

A welcome — and some thoughts on uniformity and differences

We warmly welcome The Arizona Biltmore and its fine staff to our Western International Hotels' family.

With our management of this award-winning resort property, I am once again reminded of the diversity of our various operations.

Just among our United States hotels, for instance, our guests can enjoy such contrasting experiences as The Plaza's classic elegance, the Peachtree Plaza's dramatic futuristic look, the downtown sophistication of the St. Francis, the Michigan Inn's casually suburban air, and . . . well, you get the idea.

Now, The Arizona Biltmore, with its resort-oriented atmosphere and distinctive Frank Lloyd Wright architecture, adds yet another delightful "personality" difference for our guests to experience.

One of the reasons why people choose our hotels is that our properties reflect the individual personality of the area.

But, the main reason people prefer our hotels is that they know they will receive the same warm welcome and those familiar WIH qualities — such as a nice guest room; a choice of excellent places to eat; friendly, courteous service; and genuine hospitality.

It is these qualities, along with your attitude of helpfulness, that our guests have learned to expect from our hotels no matter how different the character of the property or its location.



Handwritten signature of Harry Mullikin.

HARRY MULLIKIN
President and Chief Executive Officer

KEVIN BARRY from sales manager New York Regional Office to sales manager Los Angeles Bonaventure/New York.

JAMES BAXTER from cashier/greeter Houston Oaks to personnel assistant Galleria Plaza.

SUZANNE BLOCH from staff accountant Century Plaza to assistant controller South Coast Plaza.

JOHN BRICK from beverage manager Detroit Plaza to beverage manager Galleria Plaza.

GEORGE CALDWELL from director of sales South Coast Plaza to director of marketing Galleria Plaza.

SALLY CHASE from assistant director of housekeeping Peachtree Plaza to assistant director of housekeeping Galleria Plaza.

GEORGE COATES from director of property management Peachtree Plaza to senior assistant manager Wailea Beach.

HELMAR DAHLE from controller Hotel Scandinavia, Copenhagen to controller The Arizona Biltmore.

AMAL FARAGALLA from Lion Bar manager Houston Oaks to Delmonico's manager Galleria Plaza.

EDUARD GENHART from executive chef Michigan Inn to executive chef Space Needle.

PAUL HORNYAK from national sales manager Continental Plaza to sales manager national accounts Detroit Plaza.

STEPHEN LEE from food & beverage manager Detroit Plaza to director of food & beverage Wailea Beach.

JACKY LISSONNET from banquet chef Houston Oaks to executive sous chef Galleria Plaza.

GUSTAV MAULER from executive chef Space Needle to executive chef Hotel Toronto.

DARRELL MIHARA from restaurant supervisor Space Needle to Top of Five night manager Los Angeles Bonaventure.

FAITH MOORE from accounts receivable supervisor Houston Oaks to payroll supervisor Galleria Plaza.

(Continued on page 3)

Front!

A monthly publication by and for employees of Western International Hotels

GABE FONSECA Editor
PAT CAREY Associate Editor
2000 Fifth Ave. Bldg., Seattle, WA 98121

LITHO IN U.S.A.

Appointments to top hotel, corporate posts

Within the last few weeks the following appointments in hotel management and corporate office positions were announced:

James C. Mogush has been appointed manager of the Galleria Plaza which is scheduled to open in Houston next month. (Managing director for the Galleria Plaza and the neighboring Houston Oaks is Lee Jenks.)

Cecil Ravenswood, formerly general manager of the Winnipeg Inn, has been named general manager of The Arizona Biltmore in Phoenix — newest addition to our WIH family. (See story pages 6 & 7.)

Howard Kemball, formerly resident manager of the Philippine Plaza has been appointed general manager of the Winnipeg Inn.

Bernard Awenenti, formerly resident manager of the Peachtree Plaza, has assumed the position of general manager of the Bonaventure in Montreal, replacing former general manager Fern Roberge who has left the company.

President and Chief Executive Officer Harry Mullikin has also announced the election of two corporate officers.

They are Robert C. Jenks to senior vice president and treasurer, and William D. Ellis to vice president and controller.

ON THE MOVE

(Continued from page 2)

FLOYD MOORE from food & beverage director The Plaza to director of food & beverage The Arizona Biltmore.

DAVID McCLURE from front office assistant manager Hotel Toronto to front office assistant manager Detroit Plaza.

MICHAEL MGINNITY from director of sales Hotel Scandinavia, Oslo to director of sales Olympic Hotel.

ARCELE SCHIERMEYER from shift supervisor Central Reservations to reservations manager The Arizona Biltmore.

DANIEL SCHRIVER from Coffee Garden/Sidewalk Cafe manager to food & beverage analyst Galleria Plaza.

GORDON SEAMAN from banquet captain Los Angeles Bonaventure to front office manager Galleria Plaza.

ROGER SMITH from regional director of sales Washington, D.C. Regional Sales to director of sales The Arizona Biltmore.

MARTHA TORRES from records clerk Los Angeles Bonaventure to employment manager St. Francis.

NANCY WENDLER from front office manager Washington Plaza to front office manager The Arizona Biltmore.

Energy poster contest

'... so many clever ideas!'



Lou Donnell, Rooms Division secretary, with poster entries arranged for judging committee review and selection.

Rooms Division Secretary Lou Donnell pointed to some of her favorite entries in the WIH Employee Energy Conservation Poster contest and confided, "I'm sure glad I'm not on the committee to choose the winners. There's so many really clever ideas!"

It was Lou's responsibility, with the assistance of department co-workers Maria Bouchard and Bette Israel, to tabulate the contest entries and arrange them for judging committee review and winner selection.

By contest closing date, well over 100 poster entries submitted from throughout our WIH world, had been received at the Rooms Division offices in Seattle.

Rooms Division Director Ray Sylvester was also impressed with entry quality. But he was particularly pleased with contest response.

Said Ray, "Not only was the response greater than we had anticipated, but entries represented a good cross-section of employee participation in both areas of employment and hotel location. I think that's pretty good indication that, by and large, we're an energy conscious company. That's just what we had hoped for!"

To illustrate the extent of contest participation, Ray flipped through a stack of posters at random. Entrant identification included: Francis Renna, banquet waiter, Los Angeles Bonaventure; Dorthe Thing, sales, Hotel Scandinavia, Copenhagen; Harry Eng, Calgary Inn bell attendant; Francis Lee, Shangri-La purchasing; New York Regional Sales Office secretary Dulcy Brightman; and Michael Como, Houston Oaks housekeeping.

A number of entrants had chosen a two-heads-are-better-than-one ap-

proach. Among such collaborators were Ilikai maintenance staffers Hank Mello and Gary Oakland, and from the Dutch Kitchen restaurant at the St. Francis, the team of Gary Evenson and Rhoda Betterton.

The contestants were vying for the top prize of \$500. Additional prizes included a 19-inch portable color TV set and 3rd, 4th, and 5th prizes of AM-FM transistor radios.

Judging (which was conducted as this issue went to press) was done by Hotel Management Division Committee members (formerly the Operations Committee).

Stop Press!

Just as Front! went to press, the judges' decisions were announced. The five winners in the WIH Employee Energy Conservation Poster contest are as follows:

First Prize to **Mike Ritus**, architectural space planner with the Design and Construction Division, Seattle.

Second Prize was awarded to **Gary Evenson** and **Rhoda Betterton** of the St. Francis' Dutch Kitchen restaurant for their combined entry.

Third Prize to **Jordan Straker** of the Bayshore Inn's Terrace Grill.

Fourth Prize to Sales Manager **Chris Baum** of the Mayflower.

Fifth Prize to Sales Manager **Maris Brenner** of the Michigan Inn.

The First Prize award was a check for \$500; Second Prize a 19-inch color TV set; and third, fourth and fifth prizes were AM-FM transistor radios.

Read next month's Front! for more details and pictures.



Happy Un-birthday to us!

Tulsa — This summer the staff of the WILLIAMS PLAZA presented an "Unbirthday Party" to celebrate the opening of the hotel — one year hence! (The scheduled hotel opening is mid-1978.) Pictured on the hotel site at the start of the full day of fun and festivities, which was at-

tended by some 5,000 people, are (from left): General Manager Lou Martinelli, "Alice" (of the Alice in Wonderland party theme), Ed Henson (Williams Realty), Alice's Court, and Director of Sales Bob Hutchinson.



Another Braille introduction

Toronto — The HOTEL TORONTO was among the most recent of our hotels to introduce Braille menus for blind restaurant guests. One of the first guests to use the menu was Peter Tessar (right) a Toronto stockbroker, shown with Daphne Harker of the Canadian Institute for the Blind, and Melvyn Haupt, assistant manager of the Terrace Grill.



Not to be disturbed

Kansas City — Not even the presence of a photographer could disturb the very attentive concentration of this group attending the WIH reservations workshop held recently at the CROWN CENTER. Attendees (clockwise from left) are: David Kenny, reservations manager, Mayflower; Philip Stroup, reservations manager, The Plaza; Peggy Barton, assistant reservations manager, Mayflower; and Terri-Lee Farber, reservations supervisor, Winnipeg Inn.



A 'sporting' natural

Seattle — The OLYMPIC's entry in Seattle's recent Annual Bed Race (a Muscular Dystrophy fund-raising event) was a "sporting" natural. Staff member racers wore tee-shirts promoting the hotel's newest restaurant, Casey's, a sports deli operation featuring a deli sandwich-type menu in a totally sports-oriented atmosphere. The third-place bed racers (from left): Kris Nigh, Charles Marshall, Larry Posz, Gordon Gould, Dennis Fitzpatrick (manager, Casey's), Dell Schooley, and, rider Janet Jones.

Anniversary for a two-year old

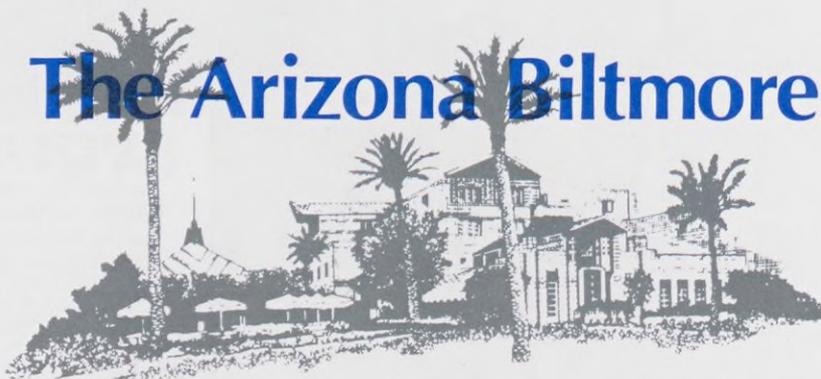
Costa Mesa - When the SOUTH COAST PLAZA marked its second anniversary recently, the occasion was celebrated with complimentary birthday cake and beverage service in the lobby for an entire week. General Manager Tom Hosea (left) prepares to dish up the first slice to Henry Segerstrom, developer of our Orange County resort hotel.



Reviving the (heart) beat

Atlanta — Classes in Cardio Pulmonary Resuscitation, the technique for reviving the heart beat in emergency situations, is a "must" for a number of PEACHTREE PLAZA employees, including these security department members. Demonstrating proper CPR procedures to staffers (from left) Harry Mathis, Doug Lucas, Bob O'Connell, Fleta Birkey and Jim Cook is Harry Neville of the hotel's Sun Dial restaurant.

The Arizona Biltmore



The 'Jewel of the Desert' is a Five-Star Award winner

(In late August, just prior to our assuming management of The Arizona Biltmore on September 1, Editor Gabe Fonseca made a brief visit to this world-famous resort property in Phoenix for this Front! report.)

I left Seattle under heavily overcast skies. The temperature was a cool 63° and was not likely to go much higher.

When I stepped off the plane in Phoenix just a few hours later, I was greeted with cloudless skies and brilliant splashes of sunshine. The mid-day arrival time temperature was 105° — and rising!

With that contrast as an example, it is easy to understand the attraction this warm desert country holds for the thousands of visitors who flock to Arizona annually. (Phoenix weather throughout the winter months, for instance, averages a mild 60°.)

And, as I became acquainted with The Arizona Biltmore's attractions, I found it just as easy to understand why the most discriminating of these visitors would repeatedly choose this hotel for their stay.

'Jewel of Desert'

As the Phoenix area is widely known as one of the Nation's most desirable resort mecca's for the winter weary, so The Arizona Biltmore is similarly recognized as the area's finest — and plushiest — resort.

When it opened in 1929, the stunning Frank Lloyd Wright-designed hotel, set in several hundred acres of lush greenery, was hailed as the "Jewel of the Desert." That title remains unchallenged today.

The sprawling 300-room, four-story hotel is constructed of decorative concrete block with roofs of Arizona cop-

per. The ceilings of all public areas are inlaid in gold leaf.

The main building, detached wing, and individual cottages are connected by walkways that wander through trim lawns. Many trees — including date palms and citrus — flower gardens and fountains dot the grounds.

Guest rooms are large, comfortable and subtly decorated. The view from my third floor room swept across the parklike grounds to the outdoor swimming pool and recreation area. In the horizon, craggy Camelback peak jutted above the desert floor. Particularly during the sunrise and sunset hours, the view was breathtaking.

The hotel boasts of two superb restaurants — the elegant main dining Gold Room and the specialty Orangerie garden restaurant. The food served in either would rival that of the country's finest eateries, with service to match.

The hotel's dining, in fact, has been a big reason why The Arizona Biltmore has won the Mobil Five-Star Award for the past 18 years.

Meeting facilities include the spacious Grand Ballroom, the Aztec Room, which strongly reflects Architect Frank Lloyd Wright's unique design influence, and other smaller rooms.

Recreational Facilities

It's the variety and extent of its recreational facilities that really qualifies The Arizona Biltmore's reputation as a major resort property. Whatever fun 'n games or physical fitness activity that may appeal to guests is almost sure to be found here.

Just for starters, there's some 300 acres of grounds to jog on. For the "just

walkers," there is The Arizona Biltmore's world-famous Pink Path — a paved walkway across the desert wilderness leading to the foothills of Squaw Peak.

The hotel's recreation area offers an Olympic-sized outdoor swimming pool; a choice of 17 tennis courts; a nearby 18-hole championship golf course plus a 9-hole course under construction; a complete health spa and exercise salon for both men and women that includes organized class instruction; and such lesser recreational diversions as table tennis, shuffleboard, lawn bowling, volleyball and more.

While, over the past few years the hotel has been operating year 'round, during most of its early history The Arizona Biltmore would close down during mid-summer. Today, with the help of modern air conditioning and the cooling effect of the many full-grown trees throughout the grounds, even the hottest days are not unpleasant.

Greatest Asset

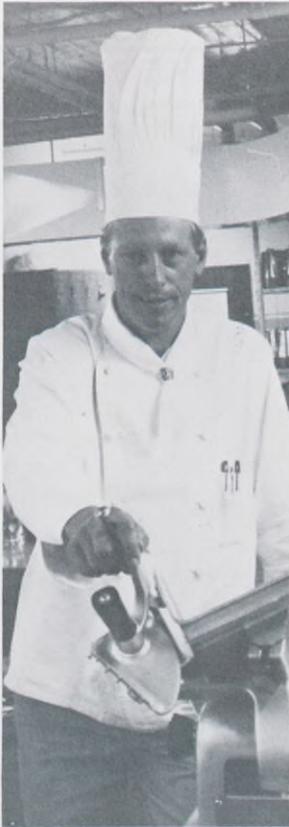
For all of its truly outstanding attractions, the hotel's greatest asset is its people. It is they who deserve the top credit for earning The Arizona Biltmore its repeated Five-Star Award recognition.

Those employees I visited with expressed a great personal pride in the hotel and were especially proud of its Five-Star reputation and its tradition of quality standards and service excellence.

Though my visit was brief, it did not take me long to discover that The Arizona Biltmore is "our kind of hotel" — one in which we can all take pride in welcoming as a member of our Western International Hotels' family.



The Orangerie specialty dining room



Executive Chef Robert Bland



Linen room staffers Damon Hoover (left) and Grace Hitchcock



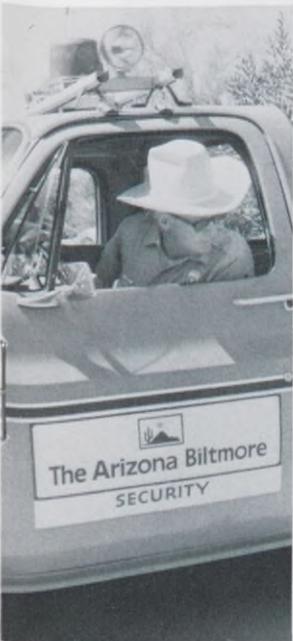
Exercise salon Director
Anne Kinnerup



Advertising and Public Relations
Director Ann Kalman



Swimming pool and Cabana Club



Chief of Security Roger Carter



Doorman Jon Mark Tucker



Hotel grounds looking towards Squaw Peak. One of the hotel cottages is shown at left partially hidden by trees.



Hard hat — soft touch

Singapore — During recent renovation of the SHANGRI-LA lobby, Lobby Court hostesses wore sporty jumpsuit and hardhat outfits to emphasize a safety-conscious awareness. Hostess Madeleine Tan (shown serving hotel guest), made this comment on her uniform, "It's a refreshing change from my usual high-slit long gown. Not only comfortable, but it catches the eye of most guests who find it attractive."



Spirit of sportsmanship

Mexico City — This summer a combined soccer team of ALAMEDA and CAMINO REAL, Mexico City employees challenged the team members of a prominent Guadalajara businessmen's club (all good clients of the Alameda) to a game in Mexico City. The Guadalajara group, "Los Tejones", won. In the spirit of good sportsmanship, the hotel's team hosted the winners to a party at the Alameda and presented their captain with a handsome silver trophy. (From left): Los Tejones captain, Jose Aguilar; Hector Uribe, general manager of the Alameda; Elena Ruiz, public relations director and Esthela Marquest, sales department assistant, both of the Alameda.



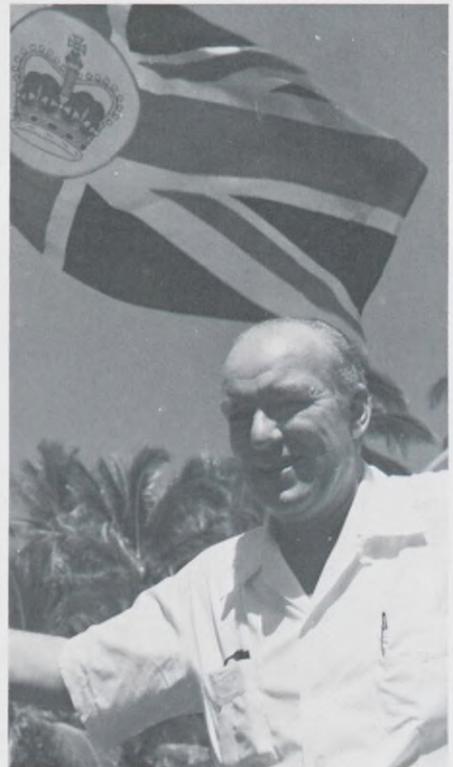
First Lady

San Salvador — The First Lady of El Salvador, Mrs. Gloria Romero (left), at the CAMINO REAL to attend a fund-raising event, chats with the hotel's Director of Public Relations Alicia Sigaran.



Phone number to remember

Manila — Guests invited to the launching party of the PHILIPPINE PLAZA's corporate secretaries club (Club 777) found it very easy to remember the hotel's direct line reservations number. The number — 593-777 — had been carved in ice and displayed as a buffet centerpiece. With the hotel's Director of Marketing Albert J. L. Hee (center) are the secretaries of the Philippine Plaza's marketing department who served as hostesses during the launching party event.



Double Agent

Acapulco — Derek Gore, director of public relations at LAS BRISAS, is also the appointed British consul for Acapulco. The consulate offices are located near the resort hotel's main entrance.

Marketing Conference

B₂B = ROI formula inspires meeting success

The theme for the 1977 Marketing Conference—B₂B=ROI—read like some complex mathematical formula.

On the contrary . . . it was simple arithmetic!

As the attendees quickly learned, the "formula" interpreted—"Back to Basics equals Return on Investment."

The "back to basics" of sales and marketing fundamentals theme was, in fact, key to both the general session presentations and discussion group sessions throughout the Conference from the moment of opening at the Hotel Toronto on September 8 to its close, seven days later, at the Detroit Plaza.

The Conference theme was also the emphasis for featured speaker Executive Vice President C.R. Lindquist's remarks to the group which focused on the importance of marketing as that activity directly related to our company's return on investment.

In a series of discussion group sessions, attendees probed the basics of such direct concerns as advertising fundamentals, negotiating and pricing techniques, budgeting, sales trip planning, and personnel interviewing and employment practices.

Interspersed throughout the Conference program were a number of motivational films. They ranged from the highly inspirational ("Best is yet to come" featuring Olympic decathlon champion Bob Richards) to the basically instructive (time and territory management, sales techniques, etc).

Panel discussion sessions involved outside guest participants as well as WIH people. In one guest panel session, industry experts explored the future of group meeting business as related to increasing travel costs and energy concerns.

A WIH panel, chaired by Vice President Bill Newman, had four of our hotel managers air their views on hotel manager/sales department relationships.

Other Conference highlights included receptions for civic and business leaders in Toronto (at Hotel Toronto) and Detroit (at Detroit Plaza); a quiz that reviewed the WIH Marketing Manual and a unique convention handling case - study presentation that recapped a recent Detroit Plaza experience.

The presentation, developed by the hotel's Director of Public Relations Ken Kitchin and department assistant Deborah Hawkins, told the remarkable story of how the Detroit Plaza had very successfully hosted some 21,000 convention guests over a 28-day period!

The conventioners—Ford au-

tomobile dealers from around the world—were in Detroit to preview the 1978 model line and to attend meetings and exhibits at the hotel and elsewhere in the city.

This year's Marketing Conference was noted for at least two historical "firsts." It was the first Conference to meet over a weekend—a concept attendees were urged to sell to meeting planners.

And, it was the first Conference to be held in two countries (Canada and the United States), and three hotels (Hotel Toronto, Detroit Plaza, plus a luncheon session at the Michigan Inn.)

It was also one of the largest with over 100 sales and marketing executives, representing our hotels and regional offices in ten countries, in attendance.

Vice President Dave Evans was this year's Conference chairman, assisted by co-hosts Barry Macdonald (director of sales, Hotel Toronto) and Larry Stephan (director of marketing, Detroit Plaza).



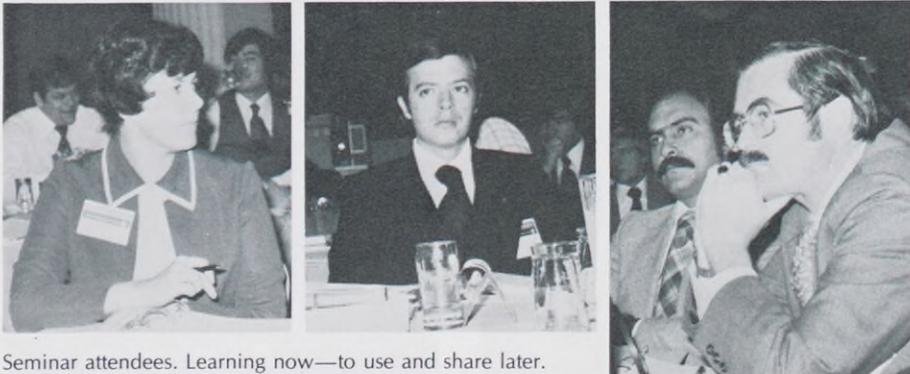
It was, "Goodbye Hotel Toronto . . . Look out Detroit Plaza," as Marketing Conference delegates boarded a Canadian National Railway train in Toronto midway through the Conference to attend the concluding sessions at the Detroit hotel. Receiving a "royal send-off" from Hotel Toronto staffers are (from left): Roberto Cintron, Camino Real, Mexico City; Paul Mazaros, Benson; Maris Brenner, Michigan Inn; Jack Tobin, Los Angeles Regional; Tom Hawley, Washington Plaza; and Mike Echelbarger of the corporate advertising agency, Cole & Weber.



Bruce McKibbin, senior vice president, marketing addresses the audience of conference attendees and Detroit civic and business leaders at the Detroit Plaza. The luncheon offered an opportunity for the hotel and Western

International to express appreciation to these guests for the business generated for our company.

Attendees advised 'go back and share ...'



Seminar attendees. Learning now—to use and share later.



"Go back and share what you've learned here with your supervisors and associates."

So advised Executive Vice President C.R. Lindquist in answering a Management Seminar attendee's request for suggestions on making the widest use of the input he had received from the five-day learning experience.

The question was asked during the Seminar-closing Senior Officers' Panel session at which a panel of senior officers — including President and Chief Executive Officer Harry Mullikin — fielded both written and spontaneous questions asked by the Seminar attendees.

For the questioner, as well as the 31 other Seminar attendees to whom this advice equally applied, there was a good deal of input to "go back and share."

The attendees comprised a selected group of promising management-level men and women from throughout our company who had been sent to Seattle in mid-September for a week of intensified training.

That training was designed to accomplish two principal objectives.

The first was to sharpen management skills. The second was to expose the attendees to an on-site and in-depth corporate structure familiarization.

In achieving their first objective, attendees participated in lengthy work-

shop sessions on management methods, conducted by WIH Manager of Management Development Dick Blewett and WIH Consultant Don McCutcheon.

Other session highlights included a presentation by outside authority Domenick Portolese on management application, and a "Time Management" session by McCutcheon.

As to corporate structure familiarization, orientation presentations from members of the various division offices and Western Service & Supply were scheduled throughout the Seminar. In addition, attendees toured the various corporate and executive office operations.

To be sure that everyone kept on their toes as to what they had been learning, morning sessions began with a half-hour quiz focusing on the previous day's input.

Toward Seminar conclusion, attendees discussed their post-Seminar take-home assignment subjects. Each member is required to prepare a research paper on a selected industry-related topic that would, hopefully, be of benefit to their department, hotel or to the company.

This, the 19th annual Management Seminar, was produced by the Personnel Division under the direction of Blewett, assisted by WIH Director of Personnel Jerry Gunderman and McCutcheon.



Floaters

Atlanta — Sky diving was a popular weekend sport enjoyed this summer by a number of Peachtree Plaza employees including this pair of "sky floaters" (left) Assistant Public Relations Director Jill Van Dresser and Bill Elgan of the hotel's front office staff.



Ambassador

Los Angeles — Limousine driver for the Los Angeles Bonaventure, Victor Marin, is the hotel's "ambassador of hospitality" to the VIP guests he picks up at the airport. Victor is the arriving guests' first employee contact with the hotel, and quite often is the last contact with departing guests.

people



Stylish

Chicago — The Front Office crew at the Continental Plaza had a new reason to broaden their smiles when they were recently issued these new, and very attractively styled uniforms. Modeling the handsome new brown, rust and white outfits are: (back row) Rich Lukas, Bob Braner, Alberto Andrade and Front Office Manager David King; (front row) Marsha Bower and Jamie Manczak.

Champions >

Seattle — Winners of the WIH Bowling League 1976-77 season championships was this victorious "Grave's Diggers" threesome (from left): Bob Graves, WIH assistant credit manager; Shannon O'Reilly, executive secretary, corporate; and Scotty Robertson of the Washington Plaza bell staff. The WIH League was comprised of 16 three-member teams.



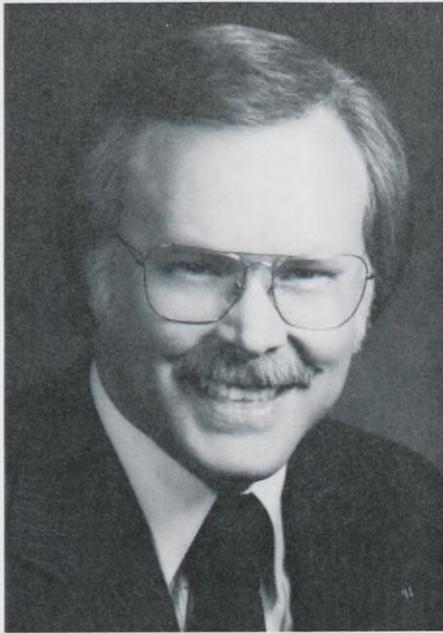
Cooks v

Honolulu — Helping out with cooking chores for the Annual Ilikai Employee Picnic turned out to be a joint Ilikai/Wailea Beach "sales effort." The cooks (from left): Chuck Cartier, Wailea Beach director of sales, Marion McMahon, Marijean Kagehiro and Susan Small of the Ilikai sales department.



With fall upon us and winter only weeks away, now is a good time to remind ourselves to take action on home heating and insulation opportunities to help cut down on utility bills and conserve energy during the cold weather days ahead. Room heat is the biggest energy user in your home during the coldest months. But it also offers the biggest opportunity for energy conservation and here are some suggestions how:

- Try to keep your room temperature as low as is comfortable for you and your family. Remember — you can save up to 3% on heating bills for every degree a thermostat is lowered.
- Turn down thermostats 10 degrees or more when retiring at night.
- Keep temperature down in rooms not in use and keep doors closed. Close individual heating units and turn off thermostats.
- Keep return air grills and warm air ducts clean.
- Close the fireplace damper during the day or when otherwise not in use. An open damper allows your heat to go up the chimney like smoke. It can draw as much as 20% of the heat out of a home in just one hour!
- Weatherstrip and caulk around all entrance doors and windows to limit air infiltration. This can cut down heat loss from 10 to 15%.
- Insulate wherever you can. The most important item in residential energy conservation is heating the home as efficiently as possible. Keeping cold air out and warm air in is the key to heating economy. *Insulation is the most important factor in achieving minimum heat loss and cutting down on your utility bills!*



Front! correspondent for the Detroit Plaza is Ken Kitchin. Call Ken on extension 7-8293 and give him your input for Front! (All other WIH people: submit Front! items to your local correspondent listed below.)

Alameda, **Gina De Zalce**. Bayshore Inn, **Pat Wyman**. The Arizona Biltmore, **Ann Kalman**. Benson, **Anne Shawcross**. Bonaventure, **Antoine Khoury**. Calgary Inn, **Kay Artinian**. Camino Real, Cancun, **Mary Clare Wisner**. Camino Real, Guadalajara, **Gloria Sagastegui**. Camino Real, Mazatlan, **Rodolfo Negrete**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Rosa Mendez**. Camino Real, Saltillo, **Roberto Flores**. Camino Real, San Salvador, **Ana Maria Vides**. Camino Real, Tampico, **Enrique Meyer**. Carlton House, **Arlene Pobicki**. Carlton, **Laura Davis**. Crown Center, **Barbara Harlow**. Continental Plaza, **Audri Adams**. Detroit Plaza, **Ken Thomas Kitchin**. Dusit Thani, **Duangphorn Thanasathitaya**. Edmonton Plaza, **Debbie Duffy**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandanivia, Oslo, **Kirsti Brekke**. Hotel Toronto, **Pat Samson**. Houston Oaks, **Linda Hancock**. Los Angeles Bonaventure, **Sharyn Cole**. Ilikai, **Valery Satin**. Las Brisas, **Derek Gore**. Mayflower, **Carol Barnes**. Michigan Inn, **Bruce Salanger**. Miramar, **Melinda Howell**. Miyako, S.F., **Hiro Tanaka**. Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Llantada**. South Coast Plaza, **Pat Milnor**. St. Francis, **Mike Deighton**. Shangri-La, **Yap Cheng Tong**. The Plaza, **Gina Henry**. Washington Plaza, **Sandy Novak**. Winnipeg Inn, **Eileen Warren**. Camino Real, Guatemala, **Evangelina Amezquita**. WIH Reservations Center, **Denise Nilius**. WIH Executive Offices, **Dorothy Stauffer**. WIH Financial Services, **Bob Graves**. WS&S, **Nancy Newman**.

CHECK-IN — The boldly lettered "We've Moved" sign, tacked on the door of the temporary offices, was all that was left behind when the Galleria Plaza staff eagerly moved into their permanent hotel location quarters in early September. Now it's strictly an "inside job" as staffers press full speed ahead to the Houston hotel's targeted mid-November opening.

QUOTABLES — "In the opinion of many discriminating travellers I meet, the Winnipeg Inn is Winnipeg's best hotel. I tend to agree with them. This enviable reputation is largely the doing of Cecil Ravenswood, who has been with the 350-room hotel since it opened in 1970 and has been its general manager for the past five years. Now, it is my rather sad duty to report that Cece Ravenswood is leaving us this weekend, to become general manager of The Arizona Biltmore, Western International Hotels' luxury-type place seven miles from downtown Phoenix . . ." (From a column tribute to Cecil Ravenswood by WINNIPEG TRIBUNE Associate Editor Harry Madron.) . . .

"When we open (July 1978), we plan to have people outside the doors and people inside the doors ready for them. We plan to be successful. Very successful." (Bob Hutchinson, director of sales for the Williams Plaza quoted in an article on the new hotel in TULSA magazine.) . . .

"In our industry, the hotel's employees are among the prime ingredients included in the total product 'purchased' by the customer (guest). Of course, it is the hotel's rooms and such things as meals and beverages that the customer actually pays for. But, for that payment, the customer also expects to receive a good deal of satisfaction in return from the hotel's staff." (From an editorial in SMILE, the Shangri-La hotel employee magazine.) . . .

HOTLINE — Rotarians (or anyone else) visiting Chicago may now dial R-O-T-A-R-Y 1 "hotline" and hear a taped announcement which includes this message: "Chicago's Ambassador of Music, Rotarian Franz Benteler, is appearing in the Consort of the Continental Plaza hotel. His Royal Strings Show is a must. If you mention this message in the Consort, your party will enjoy a complimentary round of cocktails before dinner. For a Royal Rotarian connection, it's Franz Benteler at the Continental Plaza." The Rotary One Hotline is the first such message promotion of its kind in the Chicago area. In addition to the Continental Plaza invitation, the announcement includes a welcome to Chicago from the city's mayor, a listing of special events for the week, and, naturally, the date, time, location and guest speaker for the next Rotary luncheon.

