

# Front!

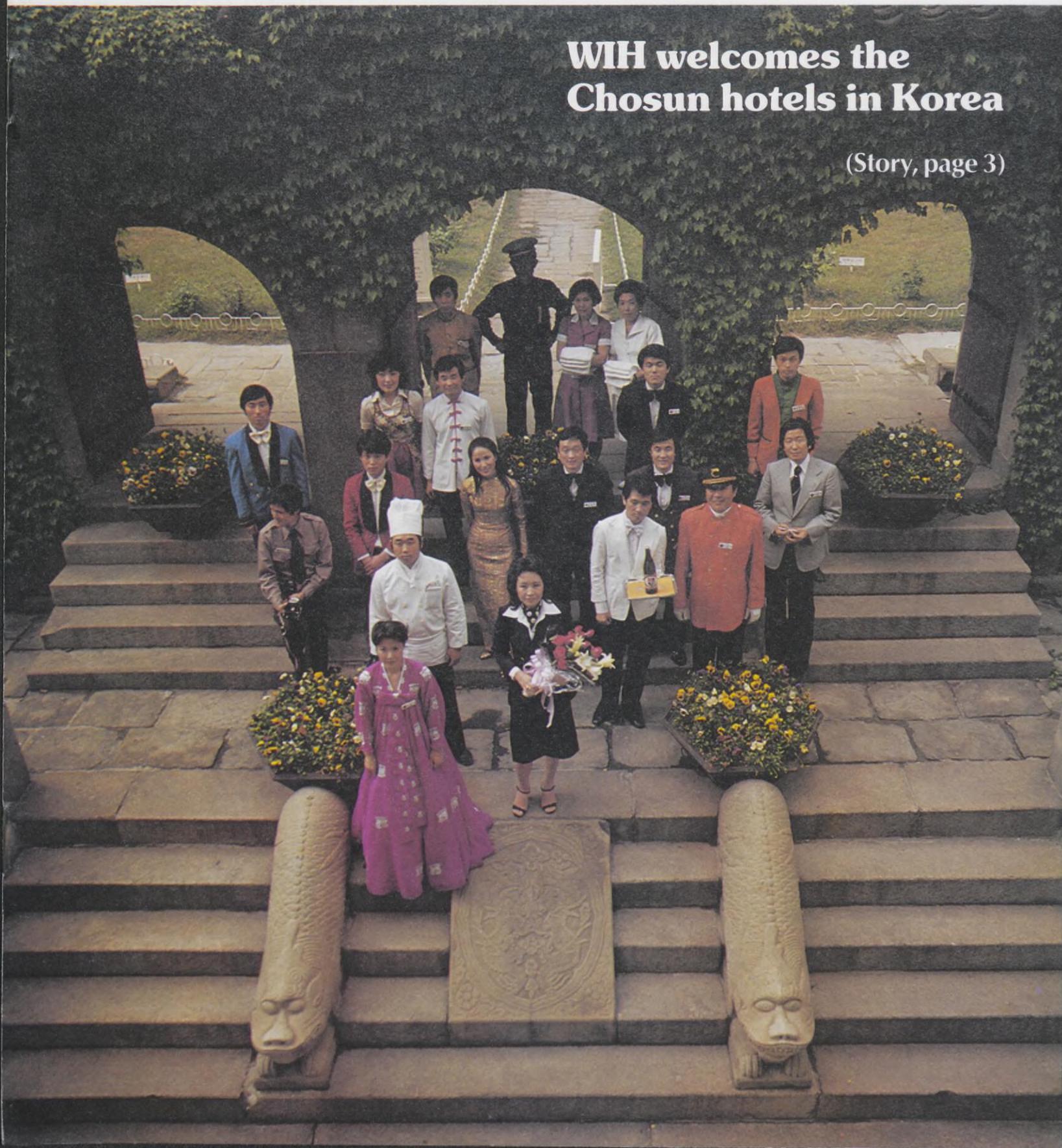
October, 1979

WESTERN INTERNATIONAL HOTELS



## WIH welcomes the Chosun hotels in Korea

(Story, page 3)



## Welcome to the family

In early September we entered into an agreement to manage the three South Korea hotels featured in this issue of FRONT!

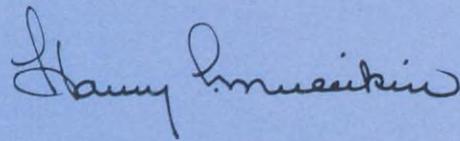
We know you will join with us in welcoming the Chosun Hotel, the Chosun Beach Hotel and the Kyongju Chosun Hotel to our international family of quality properties.

Our identification with these three fine hotels and resorts greatly strengthens Western International's influence in the Pacific rim as a leader in the hospitality field.

Currently that WIH influence in the Pacific rim area includes the Shangri-La hotels in Singapore and Hong Kong, the Philippine Plaza in Manila, the Takanawa Prince, Tokyo Prince and Miyako hotels in Japan, the Dusit Thani in Bangkok, and the Wentworth Hotel in Sydney, Australia.

Western International now manages 55 hotels and resorts in 15 countries around the world.

The Korea properties are another indication of further exciting opportunities for our company's growth as we move into the 80's.



**HARRY MULLIKIN**  
President and Chief Executive Officer



## Front!



**COVER:** The spirit of friendly, gracious hospitality for which the Chosun hotels in Korea are recognized among world travelers, is expressed here by staff members of the Chosun Hotel in Seoul.

## Front!

A monthly publication by and for employees of  
**Western International Hotels**

**GABE FONSECA** .....Editor

2000 Fifth Ave. Bldg.,  
Seattle, WA 98121

# Three South Korea hotels to join WIH family

Plans to manage three hotels and resorts in the Republic of South Korea were announced by Western International in early September.

The properties are the 500-room **Chosun Hotel** in the capital city of Seoul, the **Chosun Beach Hotel**, a 350-room ocean-front resort at Pusan (Busan) and the 300-room **Kyongju Chosun Hotel**, located at the Bomun Lake international resort development.

All three hotels were formerly associated with the Americana Hotel Group.

In addition to management agreements with the Chosun Beach and Kyongju Chosun hotels, WIH will enter into an agreement to acquire Americana's 50 percent ownership in the property in Seoul.

The announcement was made jointly by Harry Mullikin, president and chief executive officer of WIH, and William P. Twomey, president of Americana Hotels, Inc., New York.

"The proposed addition of these three hotels to our family of quality properties," Mullikin said, "will strengthen our identification as a leader in the hospitality field in the Pacific rim area."

The 20-story Chosun Hotel, located in the heart of Seoul, features six restaurants, three entertainment rooms and lounges and four stories of shopping and commercial outlets.

The grand ballroom, which is divisible into smaller rooms, can accommodate receptions for up to 1,000 persons. There are also four smaller function rooms. Recreational facilities include an outdoor swimming pool, saunas and a game room.

In its less than ten years of existence, the Chosun Hotel has become a favorite of international executives and prominent personalities visiting the South Korean capital city. Seoul, with a population of nearly 8-million, is one of the world's largest and most dynamic cities.

The 10-story Chosun Beach Hotel, opened in 1978, is located on the Hae Un Dae Beach at Pusan (Busan). Five restaurants and lounges, outdoor swimming pool, a specialty nightclub and ocean views from every guest room are among the features of this resort property.

In addition to its grand ballroom with a 600-person reception capacity, the Chosun Beach Hotel offers a large partitionable meeting room for smaller functions.

The newly-opened 10-story, Kyongju Chosun Hotel features three restaurants, a nightclub and a lounge. Recreational facilities include indoor and outdoor swimming pools, bowling alleys, game

rooms and sauna. Function facilities include a grand ballroom plus seven other meeting rooms.

The Kyongju Chosun Hotel's Bomun Lake location is part of a resort area development sponsored by the Korean government to aid in the expansion of international tourism.

Named as Managing Director—Korea for the three hotels is Lou Martinelli, former general manager of the Williams Plaza.

Western International plans to assume the management of the Korea hotels shortly.



The 300-room Kyongju Chosun Hotel at Bomun Lake resort



The 350-room Chosun Beach Hotel in Pusan (Busan)



The 500-room Chosun Hotel in Seoul



**Children's mural**

**Puerto Vallarta**—The CAMINO REAL, PUERTO VALLARTA has recognized the International Year of the Child with a delightful and lasting tribute. A concrete wall was constructed in the hotel's garden upon which the children of Puerto Vallarta were invited to paint a mural representing the unity of all the children of the world. Originally, over 300 youngsters participated in the undertaking. The field later narrowed down to about the 40 "dedicated artists" pictured here with members of the hotel's staff at mural completion. For their efforts, the children were treated to a luncheon served by members of the hotel's executive committee followed by a swimming party.

**Recipe contestants**

**Seattle**—THE OLYMPIC's participants in this year's WIH Chef Reinhold Keller Original Recipe competition stand proudly behind their contest entries. The WIH F&B Division-sponsored competition specified an original nouvelle cuisine dish for the 1979 contest. The hotel's culinary staff entrants, with general manager, James Treadway (left): Chuck Anderson, Chris Berg, Byron Henshaw, Curtis Hicks, David Woolliscroft, Charley Sacher (sous chef), Tony Ruegg (executive chef), Joseph Falceto (F&B director), Willie Drinker, Terry McCulloca, Dana Hufford, Werner Portmann and Ray Holbrook.



**Undisputed highlight**

**Edmonton**—One of the highlights of Edmonton's annual Klondike Days festivities is the Bathtub Race (on wheels) down the city's main street. The undisputed highlight of this year's Bathtub Race was the EDMONTON PLAZA's entry which featured as its tub passenger, Dorothy Stratten, better known as PLAYBOY's August, 1979 playmate. Surrounding Stratten (center) are bathtub "pushers" (from left): Robyn Leriche, front desk; JoAnn Cass, sales; and Albert Zumsteg, maintenance. Incidentally, the hotel's entry came in first to receive the top-awarded "Down the Drain" prize.

**'Tough' duty**

**Honolulu**—Oh, it's "tough duty" all right for bartender, Patrick Banger of THE ILIKAI; but, somehow, he manages to keep up an appearance of really enjoying his job. He even forces a broad smile now and then. After all, bartending at the new Girl Watchers Bar adjacent to the hotel's Ewa swimming pool is no picnic... or is it?





**Asia/Pacific 'summit'**

**Manila**—It was a summit meeting of sorts when the general managers and marketing executives of Western International Hotels in the Asia/Pacific region met for the first time at the PHILIPPINE PLAZA in August. The group's primary objective was to map out plans and goals for a joint marketing effort in the region. The attendees (from left): Albert Hee, former director of marketing, Philippine Plaza; Jesse Chevez, senior sales manager, Shangri-La, Singapore; Michael Kalyk, general manager, Shangri-La, Singapore; Larry Magnan, area vice president, Western International Hotels; Jeffrey Flowers, general manager, Philippine Plaza; Paul Ross, executive assistant manager, Philippine Plaza; David Paulon, general manager, Shangri-La, Hong Kong; Chiqui Ang, director of public relations, Philippine Plaza; Bob Hutchinson, director of sales, Philippine Plaza; and Akio Hirao, director of promotions (Far East), Western International Hotels.

**Special**

The WIH Golden Gavel pin is presented to meeting planners as recognition that wearers are Very Special People to be given very special consideration by the hotel's staff. Two such Golden Gavel presentations were made recently at two hotels. At the CONTINENTAL PLAZA convention planners Hank Hervey (second from left) and Dr. William Jackson (second from right) representing the Tuskegee Airmen, — black pilots who trained at Tuskegee Institute in World War II and flew fighter and bomber planes in



**Jeep Treat**

**Mexico City**—Though a familiar sight around Acapulco, when one of Las Brisas' famed pink and white-striped jeeps appeared on the streets of Mexico City recently, it caused quite a head-turning stir. No, the fleet vehicle hadn't been hijacked — it was being used to promote the Acapulco resort property to Mexico City travel agencies and airline personnel by MEXICO REGIONAL SALES OFFICE account executives, Sofia Torres and Enrique Aguilar. The pair, accompanied by a food server member of the Camino Real, Mexico City, served coffee and pastry treats during their visitations.

Southern Europe and Northern Africa — were presented with pins from Joyce Butler (left) convention services director, and Jorg Lippuner, executive assistant manager of the Continental Plaza. At the PEACHTREE PLAZA (below) Jim Voytko (right), general chairman and meeting planner for the American Electroplaters Society Convention, is the hotel's first Golden Gavel pin recipient as presented by the hotel's convention services manager, Larry Fazioli.



# Once, we were the strangers in town

Heard they've been doing some excavating across the street from Fountain Square. Yeah...passed by there yesterday. I understand they're going to put in a hotel. We could use another one. Know who's doing it? Uh...I heard it once. Western something or other. It's some new outfit. Well, they sure couldn't have picked a better location...

That's how it was late last year when Jack Ferguson moved to Cincinnati.

Ferguson had transferred to the Ohio city from national sales manager at The Mayflower. His new post — director of sales for the yet to be constructed **Cincinnati Plaza**.

As is the usual procedure for WIH, the director of sales is the first operations person to arrive on site for a new property. The primary reason — to develop local market contacts and generate business for the hotel when it opens.

Ferguson arrived as a stranger in town. By the same token, most Cincinnatians were strangers to Western International. And among the city's citizens who were aware that a hotel was to be constructed on the downtown Fountain Square site, only a few knew of the project's caliber or even its name.

Today, that situation has changed considerably.

While not exactly achieving a Johnny Bench (famed catcher for the Cincinnati Reds baseball team) familiarity around

town, Ferguson has gained more than a nodding acquaintance with many Cincinnatians.

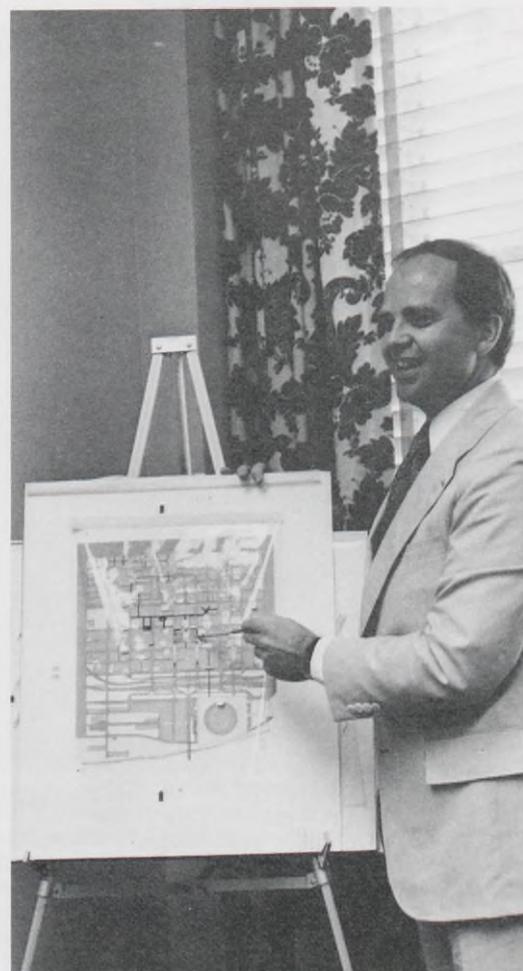
Today, most any Cincinnati downtowner can answer that it is the Cincinnati Plaza hotel being constructed on that site across from Fountain Square. And, today, few people are likely to confuse Western International with any other hotel company.

A lot of credit for that turnabout goes to Ferguson, who, until general manager Tom Hosea arrived on the scene in May of this year, was "Mr. Western International Hotels/Cincinnati Plaza" in the community.

## Community Relations

"One of the first things I did after I settled in," Ferguson said, "was to put on my 'community-relations hat.'"

"I introduced myself to the news media, joined community and civic organizations such as the Chamber of Commerce, and became 'available' as a speaker on the lunch and dinner circuit. That is, I made it known that I would be happy to speak to any interested group — trade association, civic, social, business or



Ferguson uses such visual aids as architect's renderings to tell the Cincinnati Plaza story to community groups.

whatever — about Western International and the Cincinnati Plaza."

Ferguson found a lot of interest. "People really wanted to know about the hotel and our company. I must have spoken to 25 or 30 groups. I showed the architect's renderings of the hotel and the corporate film, 'Great Destinations. Great Hotels'. But most of my presentation was usually spent answering questions."

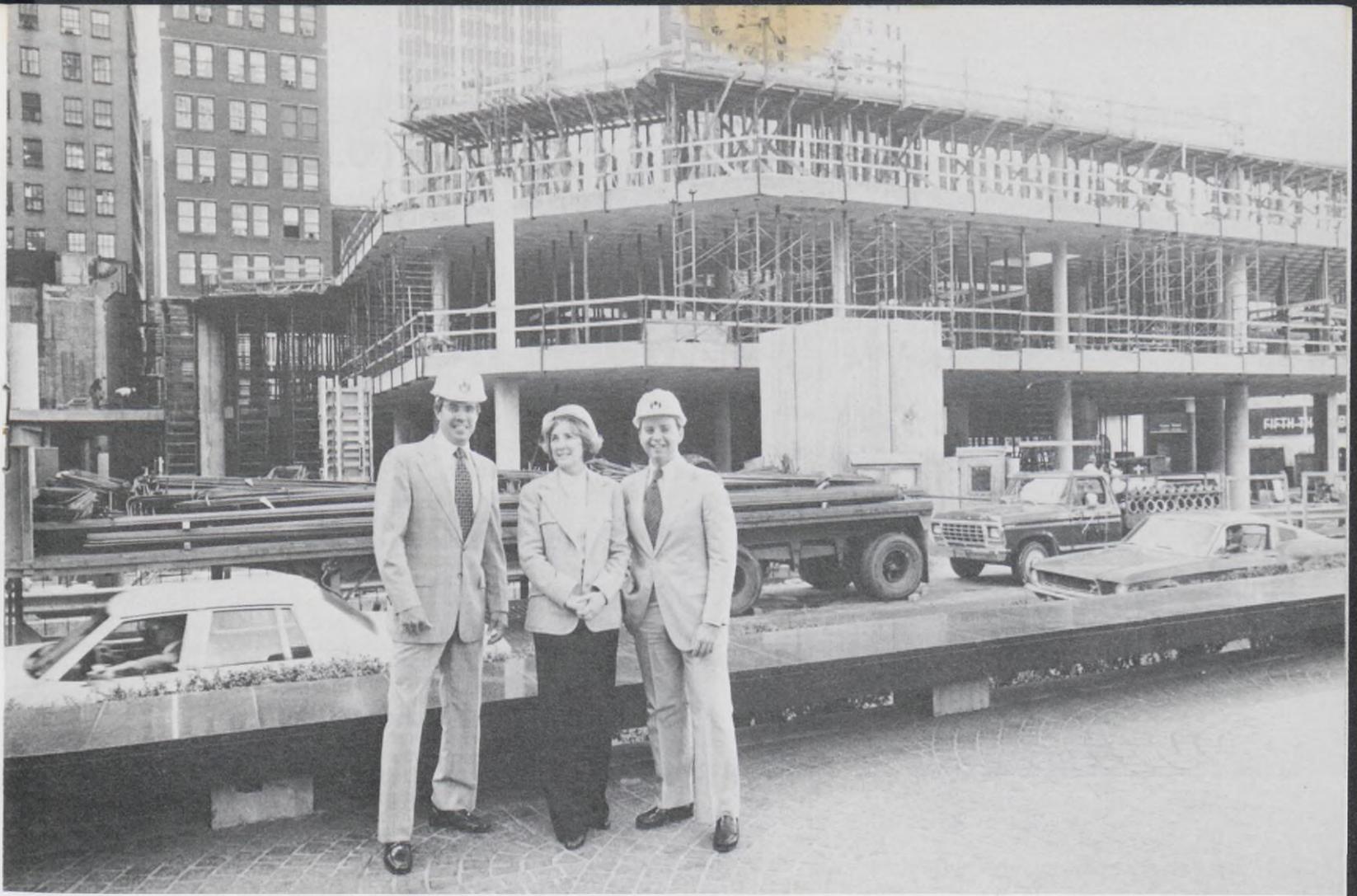
While Ferguson was "educating" Cincinnatians, he was also educating himself.

Putting on his "market research hat", he embarked on a getting-to-know-all-about-you discovery course of the Cincinnati marketing area and the available marketing research data as compiled by the local newspapers.

## Researched Market

He learned, for instance, who the city's shakers and movers were. What Cincinnatians do for recreation, entertainment and cultural enjoyment. Where they dine out, hold meetings or house out-of-town guests.

High on his list was research on the area's major industries and other businesses, particularly as related to potential hotel business.



Hard-hatted Cincinnati Plaza staff members (from left), Tom Hosea, general manager; Samantha Black, secretary and Jack Ferguson, director of sales are pictured at Fountain Square with the hotel site in the background.

He read books on the history of the city and the area.

"I think I now know as much of what Cincinnati is all about as do a lot of its average citizens", Ferguson smiled. "The 'homework' paid off. I think that being able to talk knowledgeably about the city, and my interest and community involvement have been helpful in getting community acceptance."

Another hat Ferguson was required to wear upon his arrival in Cincinnati might be termed his "operating procedures hat."

Its broad brim covered a wide range of activities from the "how-tos" of setting up and operating an office to maintaining budgeting and report procedures.

In this area, he followed corporate guidelines developed by various division offices. These guidelines are based on years of experience in establishing hotels in new WIH cities.

#### Marketing Division Support

The WIH Marketing Division offered direct and continuing support that began from the moment Ferguson was assigned to the project. This support included consultations with vice president / marketing,

Bill Newman, and the specialized assistance of the division's advertising, audio/visual and public relations experts. The various resources of the corporate advertising agency, Cole & Weber, were also available as needed.

For much of his personal direction, Ferguson turned to the project officer for the Cincinnati Plaza. At the time, that was senior vice president, Dwight Call. That responsibility has since been assumed by vice president, Bill Hulett.

Some of Ferguson's most valuable "case history" input came from Bob Hutchinson, former director of sales for the Williams Plaza. Hutchinson, now director of sales for the Philippine Plaza, had been largely responsible for introducing the WIH/Williams Plaza story to the Tulsa area soon after construction began on that hotel.

Helping to pull the office's operations all together — and wearing several hats herself in her "girl-Friday" role — was sales secretary, Samantha Black. Black has been with the Cincinnati office since its opening. Currently, she also serves as secretary to general manager, Tom Hosea.

#### Most Important 'Hat'

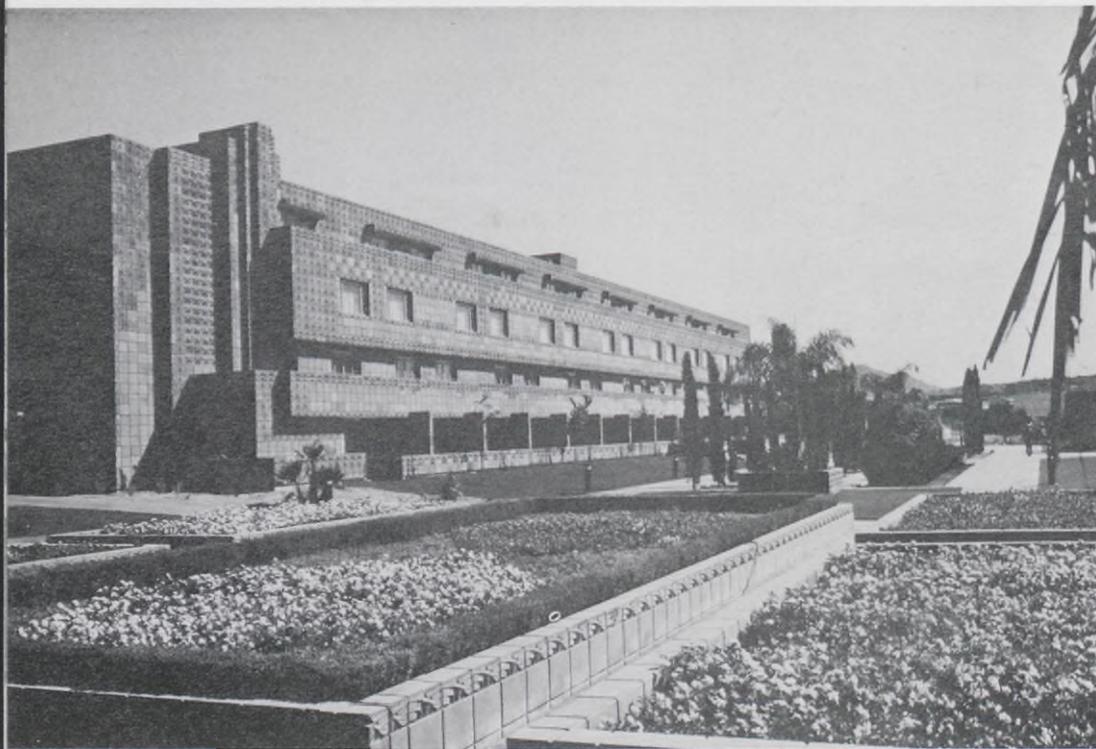
Ferguson's "sales and marketing hat" is, of course, his most important. And it's one that he seldom takes off.

"It's the whole reason why I'm here," he says. "Whether it's in a social situation, at the office or out making a call, I'm selling the Western International/Cincinnati Plaza idea and selling people on booking their future business at the hotel."

Does Ferguson ever get tired of promoting the Cincinnati Plaza? "Not on your life" is his unhesitating response. "Fact is, I keep getting more and more enthused with each stage of hotel construction." (As FRONT! went to press, progress on the Cincinnati Plaza had reached the fifth floor).

The hotel is scheduled to open in December, 1980. Says Ferguson, "I can hardly wait to show Cincinnati — and the world — the finished product. It's a property that this city is going to be very proud of — and a great addition to our Western International family."

## The Arizona Biltmore opens new wing



The Arizona Biltmore's new Valley Wing.

**The Arizona Biltmore** has added 120 new guest rooms with the opening of the Valley Wing in late August. Included are two luxury suites — the Silver Suite and the Gold Suite.

The new addition brings the total number of guest rooms at The Arizona Biltmore to 410 and adds a new meeting room that can seat 120 for dining.

The Valley Wing reflects the same Frank Lloyd Wright influence in both its exterior and interior design as do all the other buildings of this award-winning Phoenix resort property.

Other projects now underway at the hotel include the 39,000-square foot Conference Center which is due for completion this month. With the Center addition, plus existing facilities, The Arizona Biltmore will offer a total of 17 meeting rooms. Focus of the Center is the stunning Arizona Biltmore Ballroom which will accommodate functions for up to 1,250 persons.

And under construction in the recreation area is a new circular swimming pool to include a cascading waterfall. This is in addition to the hotel's existing Catalina-tiled pool.

## Enhancements spark Mexico hotels

**T**he WIH hotels in Mexico aren't what they used to be.

They're better!

A recent "what's happening" report from the WIH office in Mexico tells why. The report lists the major improvement projects completed, in the works, or planned, to enhance nearly every property.

Here are the highlights:

- **Camino Real, Mexico City**—Well along in its multi-million dollar renovation and redecorating project including: a new exterior finish in ocher color, the redecorating and refurbishing of all restaurants and banquet rooms, the renovation and redecorating of all guest rooms, and the addition of four roof-top tennis courts with pro-shop, locker rooms, sauna and two practice courts. All except for the guest rooms are due for completion by December.

- **Hotel Alameda**—A new look for the lobby plus the addition of a permanent lobby bar. Some exciting changes for the popular Camichin nightclub, including redecorating and the addition of new sound and lighting systems. Complete renovation of the swimming pool on the hotel's 17th floor.

- **Las Brisas**—Added, 25 private luxury villas. Each with a bedroom, bath, elegant indoor-outdoor living room, large private

## Mullikin appointed to U.S. Senate Committee Council

Harry Mullikin, WIH president and chief executive officer, has been appointed by the U.S. Senate Committee on Commerce, Science and Transportation as a member of its Travel and Tourism Industry Advisory Council (TTIAC).

Mullikin joins with leaders selected from the various sectors of the travel and tourism industry to form the 15-member council group. The group, which will meet quarterly in Washington, D.C., will be called upon to make policy, legislative and other recommendations relating to travel and tourism to the Senate Committee.

A top priority item being considered by the Council for its recommendation to the Committee is the current energy situation and its impact on travel and tourism.

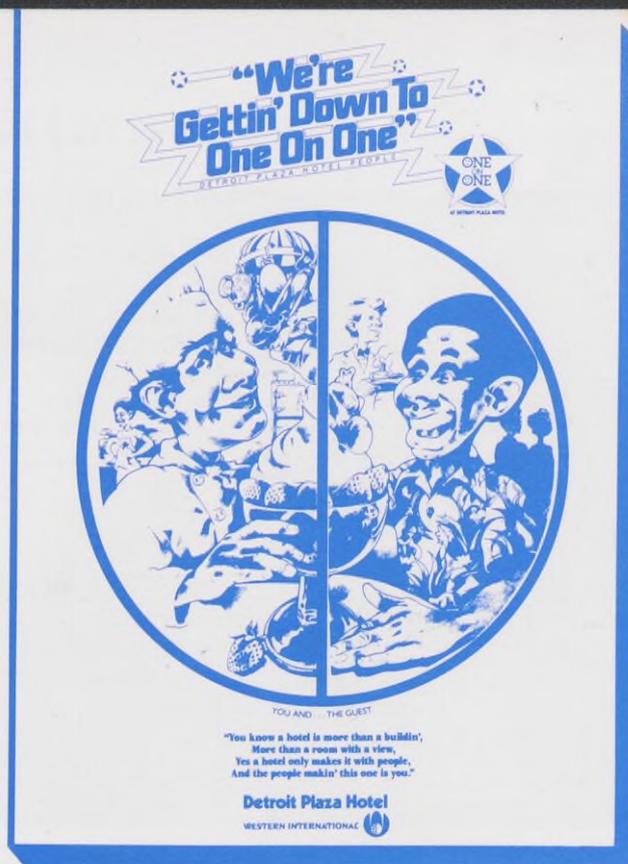
swimming pool, and its own breathtaking view of Acapulco Bay. Still in progress, the casita renovation and redecorating project. And, looking ahead—plans for a new reception building and fresh-water pool for the La Concha beach club.

- **Camino Real, Puerto Vallarta**—Open for business and located between the two swimming pools, a new snack-shack serving munchies to Margaritas. The on-going redecorating project of all guest rooms will be completed in November.

- **Camino Real, Guadalajara**—Added, 24 new guest rooms plus a new pool. Also completed, a complete face-lift and enlargement of the hotel lobby.

- **Camino Real, Cancun**—Expansion and additions all over the place. Set to open by December: a new specialty restaurant and two more lighted tennis courts. In the works and opening next year: 50 new guest rooms and a new specialty restaurant with seating for 150.

- And in Ixtapa, foundation work is well underway on the construction of the 440-room **Camino Real, Ixtapa**, which is scheduled for a late 1980 opening. Ixtapa, Mexico's newest resort area, is located between Acapulco and Puerto Vallarta.



Detroit Plaza Hotel 'one-on-one' employee poster

*"Detroit Plaza Hotel People,  
Gettin' down to one-on-one.  
Detroit Plaza Hotel People keep it  
workin',  
Keep it workin' one-on-one."*

That's the chorus of a catchy disco-beat tune that's being sung, played and even danced to by **Detroit Plaza Hotel** employees these days.

The song, "Detroit Plaza Hotel People," by composer Ed Wilson, was written especially for the hotel as part of the recently introduced "One-on-One" human resources program.

The program's concept is to promote more helpful and friendly attitudes on a one-to-one basis among the hotel's employees, and with guests.

Or as one verse of the song puts it: *"You know a hotel is more than a buildin', ... More than a room with a view. Yes a hotel only makes it with people, And the people makin' this one is you."*

The new program was kicked off in July with a series of staff meetings attended by nearly all of the hotel's 1,800 employees.

At each meeting, a slide presentation, developed to illustrate the one-on-one concept, was shown. Details of the program were discussed and each attendee was presented with a "Detroit Plaza Hotel People" record and a key ring imprinted with the specially designed one-on-one symbol.

The hotel's human resources committee, whose membership represents all hotel departments, is responsible for coordinating the on-going program. The

committee is headed by Lynn Kirsch, director of personnel. Its varied duties included conducting an Employee Council election and developing an attractive "information dissemination center" where memos, letters, pictures and posters help promote the one-on-one idea and communicate other items of general employee interest.

All internal communication pieces now carry a bright red one-on-one symbol as an employee reminder to help one another and to make every guest's stay more satisfying.

One of the more exciting, and profitable, appeals of the program is the "Mystery Guest" promotion. Randomly-selected guests identify employees whom they feel have done exceptional jobs—who have done something extra, or who have been especially helpful or friendly.

In return, these employees receive \$25 checks, besides the gratification of knowing they did their job well.

Commenting on the success of the program so far, Chris Marker, Detroit Plaza Hotel managing director, noted, "The new one-on-one attitude is really catching on. We see it reflected in both a lowered employee turnover rate and in a higher percentage of positive guest comments."

*"You got one-on-one at the front door,  
One-on-one at the bar.  
At the Detroit Plaza, ain't no back of the house,  
'Cause everyone around here's a star."*

## Workshop details new medical/dental claims system

**"P**rompt, professional (Group Benefits) claims processing is a very real obligation..."

This was the key phrase in WIH senior vice president and treasurer, Bob Jenks' opening remarks to the 37 delegates attending the Group Benefits Claims Administration Workshop at **The Olympic** in late August.

The intensive two-day training session was designed for those individuals who are responsible for health and dental claims processing for salaried personnel in U.S. properties. Its aim—to bring them up to speed on procedures, forms and records maintenance.

Under the direction of Brian Beaulac and Christie Dempsey of the WIH Group Benefits Department, the workshop covered the myriad details involved in proper employee enrollment and program administration.

Timing of the workshop was geared to the new decentralized claims processing system being adopted to speed up service. Under the new program, the affected properties will forward medical/dental claims to regional service centers of Connecticut General Life Insurance rather than the Seattle Group Benefits office.

While claims processing will be faster with the new system, Jenks also noted that, "Employees must take the time—and make the effort—to get all the necessary information and statements or bills from the hospital, doctor or dentist to insure that their claims are to be speedily processed."

Beaulac also emphasized that point when he said, "Without complete and correct information (from the employee claimant), there is just no way the insurance carrier can process the claim."

Beaulac also stated that the Group Benefits Department plans to program mini-workshop sessions in the future to train new individuals assigned to claims processing responsibilities.



### 'Mother' Lee recognized

**Edmonton**—Dol Soon Lee, cook at the EDMONTON PLAZA employee cafeteria, gets a warm hug from general manager, Peter Smith, at Awards Banquet ceremonies announcing her win as the hotel's Thurston-Dupar Award recipient. Affectionately known as "mother" by the hotel's employees, Korean-born Lee is well-known for her cheerful and cooperative attitude and great generosity. When she had been chosen earlier as an "employee of the month," she donated her entire check to her church of which she is a very active member.

### Chef chosen

**Houston**—Executive chef, Markus Bosiger, of the GALLERIA PLAZA was one of 15 chefs chosen to represent the United States in the 15th International Culinary Olympics to be held next year in Frankfurt, Germany. Markus' award-winning record in various local, regional and national culinary competitions that earned him the Olympics team spot is very impressive. One of his most notable achievements came last summer when he walked away with four gold medals in the Pan American Culinary Olympics held in New Orleans. The U.S. team, composed of 14 chefs plus a team captain, was selected from a field of over 10,000 candidates from around the country. The team will compete in Frankfurt with hundreds of master chefs from around the world.



### The first three

**Singapore**—With hotel general manager, Michael Kalyk (left), are the first three employees of the SHANGRI-LA HOTEL to receive their 10-year service pins. All three have been employed at the hotel for at least two years prior to its opening in 1971. They are (from Kalyk's left): Said bin Abdul Rasip, limo driver; Grace Chui, secretary to the general manager and Charles Alphonso, superintendent of the hotel's grounds and pool. In making the service pin presentations, Kalyk observed that the veteran trio symbolized the attitudes of job dedication and guest service excellence for which the Shangri-La Hotel is noted.

### Winner's winning smile

**Omaha**—Upon learning of her Thurston-Dupar Inspiration Award, Linn Rodstrom (center), senior supervisor for the CENTRAL RESERVATIONS OFFICE, flashed a delighted smile that's an inspiration in itself. Rodstrom, who has been with the office since its opening five years ago, received the Award for her leadership qualities, her helpful attitude towards fellow employees and customers, and her community activities. She is flanked by Mike David (left), assistant manager and Harvey Cannova (right), manager of the Omaha operations.





### Sales training 'certified'

**Oslo**—Dick Fyock (left), general manager of the HOTEL SCANDINAVIA, Oslo, proudly presents certificates of course completion to staff participants of the WIH sales training course. The "certified" recipients (from right of Fyock): Sissel Fidjeland, sales manager; Morten Blauenfeldt, catering sales manager; Svein Bjonness, sales manager; Soren Caspersen, director of restaurants and Bjørn Solberg, director of sales and monitor for the course. Absent when the picture was taken, but also receiving a course certificate, was Sølvi Knotten, the hotel's assistant housekeeper.

### Reasons to celebrate

**Chicago**—It was a celebration occasion for this CONTINENTAL PLAZA foursome recently, and for all sorts of reasons. For Kay Fuchs (second from left) it was a promotion to director of sales for the South Coast Plaza Hotel. For Hans Bruland (right) it was also a promotion, as assistant director of food and beverage for the Century Plaza. And for sales secretary, Erlinda Aurillo (second from right), who donned the Stars and Stripes for the occasion, it was the first day of her new status as a U.S. citizen. Aurillo's sponsors were Kay Fuchs and Ted Lialios (left), the Continental Plaza's assistant director of catering.



## Management appointments

These changes in management positions were announced by WIH executive offices in mid-September:

Lou Martinelli, general manager of the Williams Plaza, has been named Managing Director-Korea. Martinelli will supervise the three Korean hotels — the **Chosun Hotel** in Seoul, the **Chosun Beach Hotel** at Pusan (Busan) and the **Kyongju Chosun Hotel** at the Bomun Lake resort. (The three newly-acquired properties are featured as the cover story in this issue of Front!). Martinelli's transfer to Seoul marks his return to the Far East. He served as general manager of the Shangri-La Hotel in Singapore between 1972 and 1975.

Larry Dustin, resident manager of the Hotel St. Francis, has been named as the new general manager of the **Williams Plaza**.

Naveen Ahuja, executive assistant manager of the Calgary Inn, has been appointed resident manager of the **Hotel St. Francis**.

Andrew Jones, senior assistant manager at the Hotel Toronto, has been named executive assistant manager for the **Calgary Inn**.

(Continued from page 2)

**DAVID SHACKLETON** from director of sales, Winnipeg Inn, to director of marketing, Carlton Hotel.

**ARTURO BUENDIA** from director of purchasing, The Plaza, to director of purchasing, Detroit Plaza Hotel.

**LISA LASTER** from reservations manager, The Plaza, to reservations manager, Detroit Plaza Hotel.

**INGE KRIEG** from director of housekeeping, Los Angeles Bonaventure, to director of property management, Century Plaza.

**MARIE KRISS** from regional director of sales, Houston Regional Sales Office, to director of sales, Crown Center Hotel.

**LUDGER SCHULZ** from executive sous chef, Crown Center Hotel, to executive chef, Williams Plaza.

**PETER INAUEN** from chef de cuisine, Century Plaza, to executive chef, Crown Center Hotel.

**RAIMUND HOFMEISTER** from executive chef, Williams Plaza, to executive chef, Century Plaza.

**DEREK HENSON** from assistant manager — front office, The Benson, to front office manager, Miyako Hotel.

## inn basket

**LUNAR ORBITER SOARS OUT OF SIGHT**—As a community service gesture, **The Space Needle Restaurant** advertised that it would contribute 50 cents to the United Way campaign for every Lunar Orbiter dessert sold from September 1 through 14. The restaurant's out-of-this-world ice cream-based concoction is served in a container lined with foaming dry ice and has always been a popular seller. But since the campaign began, Orbiter sales have soared to outer space heights. In fact, the first day's output almost caused a fuel shortage of sorts. As the Needle's p.r. rep, Nancy Watson, tells it, "We hadn't anticipated the demand and we were really scraping for the last reserves of dry ice by the time the final Orbiter was served." By campaign conclusion, and 706 Lunar Orbiters later, United Way was presented with a check from The Space Needle Restaurant for \$353.

\* \* \*

**QUOTABLE**—"A good (hotel) company is flexible, not trying to fit all its hotels into one mold, but ready to adapt to an individual hotel's needs. That's where you see real management skills at work. That's what we've seen here in Acapulco." This quote is from Francisco Escudero, sales director for **Las Brisas**, in a recent TRAVEL WEEKLY article reporting on the renovation of that resort property. As testimony to the hotel's revitalized popularity since it became a WIH family member, the magazine article noted, "...in a matter of three years, the Seattle-based (WIH) firm has given Las Brisas both the highest rates and the highest occupancy not only in Acapulco but probably in all of Mexico."

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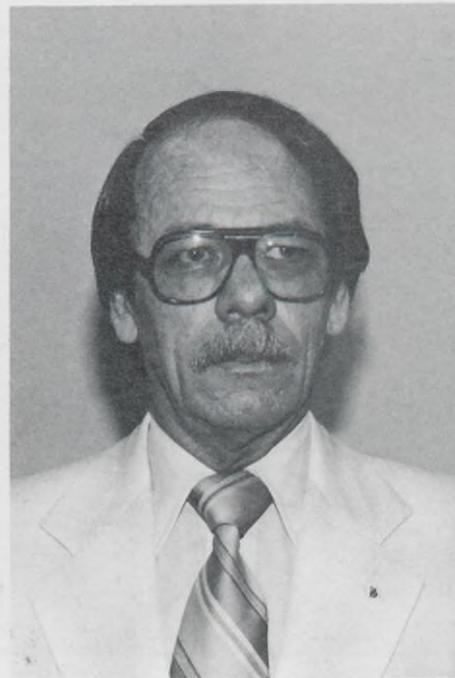
**TALL STORY**—Overheard at the **Peachtree Plaza's** 70th floor Sun Dial Restaurant: Out-of-town guest, "Can you see the airport from here?" In-town host (straightfaced): "Do you mean Kennedy or La Guardia?"

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**DANISH TREAT**—For the third successive year, the **Hotel Scandinavia**, Copenhagen has been inviting hotel guests and visitors to partake of "Lunch with the Danes." The twice-weekly luncheons are scheduled during the summer months at the hotel's 3 Crowns restaurant. Main attraction is a demonstration of how the Danes prepare their spectacular open-faced sandwiches. A variety of sandwiches, along with go-together Danish beer and schnapps, are a menu feature. This Danish treat for the palate is complemented with a Danish treat for the eye. Included with these noon-time affairs is a showing of Danish fur styles and displays of designer home furnishings and accessories for which Denmark is internationally known. And to top it all, the rooftop 3 Crowns is one of the best city-viewing spots in Copenhagen.

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**ODDS AND INNS**—The recently announced United Air Lines Employees' Credit Union shareholders' dividend of 9¼ percent was a record breaker. UALECU president, Will Jordan, noted it as the "highest dividend ever paid by your credit union." Incidentally, as of August 31, 7,714 WIH employees were members of the Credit Union...WIH is currently underwriting four pledge drive nights for KCTS, the public television station for the Pacific Northwest. The first drive was held in mid-August, during which a number of Seattle WIHers staffed studio telephones handling pledge calls. Apparently the volunteer group had a certain viewer charisma. The KCTS thank-you letter following the drive delightedly reported, "Our August membership drive (was) the best one ever!..." So you thought Dr. Sylvester Graham's fame rested solely on his invention of the graham cracker. Not so. Graham is also credited with operating the first "diet hotel." This in New York in the 1830's. The hotel's dining featured vegetarian meals and "unseasoned" puddings. While you can't win 'em all, one must give the good doctor credit for the continuing success of his crackers. (TRAVEL & LEISURE, August 1979)



## Williams Plaza-ites

FRONT! correspondent for the Williams Plaza is Al Wrinkle. You can contact Al at the security office with your input for FRONT! (All other WIH people, submit FRONT! items to your local correspondent listed below):

Hotel Alameda, **Pablo Torres**. Bayshore Inn, **Gordon Stewart**. The Benson, **Debbie Spelley**. Hotel Bonaventure, **Claudia Couture**. Calgary Inn, **Michelle Wall**. Camino Real, Guadalajara, **Nelly de Garcia**. Camino Real, Guatemala, **Raul Rivera**. Camino Real, Mazatlan, **Carlos Claverie**. Camino Real, Puerto Vallarta, **Eduardo de Lima**. Camino Real, Saltillo, **Roberto Flores**. Camino Real, San Salvador, **Ana Maria Vides**. Carlton Hotel, **Lydia Wissing**. Carlton House, **Cynthia Durler**. Continental Plaza, **Audri Adams**. Crown Center Hotel, **Becky Gapp**. Detroit Plaza Hotel, **Carole Schultz**. Edmonton Plaza, **Joanne Cass**. Galleria Plaza/Houston Oaks, **Esther Feinerman**. Hoteles Camino Real, S.A., **Francisco del Cueto**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandinavia, Oslo, **Liv Herud**. Hotel Toronto, **Pat Samson**. The Ilikai, **Valery Satin**. Las Brisas, **Oscar Cruces**. Los Angeles Bonaventure, **Mary Jordan**. Mauna Kea Beach Hotel, **Stella Akana**. The Mayflower, **Nancy Cummings**. Michigan Inn, **Bill Arthur**. Miyako Hotel, **Allison Gelatly**. The Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Mauritsen**. Shangri-La Hotel, **Jane Seet**. South Coast Plaza Hotel, **Sandie Pratt**. The Space Needle Restaurant, **Nancy Watson**. Hotel St. Francis, **Lindbergh Valentin**. The Arizona Biltmore, **Anne Mello**. The Plaza, **Suzi Forbes**. Wailea Beach Hotel, **Valery Satin**. Washington Plaza, **John Poquette**. Williams Plaza, **Al Wrinkle**. Winnipeg Inn, **Penny Brookes**. WIH Executive Offices, **Dorothy Stauffer**. WIH Financial Services, **Bob Graves**. WIH Reservations Center, **Andy Gyure**. WS&S, **Nancy Newman**.