



WESTIN HOTELS

July 1981

Thank you

A salute to the 'movers' behind the move

The move is underway, and soon we'll all call The Westin Building our new home.

And it's all thanks in part to the behind-the-scenes efforts of a lot of people — many of them Westin people — that we are making this move. And that we are making it as smoothly and easily as we are.

It is thanks to them, also, that we have such a beautiful building and attractive office spaces to move into.

Here's a toast to all those who have done the planning, procuring, overseeing and coordinating for this move — from drawing the first office floor plans to putting the last plant in place.

Working closely with Dwight Call, group vice president and building project officer, other key people, and eventually with all department heads, was Margaret Cruse of The Callison Partnership. Margaret and her assistant, Candace Key, along with Callison architect Bill Karst, were the principal people involved in the layout and design of Westin's office space.

Once the floor plans and design materials recommended by Callison had been approved, coordination responsibility was turned over to our Design & Construction division and Westin Services.

Larry Bailey, Design & Construction, has been project manager for The Westin Building. His involvement began about mid-1979, representing Westin's interest in the project, and included handling contract negotiations with the general contractor, Hoffman Construction, for Westin's tenant improvements (inside finish work).

Steve Schnoor, assistant project manager in D&C, began assisting Larry back about June of 1980. Once the actual construction started, Steve's primary responsibility was to

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Highest corporate honor goes to Westin's personable personnel expert Joan Mincy

"She shows exceptional concern for her fellow human beings."

So reads the closing line in the nomination of Joan Mincy, manager of Personnel Services, for the corporate offices Thurston-Dupar Inspirational Award for 1981.

For her take-charge and caring attitude, Joan was presented with the award, which includes a check for \$250 and a special service pin, at the Employees' Awards Banquet June 17.

Joan, who began her career with Westin in 1973 as a secretary in Personnel, has since become the company's resident expert on immigration—a task she undertook on her own after she recognized the need for someone in Personnel to be thoroughly familiar with the U.S. Immigration and Naturalization Service procedures.

And that's been a task to which Joan has, accordingly, thoroughly dedicated herself. The nomination reads, "Joan took it upon herself to find materials to read on the subject (of immigration) and sought out local attorneys and retired members of the Immigration Service to learn more about the subject."

And learn, she did. According to the nomination report, processing visa requests and then changing an employee's status to that of a permanent resident is "extremely complicated and difficult." But Joan has mastered the process, and by doing so, saved Westin thousands of dollars in attorney fees.

"Through her diligent efforts," the report reads, "Joan has become a non-legal expert in the field of immigration." Such an expert, in fact, that in December 1980, she was asked to speak on immigration at the World Trade Institute Convention, and in March 1981, at the Federal Bar Association annual meeting in Boston. She was one of the few non-attorneys ever to be asked to speak to the latter group.



Joan Mincy gets a congratulatory hug at the employees' awards banquet from Westin's president, Bob Lindquist.

And while it is not a part of her job description, Joan has helped many employees change their status from permanent residents to U.S. citizens.

Joan's caring for others extends outside her job as well.

Earlier last year Joan mounted a campaign within the corporate offices to collect empty cigarette packages to raise money for a young boy hospitalized with cancer. Joan didn't even know the boy, but when she heard about his need for expensive medical treatment, she went to work. She turned in thousands of the cigarette packages for his desperate cause.

Scratch pads aplenty...

Just what do you do with some 40 or 50 reams of outmoded Western International Hotels stationery?

That was the question Corporate Office Services faced several months ago. Their answer?

Make letterhead into scratch pads, and use the envelopes for inter-office mail.

Warren Sakai, office manager, has been collecting reams of the letterhead paper from all the corporate offices for conversion into plain white scratch pads.

Those pads, a supply that he expects will last maybe a year, are now available upon request from Central Purchasing. Call Jamie Miller, 3176, to order yours.

Mark your calendar

July 3: Corporate office holiday.

July 3-12: Seattle CityFair. A celebration of urban life and ideas to make city living better. Seattle Center. Admission: \$2.50 or \$1.00 with grocery bag of aluminum recyclables.

July 5-9: Food and Beverage Conference. Bellevue Stratford.

July 10-12: Corporate Fitness Challenge. Westin's team competes against about 30 other Seattle businesses in three days of events at the Seattle Athletic Club, Northgate.

July 10-11: Moving dates for Communications, Central Purchasing, Credit, Design & Construction (UAL Bldg.), Real Estate, Food & Beverage, Treasurer & Tax departments.

July 17-18: Moving dates for Financial Services, Internal Audit, Group Benefits, Personnel departments.

July 19-22: Property Maintenance Workshop.

July 20 or 21: Management Institute of the NW seminar, "Strategic Planning: Getting the Most Out of It." Dr. Ram Charan. Call Reed Sehon, 3157, for info.

COMING UP:

August 1: Westin company picnic. Lower Woodland Park.

August 18 or 19: Management Institute of the NW seminar, "Situational Leadership." Dr. Kenneth Blanchard. Call Reed Sehon, 3157, for info.

Let's hear it for Westin's fitness team

Two, four, six, eight, who do we appreciate?

Why, the eight members of the Westin Hotels Corporate Fitness Challenge team, of course.

Westin employees rising (jumping, running?) to this challenge which will pit about 32 Seattle corporate teams against each other in a three-day fitness battle are Frank Rodriguez, Debi Briest, Joni James, Don Sands, Rick Jones, Peter Blyth, Jamie Miller and Richard Powell (Washington Plaza).

The second annual Corporate Fitness Challenge will be held July 10-12 at the Seattle Athletic Club's Northgate facility. The teams will compete there in seven events — a long distance run, volleyball, hotshot basketball, racquetball, swimming, obstacle course and tug of war.

The \$500 entry fee for each team entered in the Fitness Challenge will be donated to Muscular Dystrophy.

Discounted Husky football tickets on sale now

Football season will be peeking around the corner soon, and if you're a Husky fan, you can buy tickets at discounted rates.

The regular \$10 tickets are for sale through Westin at \$8 and seating will be in or near the student section. If you'd like to attend the first game, Washington vs. Oregon State October 17, please send your check to Diane Taniguchi, D&C-3, by August 24. Make the checks payable to the University of Washington.

Group seating is available for other games also, Diane reports. If you'd like tickets for any of those games, please indicate your interest on the coupon below and send it to Diane. She will collect payment for these games later.

Name _____

Mail stop _____

Stanford, Oct. 31 _____

USC, Nov. 14 _____

WSU, Nov. 21 _____

Mail to Diane Taniguchi, D&C-3

Need quick info? Call the library

Need the address of an out-of-town company? Or need to know what the plural of mongoose is?

No matter what the question, chances are the Seattle Public Library will be able to answer it.

The library has at least a half-dozen telephone lines that may lead you to any number of enlightening informational tidbits. You might want to apply your scissors to this list and keep it handy:

Seattle Public Library

Quick information 625-2665
Directory Service (out of town

numbers) 625-4972

History 625-4947

Newspapers 625-4985

Business 625-4971

Securities, business (for

corporation addresses) 625-4973

Literature, language

(grammar, etc.) 625-4951

A quick phone call might save you time and money in the long run — and maybe some embarrassment as well.

Recommended reading...

... the May issue of *Lodging Hospitality* magazine.

In it, a question and answer feature about hotel executive housekeepers. The article is an informative piece in itself, but it also features interesting comments by Ray Sylvester, director of rooms.

Travelers take notice

Grayline's Hustle Bus to and from the Sea-Tac airport is often a convenient way to get back and forth from the airport.

But did you know that you can take the Hustle Bus at a reduced rate? Just present your current Westin I.D. card to the driver and you'll pay only \$2.50. Regular fare is \$4.

The Hustle Bus departs the Washington Plaza for the airport every 30 minutes from 6:20 a.m. to midnight, and leaves the Olympic garage every 30 minutes beginning at 5:30 a.m.

The discount is also good if you're at the airport, heading back into Seattle.

Employee Awards Banquet a smashing success

Ask anyone who was there.

You'd be hard pressed to find an attendee not enthusiastically agreeing that this year's Service Awards Banquet was, by all counts, a smashing success.

Much of the credit for that success goes to the banquet planning committee members — Teresa Keller, Cherie Ohlson, Cat Regan, Jim Gyselman, Bob Graves, Harvey Cannova and Laurie Rounds — who orchestrated the gala event held at the Washington Plaza on Wednesday evening, June 17.

Deserving of special kudos were such inspired touches as the stunning table-top arrangements that featured Westin's wine-red and silver-gray corporate colors; the gourmet menu and wine selection; and a new approach to the award presentation ceremonies. The presentations were interspersed at intervals throughout the dinner in groups according to the five-year service multiples.

Also deserving of high praise, and receiving a standing ovation from the audience for their superb performance, were the Washington Plaza's food and beverage staff members.

Attending the 1981 banquet were corporate employees of five or more years of service with Westin, as well as a number of retirees. Special guests of this year's function were the retirees and Quarter-Century Club members formerly employed at The Olympic.

A banquet highlight was the presentation of the Thurston-Dupar Inspirational Award for the corporate offices to winner Joan Mincy, manager, Personnel Services. (See story details, page 1.)

Bruce McKibbin, vice president/Marketing, presided as the evening's master of ceremonies.

Service award pin recipients are listed on the following page according to service year group.

5 year awards



Group Vice President Chris Marker (back center) presented the five-year awards to (front row, l to r): Vicki Caldwell, Marilee Earlywine, Patti Kalinski, Ted Raymond, Bonnie Lambers. (Back row, l to r): John Schneider, Joan White, Dean Schindler and Sheri Fike. Not pictured, Byron Brady and Ken Kitchin.

10 year awards



Group Vice President Dwight Call (back left) made the 10-year awards presentations to (left to right): Mary Ashurst, Marcia Stafford, Susan Picht, Barbara Forsell, Jacques Bourgeois and Joan Parker. Not pictured, Chuck Brown.

15 year awards



Jim Gyselman



Lois Webb



Ken Williams



Gabe Fonseca

20 year awards



Bob Fay



Bob Rieflin

25 year award



Dwight Call

30 & 40 year awards



C.R. Lindquist (left), Paul Matteucci (center) and Bill Keithan (not pictured) received their 30-year awards. Harry Mullikin (right) received his 40-year award.

Honored . . .

40 year award

Harry Mullikin

30 year award

Bill Keithan
C.R. Lindquist
Paul Matteucci

25 year award

Dwight Call

20 year award

Bob Fay
Bob Rieflin

15 year award

Gabe Fonseca
Jim Gyselman
Lois Webb
Ken Williams

10 year award

Mary Ashurst
Jacques Bourgeois
Chuck Brown
Barbara Forsell
Joan Parker
Susan Picht
Marcia Stafford

5 year award

Byron Brady
Vicki Caldwell
Marilee Earlywine
Sheri Fike
Patti Kalinski
Ken Kitchin
Bonnie Lambers
Ted Raymond
Dean Schindler
John Schneider
Joan White

A salute to the 'movers', continued

coordinate the general contractor's work to meet Westin's requirements. He also worked closely with the architect and Hadley Properties, the building's "landlord" and one-third part owner. (Westin and the Clise Agency are the other two building owners.) His job was to help assure that the building was going up according to plan and on schedule.

Once the shell of the Westin Building was well on its way to the 34th story, Westin Services became involved in procuring all the interior design items, including furniture, carpeting, fabrics and coffee room and lunchroom equipment.

Etta Northern, assistant manager, interior design procurement, has had the nearly full-time responsibility since December 1980 of ordering most of the interior design items. She has been assisted by secretary, Fran Santini, and procurement coordinator, Rose Shaffer.

Dieter De Haan, manager, interior design procurement, ordered all the carpeting we'll be treading upon, and Dave Ferguson, assistant manager, food facilities planning, was responsible for getting all the coffee room and lunchroom equipment ordered, which includes coffee-makers, refrigerators, stoves, microwave ovens, etc. Jim Gyselman, assistant purchasing manager, general supplies, ordered all the audio visual equipment and also such lunchroom items as silverware and dishes.

As the building and Westin offices neared completion, Jerry Gunderman, Corporate Office Services manager, assisted by Warren Sakai, office manager, and Christy Smith, assistant office manager, began preparing the move logistics. We all have received by now several memos from that office outlining moving dates, procedures and instructions.

Jerry and his staff have been, and will be, working closely with the moving company, Lile Moving & Storage, and moving consultant Brian Handley, who has been coordinating the placement of new furniture, plus getting some existing furniture reupholstered and refinished.

Once we're all in the new building, Jerry's staff will be responsible for answering our questions and taking care of any problems that may arise in our new home.

And last, but not least, kudos are due the moving assistants, those people selected from each department to help coordinate an efficient move in their

respective areas. They include Christy Smith and Dave Maffit for the Executive Offices; Dee Zellers, Rooms; Frank Rodriguez and Charlene Chabin, Marketing; Cathy Fabel, Jim Gyselman, Martha Perschbacher, Salli Dick and Barbara Forsell, Westin Services; Bill Simpson and Diane Taniguchi, Design & Construction; Jean Robeson, Insurance; Ramona Erickson, Development; Bob Graves, Credit; Jim Gildenvan, Food & Beverage and Real Estate; Jim Swanson, Internal Audit; Dee Marchant, Elaine McBride, Jim Pope and Fred Kraus, Financial Services; Jamie Miller, Central Purchasing; Linda Plumb, Corporate Communications; and Nancy Barthlow and Cliff Slade, Personnel.

Westin's corporate family salutes all these people, and others, who have given of their time and talents towards making our coming home to The Westin Building a most pleasant "moving experience."

Gotcha covered...

Yes, Safeco may sell United Healthcare.

But no, United Healthcare is not going out of business.

And yes, Westin employees whose health care coverage is with United Healthcare will continue to receive complete coverage.

After a *Seattle Times* article several months ago announcing that Safeco was trying to sell UH, speculation was astir that perhaps United Healthcare would fold. The health care company was reportedly not performing up to optimum expectations, but, says, Safeco, UH has been working to strengthen and improve its program to make it more cost effective.

According to Group Benefits, those of us covered under United Healthcare are fully protected and in the unlikely event that the company should become insolvent, we would automatically be able to switch over our coverage to either Connecticut General or Group Health.



\$500 makes for big smiles...

Ruth Kozak's \$500 check from Westin Hotels Personnel for her participation in the employee referral program couldn't have come at a more opportune time. Ruth (left) figured the extra \$500 would soon be put to good use during a planned trip to Las Vegas. The corporate accounting secretary, referred Jo Mazzone (right) to Westin for a job opening in Payroll as a payroll clerk. Jo was hired, and after 60 days on the job, Ruth received her compensation for the referral. Ruth is the second Westin employee to have received \$500 in this program, instituted last fall. The first check was issued by Westin Services Personnel to WS employee, Janette Baker.

Profile Brief

**Diana Miller—
she helps us
communicate**



She started out thinking she wanted to be a travel agent. She found out she really didn't. But during her schooling, Diana Miller discovered she *did* love her involvement with computer-age technology and working with the computer-age hardware.

In fact, she cut her "communications teeth" on United Airlines' Apollo reservations system during her travel agent training, and that gave her a little jump on her work here at Westin in the Rooms Division as our Westron/Telex coordinator.

Diana sends out about 600 Westron and 400 Telex messages each month on the average, and the number of incoming messages which she distributes to Seattle employees is even higher. In all, Diana is handling well over 2,000 messages — incoming and outgoing — each month. That's close to a hundred messages per day.

Diana sends and receives communications over the Telex (international properties and outside companies) and Westron (U.S., Canada, Mexico and Hawaii hotels).

On the Westron she handles two types of communications. One is what she calls the "admin," or administrative message, and the other is the reservation request, both for employee comp rooms and business travel.

Sending a message over either system works something like this:

By punching in a specified code Diana tells the machine what kind of communication she is sending (admin or reservation), where and to whom. Then she types out the message on the keyboard. The message is received

(printed out) on the destination's printer almost simultaneously.

Her printer makes a verification copy of the message, which she mails to the sender, along with the sender's original copy of the message. And, when the sender's reply comes in on Diana's printer, that too, is sent out post haste via inter-office mail.

Another function of the Westron system is to store "hotel facts," that is, up-to-date descriptive information about each of Westin's hotels. Should Diana need requested information, for example, on a hotel's current occupancy figures, or its room rates, or if it has a golf course, she can call up that hotel's "fact file" from Westron's computer memory by punching a code on her terminal. The information appears instantly on her video screen.

When Diana comes to work in the morning, her first task is to mail out to employees the incoming Westron and Telex messages received on the printers overnight. Once that's done, she begins sending the outgoing messages.

"I try to send them out as they come in," Diana explains. "In any case, I try to get all messages out by 5 p.m."

She finds that the volume of Westron and Telex messages fluctuates dramatically from day to day, although she can usually count on Fridays being fairly hectic.

"In the spring, I also get a lot of employee comp reservation requests, forwarded through Personnel. I guess that's because everyone's beginning to plan their summer vacations."

To help expedite messages, especially on her busier days, Diana offers some helpful, time-saving suggestions for users of the Telex and Westron systems:

- Mail your out-going messages to her (Rms 7), but if you have a priority message, it can be phoned in.

- Proof your messages carefully—this may save Diana having to call you if there's something she can't read or understand.

- Either type or hand-print the message on the forms provided.

- If a Telex is going to someone outside the company, and you know the Telex number, note it on the message.

While much of Diana's job involves working with her machines, which she "just loves," she also enjoys talking to employees and getting to know so many of them over the phone.

"I'm looking forward to matching the voices with faces once we're in the new building," Diana says.

Moving in— moving on

(New corporate office hires and transfers into, within and out of the corporate offices.)

WELCOME TO...

Karen Herrman, payroll clerk, Payroll.
James Kafka, project manager, Hotel EDP Systems.

Cliff Winkfield, from director of security, Crown Center, to corporate security director, Rooms division.

...AND MOVING ON

Dennis Langley, from assistant to the Chairman, Chairman's Office, to closing coordinator, Space Needle.

Barbara Ogle, from secretary, Westin Services, to personnel assistant, Westin Personnel.

Christy Smith, from secretary Corporate Office Services, to assistant office manager, Corporate Office Services.

George Williams, from Westron planning manager, Marketing, to assistant to the Chairman, Chairman's Office.

Correspondents

HOMEFRONT correspondent for *Financial Services* is **John Olafson**. You can reach John with any *HOMEFRONT* news items at extension 5246.

(Those not in *Financial Services* should contact the correspondent in your department or division listed below.)



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Rooms	Dee Zellers
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