E. II voyage as well as her seventh Las Brisas luncheon. Pictured with Thompson at the hotel's Oyster Bar restaurant where the annual luncheons are held are Joseph Freudenthaler (left) executive chef, and Fernando Tovar, restaurant and bar manager.



MAUI—Dwayne Hickman (left) veteran star of the Doby Gillis TV series and currently a program executive with CBS television, with his new bride Joan Roberts, movie actress, pose with Gerald Wolsborn,



general manager of The Westin Wailea Beach, during their lengthy honeymoon at the hotel. The newlyweds were so

enchanted with the resort hotel that they promised to make it their "home in Hawaii" for the rest of their married lives.



The 'Royal Court'

HONOLULU—However else it's celebrated around the world, May Day in Hawaii is more popularly known as Lei Day during which whatever else is worn, floral leis are an essential accessory.

At The Westin Ilikai, Lei Day is celebrated with an elaborate show of music, dancing and singing talent by the employees for the entertainment of families, friends and hotel guests. The presentation of The Royal Court (pictured), costumed employees representing the King and Queen of Hawaii and the Princesses of the various islands, is a hotel tradition reflecting Hawaii's cultural heritage.



The 'Hokey Pokey'

PHOENIX—A foursome of food servers from The Adobe Steakhouse restaurant at The Arizona Biltmore represented the hotel in the recent Fourth Annual Arizona Waitress Olympics to place 16th out of a field of 28 teams. Olympic events included such challenges as carrying a tray of water-filled glasses and other items while racing an obstacle course without spills or losses.

The skills, spills and fun-filled events, which drew a tremendous crowd including a large contingent of hotel staff supporters, ended with the teams and coaches forming a large circle and dancing the "Hokey Pokey". The hokey-pokeying Arizona Biltmore team (from left): Mary Mers, Lynn Butterfield, Gary Kallman (coach), Joni Olson and Shira Musil.

The London connection

LONDON—With The Westin Hotel, Ottawa scheduled for an early October opening, Timothy Whitehead (right) general manager, traveled to London recently to host a business promotion luncheon for a gathering of the city's top corporate and incentive travel house decision makers.

Assisting Whitehead in his efforts to promote the new property, the city of Ottawa, and the Province of Ontario as a travel destination were Michael Holehouse (left) director of sales, Westin Hotels Sales Office/Europe, and Guy Price, Government of Ontario at Ontario House in London.



WESTINPEOPLE



Walkers are winners

PHILADELPHIA—That Philadelphia bills itself as the “City of Champions”, it’s finest hotel, The Westin Bellevue Stratford, can as rightfully bill itself as the “Hotel of Champions.” A case in point was the 1983 March of Dimes Superwalk that saw Tony Woodruffe (left), guest room server, and Dennis Holland (right), O’Brien’s restaurant chef, place first and third place respectively from among all walker participants.

The Philadelphia Walk, which was rescheduled for late May when heavy rainstorms forced the cancellation of the original Walkathon Weekend date, counted 48 Bellevue Stratford participants who raised a total of more than \$3,900.



Like being there

SEATTLE—Because he was hospitalized at the time, Hans Sumeri (right), director of security for The Westin Hotel, Seattle, missed out on his first Service Awards Banquet at which he was to receive his five-year pin. So the Banquet came to him. That is, a video tape rerun of the award

ceremonies was brought to his bedside by Jim Treadway, general manager, who also presented Sumeri with his pin. Though the hospital’s menu held little in common with the banquet’s gourmet fare, for the delighted Sumeri the presentation by Treadway was almost like being there.

Retiring chef honored

SAN FRANCISCO—Employee Awards Banquet ceremonies at The Westin Miyako highlighted the hotel’s 15th anniversary with special recognition plaques being presented to employees with the hotel since opening.

Among the veteran recipients was the hotel’s executive chef, Louis Capilla (left) who was given some extra special honors in that he was retiring from the company after 31 years of service. Capilla joined Westin at the then managed Oasis hotel in Palm Springs California in 1951. The plaque was presented by Tom Cortabitarte (right) the hotel’s general manager.



VIP

V I S I T S

Hardly a day goes by, that at least one Westin Hotel is not playing host to some noted personality whose name, if not the face, is internationally recognized.

Occasionally, there is a photographer on hand to record these VIP visits, and, as occasionally, the results end up at the Front! editor's desk such as with this recent collection:



HONOLULU—The lures of the "heavenly isles" of Hawaii attracts the Archbishop of Canterbury (left) for a stay at The Westin Ilikai that began with an aloha welcome from Tom Gurtner, general manager. It was the Archbishop who officiated at the wedding of Prince Charles and Princess Diana.



EDMONTON—The Aga Khan, religious and spiritual leader of the sect of Ismaili Moslems, and the Begum Aga Khan (left) are greeted upon their arrival at The Westin Hotel, Edmonton by Steve Halliday, general manager, and Minaz Abji, executive assistant. The visit was part of a series of trips being taken by the Aga Khan to mark the 25th anniversary of his accession to the Imamate of the Shia Imami Ismaili Muslims.



TORONTO—During the six-week run in Toronto of the play "Underground", its star, Raymond Burr, and the entire cast were at home at The Westin Hotel, Toronto. Burr, most popularly recognized for his starring role in the long-playing television series,

"Ironside", is pictured here flanked by Rudy Valiani, manager of the hotel's Trader Vic's restaurant where he frequently dined, and Antonio Farragos, the hotel's executive chef who, on several occasions, arranged special dinner parties for the actor.



SINGAPORE—Yashuhiro Nakasone, prime minister of Japan (left), is escorted to his suite at the Shangri-La by Bill McCreary, general manager, during his recent three-day visit to Singapore. The prime minister visited that country as part of an Asian tour and was accompanied by a delegation of top Japanese government officials and members of the Japanese press corps, all of whom were hosted by the Shangri-La.