

Front!

August, 1980

WESTERN INTERNATIONAL HOTELS



For the Food and Beverage delegates, a Mexican theme reception welcome.

(See story page 8)

HARINA DE TRIGO
SAN RAFAEL

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On the move

Complimentary room requests

Some of you have expressed concern about difficulties in obtaining complimentary room reservations at Western International hotels during certain seasons of the year.

It is the company's desire to be able to provide complimentary rooms for any qualifying employee who follows the procedures for requesting the accommodations.

We encourage our hotels to confirm as many complimentary rooms as is possible and practical. Fortunately, most of these requests can be met.

However, there are circumstances during particularly high occupancy periods when the number of complimentary room requests exceeds the number of complimentary rooms that the hotel has set aside. There are also times, especially with our resort properties, when a hotel can forecast a very high occupancy period. At such times, the request may have to be refused because of guest commitments.

It is the company's intent, as well as that of the individual hotels, to satisfy employee complimentary room requests whenever possible.

When, for such reasons as we've mentioned, an individual request cannot be satisfied, we hope you will be understanding. If it fits into your plans, perhaps you may want to request for some alternate date.

We would also like to suggest that to lessen your chances of disappointment, you place your complimentary room request with your personnel office as much in advance as possible.



Harry Mullikin
President and
Chief Executive Officer

Harry Mullikin

Sue Brush from public relations manager, *The Olympic* to director of advertising & public relations, *Washington Plaza*.

Diane Burgwald from sales manager/tour & travel, *The Olympic* to sales manager, *Washington Plaza*.

Gary Cope from reservations manager, *The Olympic* to reservations manager, *Peachtree Plaza*.

Walter Eckstein from executive sous chef, *Hotel Scandinavia/Copenhagen* to executive sous chef, *Los Angeles Bonaventure*.

Joseph Falceto from director of food & beverage, *The Olympic* to director of food & beverage, *Cincinnati Plaza*.

Frits Gehner from director of food & beverage, *Crown Center Hotel* to director of food & beverage, *Washington Plaza*.

Robin Hooks from sales manager, *Century Plaza* to regional director of sales, *Los Angeles Regional Sales Office*.

Willis Knight from director of purchasing, *Los Angeles Bonaventure* to assistant director of food & beverage, *Century Plaza*.

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COVER: A Mexican theme reception welcomed attendees to the 1980 F&B Conference at The Arizona Biltmore in early July. At the "fresh fruit stand" (from left): Neil McLaren, the hotel's executive sous chef with sous chefs Randy Keith, Mark Spellman and Dennis Hixon.

Front!

A monthly publication by and for employees of
Western International Hotels

Gabe Fonseca, Editor
Carol Suess, Associate Editor

The Olympic, 4th & Seneca, Seattle, WA 98111

Compass Rose adds new excitement to the 'most exciting hotel in town'



Compass Rose... designed to be seen and to be seen at.

Some hotel restaurant lounges are designed to be seen.

Others are designed for their patrons to be seen at.

A few are successfully designed for both. The recently opened Compass Rose restaurant and bar at the Hotel St. Francis is one of them.

The elegant and opulent room, located on the site of the former Terrace Room off the hotel's main lobby, was designed by Joszi Meskan who also designed OZ, the sensational disco atop the Hotel St. Francis Tower.

Meskan and her staff combed the world for art, artifacts and antiques to give this stunning room its many unique and impressive touches.

Among the "to be sees": a 17th century Chinese screen and a Burmese Bible screen, 19th century Korean cloisonne vases; a variety of mother of pearl Moroccan tables; English pewter sconces, Italian marble dance floor and pillars, and a pair of sofas with intricately-carved bases rescued from the fire at the Brighton Pavilion (England).

Indeed, the collection of these and other world treasures defines the Compass Rose — a 32-sided navigational tool representing every area of the globe.

The total effect is one of a sophisticated San Francisco living room. A comfortably gracious and very inviting living room that San Franciscans as well as hotel patrons would enjoy being seen at whether for a light lunch, afternoon tea, cocktails, post-theater supper or for an evening's entertainment. Compass Rose features musical entertainment both during the cocktail hour and for evening dancing.

Also to be seen is the San Francisco scene. The arched windows overlooking the corner of Geary and Powell streets have been boarded over for the past 40 years. Now, uncovered and draped in raw silk, the windows provide a "front row" seat for viewing of the city's busiest and most exciting downtown area, including its famed cable cars.

"The addition of the Compass Rose is in the Hotel St. Francis' tradition of being the most exciting hotel in town," Bob Wilhelm, managing director, notes. "It is part of our three-phase, \$15 million building program which we expect to complete in 1981."

Keith Himmelman is room manager for the Compass Rose and Tracy Finneran is assistant room manager.

Poll rates WIH hotels number one with travelers

In these two categories — Best Hotel Chains in the U.S., and Best Hotel Chains Overseas — Western International ranked number one with the readers of TRAVEL/HOLIDAY magazine.

The widely-read consumer travel publication had taken a poll of its readers earlier this year in an effort to determine the state of today's travel business from a traveler's point of view. Based on their recent travel experiences, readers were asked, as part of the questionnaire poll, to rate travel industry companies on a grading of "Excellent" to "Poor."

Included were national and international airlines, rental car companies, tour companies and cruise lines as well as hotel chains.

Over 8,000 readers — most of whom the publication could identify as "active travelers" — responded.

TRAVEL/HOLIDAY then assigned a numerical value to each grade.

Listed number one among the eleven United States hotel chains that respondents had evaluated was Western International.

Listed number one among the six hotel chains overseas — again Western International. The magazine's report carried this editorial note: "Special kudos to Western International: 74% of our readers rated their stay as 'Excellent.'"

The TRAVEL/HOLIDAY National Travel Poll report appeared in its July issue in their widely-read "The Travel Advisor" section.

In his responding note to the publisher of TRAVEL/HOLIDAY, Harry Mullikin commented, "We are extremely proud that your more than 8,000 respondents judged Western International as not only the 'Best' in the U.S., but also the 'Best' overseas."

"It is gratifying to us that a sample poll of that size recognized our company as a hospitality leader here and abroad."

Photo news



Rags, yes. Facecloths, no.

TORONTO — A facecloth is a facecloth and a cleaning rag isn't. That's the message being campaigned by the Hotel Toronto's housekeeping department these days to stop usage of facecloths for clean-up purposes. In support of the campaign and displaying one of the message posters are room attendants Millie Landell (left, holding cleaning rag) and Dorothy Kelly (with washcloth).

Architects enjoy unique evening

CINCINNATI — Though still under construction and not scheduled to open until December, the Cincinnati Plaza Hotel was host to a gathering of some 1,500 persons for a formal dinner-dance in its unfinished atrium lobby in late June. And no better group could have enjoyed the occasion and setting more. They were the delegates attending the National Convention of the American Institute of Architects in Cincinnati for their annual conference. The city's host Chapter had made arrangements with the hotel's management for this unique evening-out experience.



WIH/Qantas reservations link

SYDNEY — Jim Weiss (left) tour and travel manager for WIH, finalizes an agreement with Key Wyn, manager of Qantas Airlines' reservations system, QANTAM, to represent all WIH hotels in the QANTAM system. Western International is the only hotel company in the world to be plugged into the system. Now, any Australian travel agency with access to QANTAM can make immediate client reservations for any WIH hotel through the system. This WIH reservations capability is similarly available to any Qantas airlines office worldwide.

Participants in PATA 'Korea Day'

SAN FRANCISCO — When the Northern California Chapter of the Pacific Area Travel Association (PATA) presented its "Korea Day" program in San Francisco recently, Western International was there with an exhibit promoting the Chosun Hotels. Among the hundreds of visitors to the half-day event was Mr. C. Kim (center) director of the USA-Korea Tourism Corporation. With Kim (left) is Paula Crowder, director of sales for the San Francisco Regional Sales Office and chairman of the Northern California PATA Chapter, and Margo Cook, sales manager for the regional office.



'Happy anniversary to youuuuuu'

TOKYO — A gala reception followed by a press conference at the Prince Hotel highlighted the 10th anniversary of the Tokyo Sales Office in late June. Over 300 guests, including top travel agents, airline executives, government tourist officers, a few ambassadors, and sales and management executives from some WIH hotels and the corporate offices, participated in the festivities. Here, Dave Evans, vice president/marketing, (far right) conducts the "WIH choir" in an anniversary song salute to Akio Hirao (back to camera) regional director of sales for the Tokyo office since its inception.

Human (ouch) hurdles

JOHANNESBURG — A variety of serious — and not so serious — sports events tested the talents of Carlton Hotel employees recently during their first Carlton Olympics Fun Day. For the hurdles event, employee volunteers offered their services as human hurdles, bravely suffering bumps and bruises by occasional over-enthusiastic but underestimating leapfrogging contestants.



Looking after those who look after the guests . . .

Unlike most other hotel departments, personnel has little to do directly with the care and comfort of guests.

But it does have an awful lot to do with the care and comfort of those people who do look after the guests — the hotel's employees.

As Bruce Stone, director of personnel for the Continental Plaza, puts it, "One of our major purposes is to serve the people who serve the guests."

There is hardly an area of an employee's hotel career, in fact, that does not include some personnel department involvement.

With most hotels, this involvement covers these four basic areas of employee activity: (1) employment, position advancement and termination, (2) training and development, (3) compensation and benefits, and (4) such general employee relations that could range from some counseling to assisting with the hotel's annual service awards programs.

How much emphasis is given to each of these areas varies from hotel to hotel. A lot depends on the size of the property as well as the size and makeup of the department's staff.

As an "average" WIH operation, the Continental Plaza's personnel department is a good example.

The staff, in addition to director of personnel, Bruce Stone, includes Stephanie Sanchez as assistant director; Paul Reidy as personnel coordinator; Raquel Koller, secretary; Rosemary Avila, receptionist, and Rosemary Dukes (who splits her working hours with the hotel's payroll department) as benefits administrator.

All except for Stone, Sanchez and Koller are fairly new to the department. As a matter of fact it was Stone who set up the department in 1969. Previously he had worked in the hotel's accounting department.

Looking back over the department's beginnings, Stone recalls, "It was just about this time when the company began emphasizing the importance of the personnel operations in our hotels. It

also happened to be the year of the first personnel conference, and, believe me, I really needed that experience!"

Western International's focus on hotel personnel operations in the early 70's was prompted by a number of reasons — both internal and external.

In the United States, for instance, a rash of government regulations such as the Civil Rights Act, new Wage and Hour laws, Equal Opportunity regulations, OSHA, and the like, were making changes in employment practices. Regulation administration required strict compliance monitoring. The most logical hotel department best equipped to assist management in this endeavor was personnel.

This was also a period of WIH expansion into the management of larger properties. Hotel operations were becoming more sophisticated and more costly. The need to hire better qualified people — and keep them — was greater than ever.

"The costs involved in hiring and training a fully productive employee can run into thousands of dollars," says Stone.

"Therefore it just makes good economic sense to make the best hire decision possible right at the start. While each department does make the ultimate hire decision, it's Personnel's responsibility to seek out the best qualified applicants available. And that takes a lot of time, know-how — and patience."

In their search for the "best qualified applicants," the department will often advertise positions in local newspapers. Employment agencies and schools are other applicant sources. So are friends of current employees.

Last year, the Continental Plaza's personnel department reviewed over 2,000 applications.

Continental Plaza applicants who pass a preliminary screening — often conducted by receptionist, Rosemary Avila — are scheduled for an in-depth interview relating to a particular position.

Personnel coordinator, Paul Reidy, handles most of the in-depth interviewing involving hourly employees, while Stone and Sanchez interview for most salaried positions. All three work very closely with hotel department heads in assessing their staff needs and guiding them in making their applicant selections.



Bruce Stone (right), director of personnel, makes a phone call that may solve a problem presented by Grace Jackson, manager of the employee cafeteria.

If a position is available, the applicant is introduced to the particular department head for further interview and hire decision.

In any case all applications are kept on file for possible later consideration.

"Once a new employee is hired," says Stone, "it's part of Personnel's responsibility to do whatever we can to make their employment with us as enjoyable and meaningful as possible. We work with the hotel's management, department heads and supervisors to see that good labor practices are followed, and that employees are given opportunities for advancement and assistance in their career training."

Raquel Koller, like Rosemary Avila and Paul Reidy, is bilingual. In addition to her secretarial duties, Koller helps with such employee concerns as credit union procedures, vacations, etc., especially for non-English speaking employees.

Stone adds, "Like any other department, our function is to be as supportive and helpful to the hotel's operation as we can. But achieving that objective depends a lot on the credibility and rapport we have with all our hotel people in all departments and at all levels."

Often that means taking the unbiased stance of a "mediator" on a problem that has arisen involving an employee and his or her supervisor.

"A lot of these problems," says Stone, "arise from misunderstandings that can be resolved when everybody concerned gets together and talks it out."

An area that's receiving increased attention from many personnel departments — including the Continental Plaza's — is employee training and development. This goes beyond employee orientations, benefits presentations and the like. The new emphasis is on programs for developing department skills and management training.

Some of the larger hotels now include a personnel training director on their staff.

Assuming that responsibility earlier this year at the Continental Plaza was the department's assistant director of personnel, Stephanie Sanchez. "I see my job as assisting department heads in developing



Paul Reidy (right), personnel coordinator, gets out from behind his desk for a face-to-face interview with a job applicant.



Stephanie Sanchez, assistant director of personnel, uses a flip chart as an instruction tool during an employee training session.

programs for their departments, then training these people to carry out these programs," says Sanchez.

Personnel's increasing involvement in employee training and career development activities could well be a major department focus in the years ahead, Stone speculates.

"For one thing," he notes, "it's in line with the Continental Plaza's — and the company's — objectives for continuing to provide the type of service professionalism that guests have always expected of us. And with the company's ambitious plans for expansion over the next few years, we'll be requiring more and more qualified people to meet these professional staffing needs."

Stone concludes, "Along with the company's promotion-from-within philosophy, is, of course, the need to train people to qualify for promotion. This is one more area where a hotel's personnel department can be of considerable help in their efforts to serve the people who serve the guests."

F&B Conference focuses on marketing, merchandising, product quality

What's happening in the changing food service market? What are the trends in beverage preferences? What is the competition doing that WIH should be doing — but better?

These were among the many challenging questions explored by the attendees to the 1980 WIH Food & Beverage Conference. That event was held in July at The Arizona Biltmore's stunning new conference center.

Influenced by the hotel's resort atmosphere and the warm desert climate, sessions were literally shirt-sleeve informal. But hardly relaxing. The attendees — executive chefs and food and beverage directors — were dealt a heavily business-packed agenda throughout the three-day session.

Conference direction focused on innovative marketing and merchandising concepts with strong emphasis on product quality.

Among the highlights of general sessions were the reports — and attendee follow-up discussions — presented by the various task force groups.

Task force members had been assigned pertinent topics to research — such as beverage trends and competition analysis — and to report back on their studies to conference attendees.

(Among the findings: beverage preferences trended towards lighter, even non-alcoholic, drinks. And, yes, such major competitors as Hyatt, Four Seasons and Marriott did offer some creative food and beverage merchandising ideas that WIH people could learn from).

In other general sessions, selected attendees told of some of the innovations and concepts that had been established in their own hotel food and beverage outlets over the past year.

This included reports on the new Compass Rose restaurant at the Hotel St. Francis, the upgrading remodel of the Century Plaza's Granada restaurant and a unique buffet service concept for the Cafe Royal at the Hotel Scandinavia, Oslo.

Outside guest speakers — there were three of them — provided an agenda change of pace. Though speaking from different aspects, each offered some new insights into areas of interpersonal relationships with application to on-the-job associates as well as outside business contacts.

Other highlights included the traditional Food & Beverage Division Awards Luncheon (related story next page) and an apprentice recognition luncheon. For the latter, the hotel's six-member culinary apprentice staff had designed and prepared the entire menu.

The conference concluded on a sentimental note for its chairperson, T. Peter Blyth. It was his last gathering with the group. Recently, Blyth transferred from his post as vice president, Food & Beverage Division, to his current position as project officer and area vice president.

Jacques Bourgeois, formerly F&B director at the Hotel St. Francis, has subsequently assumed the role of director for the WIH Food & Beverage Division.

F&B luncheon features Golden Chalice and Silver Spoons

Anticipation mounted as Bob Lindquist, executive vice president, approached the speaker's microphone. Eyes from around the room focused forward, taking in the adjacent table that displayed the array of trophies and certificates.

The occasion was the traditional Awards Luncheon held during the course of the annual Food and Beverage Conference at The Arizona Biltmore.

As the winning entries in the various Food & Beverage competitions were announced, the entrants, or their hotel's representatives, were presented with their recognition awards by Lindquist.

Golden Chalice Awards:

To Marina Baquiran, bartender at the Miyako, went the Outstanding Beverage Recipe award for her original drink, "Happy Golden." (This year's competition specified non-alcoholic drinks and suggested that the drink might tie in with Western International's 50th anniversary as a "celebration" beverage; hence the name).

The Outstanding Beverage Promotion award went to The Olympic for its certainly very topical Mt. St. Helens — a coffee/liqueur concoction topped with a "lava flow" of whipped cream.

The award for the Outstanding Wine List went to the Velvet Glove restaurant at the Winnipeg Inn.

Silver Spoon Awards:

Outstanding food menu Silver Spoon awards were presented to these category winners:

Informal Restaurant/Breakfast — Garden Restaurant, Century Plaza;

Informal Restaurant/Lunch — Azulejo's Camino Real Mexico City; Informal Restaurant/Dinner — Garden Restaurant, Century Plaza; Fine Dining/Lunch — The Summit, Detroit Plaza Hotel; Fine Dining/Dinner — Victor's, Hotel St. Francis; Room Service — Hotel St. Francis; Children's Menu — Space Needle Restaurant; Cocktail Menu — Annabelle's, The Ilikai; Cocktail and Dessert Menu — Space Needle Restaurant; Holiday Menu — Beaudry's, Los Angeles Bonaventure; Banquet Menu — The Benson; Brunch Menu — The Summit, Detroit Plaza Hotel; Special Outlet Menu — Poolside, Century Plaza; Special Occasion Menu — Meeting Planner's, Century Plaza; Special Promotion — Swiss Festival, Hotel Scandinavia, Oslo; Dessert Menu, The Ilikai.

Chef Reinhold Keller Awards:

This year's competition requested original nouvelle cuisine recipe presentations. The winners: first place to Pierre Lassegue, Camino Real, Mexico City, for Terrien de Poissons au Citronvert et Fines Herbes en Aspic.

Second place to Toh Tian Ser, Shangri-La, Singapore, for Saumon Caesar.

Third place to Oivind Nilson, Hotel Scandinavia, Oslo, for Grilled Fillet of Baudroie.



Sets of kitchen knives were presented to The Arizona Biltmore apprentices (from left) Lauren Van Gorden, Mike DeMaria and Jack Etter by Peter Blyth in appreciation for the luncheon they had prepared for the F&B group.



Charles Bertoud (right), F&B director for the Hotel Scandinavia, Oslo, accepts the Special Promotion Award from Bob Lindquist, executive vice president.



Phillipe Seguin (right) executive chef, Camino Real, Mexico City, accepts the first place Chef Keller award plaque, engraved copper skillet and medallion for winner, Pierre Lassegue from Lindquist.

Public Relations Workshop packed with 'importance'



For Workshop attendees... "new information importance."

The Plaza notes that "nothing unimportant ever happens" at that hotel.

Attendees of the 1980 WIH Public Relations Workshop, held at The Plaza in early July, wrapped up their session enthusiastically concurring with the hotel's claim.

The group's three-day get-together was packed with importance . . . new information importance, shared idea importance, and personal contact and interchange importance. All of it was aimed toward the further development of their professional expertise.

Even the workshop's location was important. New York is the hub for many of the major travel industry publications and publicity services with which the public relations members maintain important contacts. Fittingly, most of the workshop speakers represented these New York media services contact sources, such as MEETINGS & CONVENTIONS magazine, TRAVEL AND LEISURE, TRAVEL WEEKLY magazine and THE NATIONAL BUSINESS WIRE.

But while the outside experts shared in the agenda, it was the inside experts, the attendees and the corporate public relations staff, that shaped it.

Creative ideas applied in the marketing of the company, their hotel

and its product, is stock in trade for the WIH public relations person.

Accordingly, in presentations scheduled throughout the workshop, all attendees were given the opportunity to share their creative ideas and programs — their successes and less than successes — for the benefit of their colleagues.

Important also were the presentations shared by the corporate office public relations, advertising, audio visual and other Marketing Division attendees. The focus was on such pertinent areas as company objectives, corporate identity, and division services, as well as updates on operations procedures.

At workshop outset, each attendee was supplied with a hefty reference binder prepared by the corporate public relations staff. Information contained in the binders not only recapped workshop highlights but provided attendees with a permanent working tool as both an operations guide and idea sourcebook.

This year's workshop, the first since 1978 and the third in WIH history, was chaired by Ken Kitchin, WIH public relations manager. Attending were 20 public relations persons, both in-hotel and agency representatives, from properties in the United States, Canada, Mexico and South Africa, as well as corporate marketing staff members.

People

Kidnapped

JOHANNESBURG — Sebastian Berinato (left), *Carlton Hotel* assistant manager, can smile about it now but he wasn't smiling much on that evening in mid-May when he was approached by three gunmen in the hotel. The trio, allegedly high on drugs, kidnapped Berinato and forced him to take them to a room. They threatened to blow up the hotel with dynamite. Remaining calm and cool, Berinato was eventually able to talk his captors into his release. He immediately called the police but it wasn't until some seven hours later that they were able to overpower the gunmen and take them into custody. For his bravery, Berinato was presented with the WIH President's Award of Merit. The hotel's general manager, Pat Burton (right) and Berinato returned to the "scene of the crime" — room 1505 — for the award presentation ceremony.



(“On the move,” continued from page 2

Bernd Liebergessel from sous chef, *The Ilikai* to executive sous chef, *Houston Oaks*.

Jerry Pokocky from assistant director of housekeeping, *Hotel Toronto* to director of housekeeping, *Edmonton Plaza*.

Dean Tinker from market analyst, *WIH Development Division* to hotel project coordinator, *Washington Plaza*.

Ernst Weber from executive sous chef, *Wailea Beach Hotel* to executive sous chef, *Century Plaza*.

Jerome Wildgen from senior assistant manager, *The Mayflower* to senior assistant manager, *Washington Plaza*.

Jay Wold from assistant manager, *Detroit Plaza* to front office manager, *Houston Oaks*.

Helen Perschke — ‘she’s quite an individual’

Helen Perschke enjoys downhill ski racing, speaks five languages, has taught at both a high school and a community college, and loves to travel.

She is also one of the top reservations agents at the Los Angeles Bonaventure.

Admirable, but nothing too unusual about any of this.

What is unusual is that Perschke is totally blind and has been since the age of two.

But then, accomplishing “impossibles” is kind of a way of life for the young and enterprising hotel employee.

Because of her sightlessness, Perschke's approach to her job and other accomplishments is somewhat different than it is for those with normal sight. Often, it's a matter of adapting to available clues.

“Being a reservations agent,” says Perschke, “can be fairly simple once you've mastered the codes!” And she has learned to become a master of codes.

To make a telephone reservation for instance, she simply takes down the information in Braille. She then types the message onto the CRT screen using the camera lens of the Optacon (optical tactile converter) to proofread the reservation.

Proofreading is a complex electronic procedure that involves placing the Optacon camera lens on the CRT screen. The lens picks up the shape of the letters and converts these images into electronic

The emergency team

ATLANTA — Security officers (from left) Paul Dill, Tom Lyons and Fred Bengay provide double assurance for guests and employees of the Peachtree Plaza both in their security responsibilities and as the hotel's team of Emergency Medical Technicians. The three have become qualified EMT's following 150 hours of classroom training plus several more hours of emergency room and ambulance experience.



impulses. By placing her index finger on that area of the machine where the impulses are received, Perschke can “read” these impulse vibrations to check her information.

This may seem to be a slow process, but Perschke has learned to read these vibrations almost as quickly as she can read in Braille. She uses short cuts whenever possible but not when it comes to numbers that must be read individually.

In fact, if there is anything that Perschke dislikes about her job it is having to go back and change a number, as in an address. In order to make the correction she has to locate the exact space on the CRT screen where the error or change is to be made and type over the correction. She finds it almost faster to cancel that information and retype the whole address.

Perschke's supervisor, Susan Rocco, reservations manager, is very pleased with her performance and notes that she maintains a 99.5 percent accuracy rating.

“Helen has the type of customer relations personality that we look for in this business,” Rocco says. “We often get compliments from our guests referring to her friendliness and efficiency. And she's equally popular with the people she works with — she's quite an individual!”



Inn basket



Welcome GOP – Michigan Inn style. At the front desk (from left): Lewis Boddie, superintendent of services; Keith Ferguson, cashier; Bridget Zajac, chief room clerk; Alexa Benoit, convention services manager; Debbie Dansburg, assistant front office manager; Marsh Rosenberger, assistant front office manager; Monty Melton, bellperson.

They loved a great hotel – The host city's welcoming message to Republican National Convention delegates boasted, "Detroit Loves a Good Party." Well, so did the Michigan Inn of suburban Southfield. The hotel was host to both the Indiana and Ohio delegations as well as some 75 news media people and other convention visitors. From the moment convention guests entered the hotel, there was no mistaking that they were in GOP country or that the Michigan Inn staff was in a "good party" hosting mood. Upon arrival, each guest was welcomed by a special host committee comprised of employee members. Colorful streamers and welcome signs decorated the front desk and adjoining information booth. Desk staffers wore straw skimmers and welcome buttons. In fact, "Welcome GOP" buttons were almost as much in evidence as were employee name tags throughout the hotel. Dewey's lounge featured a drink, appropriately named "The Delegate," served in special souvenir Michigan Inn/GOP glasses. (The drink, concocted by employee, Mark Golomatis, was the winning entry in an employee original drink recipe competition.) Throughout the hectic and exciting week-long event,

the Michigan Inn team proved beyond a doubt that they loved a good party. And from the positive guest feedback, it was apparent that the "party" loved a great hotel!

'Even. Steven.' – Canadians weekending in Seattle are getting a break on the Canadian dollar exchange – but only if they're guests of the Washington Plaza. It's the hotel's "Even. Steven." promotion that accepts Canadian funds at par value which works out to be about a 15 percent discount on all hotel charges. This "Canadian caper" idea originated at The Olympic where it has been successfully promoted for the last two years.

Dumb question? – We came across this item recently and think it bears repeating: "Don't be afraid to ask what you think might be a stupid question. It's a lot better than making a stupid mistake." We might add, don't blame yourself if you didn't "get it" the first time. The blame might be on the part of your informant who just could be a lousy communicator.

Vinegar tasting party? – Yep . . . and while it may never attain the universal popularity of a wine tasting, vinegar tasting has become an annual Hotel St. Francis event co-hosted with a San Francisco vinegar producer (vinegary?). Not surprisingly, the procedure for tasting wine vinegars is similar to that used for tasting fine wines; a small amount of vinegar is poured into a wine glass and held to the light to determine color and clarity, then swirled and lifted to the nose to determine aroma and bouquet and, finally, tasted. The switch comes in this last stage. To taste, a sugar cube is dipped into the liquid and the taster sucks the liquid through the cube. The sugar cube is used to fool the tastebuds to remain open long enough to let the true taste of the liquid come through. (Now that you know the procedure, you can be the first person on your block to host a vinegar tasting party. But, be sure you don't forget the sugar cubes!)



FRONT!
correspondent for
The Baysshore is
Monica Hayes. You
can contact Monica
with news for

FRONT! at the public relations office, extension 320. (All other WIH people, submit items to your local correspondent listed below:)

HOTEL ALAMEDA, Fermin Trucios.
THE BAYSHORE, Monica Hayes.
THE BENSON, Gayle Larson.
HOTEL BONAVENTURE, Antoine Khoury.
CALGARY INN, Michelle Wall.
CAMINO REAL, CANCUN, Jose Tamayo.
CAMINO REAL, GUADALAJARA, Carlos Reyes.
CAMINO REAL, MAZATLAN, Lupita Torres.
CAMINO REAL, PUERTO VALLARTA,
Eduardo de Lima.
CAMINO REAL, SALTILLO, Enrique Meyer.
CAMINO REAL, SAN SALVADOR, Ana Maria Vides.
CARLTON, Patricia Squires.
CENTURY PLAZA, Lindsay Geyer.
CHERRY CREEK TOWNHOUSE, Linda Dirkson.
CHOSUN HOTEL, Nancy Langston.
CINCINNATI PLAZA, Carol Brown.
CONTINENTAL PLAZA, Audri Adams.
CROWN CENTER HOTEL, Marilyn George.
DETROIT PLAZA HOTEL, Mozelle Boyd.
EDMONTON PLAZA, Joanne Cass.
GALLERIA PLAZA, Esther Feinerman.
HOUSTON OAKS, Lindy Valintin.
HOTEL CAMINO REAL, S.A., Francisco del Cueto.
HOTEL SCANDINAVIA, COPENHAGEN,
Dorthe Thing.
HOTEL SCANDINAVIA, OSLO, Liv Herud.
HOTEL TORONTO, Debbie Ellis.
THE ILIKAI, Valery O'Brien.
LAS BRISAS, Derek Gore.
LOS ANGELES BONAVENTURE, Mary Jordan.
MAUNA KEA BEACH HOTEL, Sheila Donnelly.
THE MAYFLOWER, Joe Briglia.
MICHIGAN INN, Bill Arthur.
MIYAKO HOTEL, Kerstin Bertram.
THE OLYMPIC, Katie Berg.
PEACHTREE PLAZA, Carolyn Bryson.
PHILIPPINE PLAZA, Lynn Romero.
SHANGRI-LA HOTEL, Jane Seet.
SOUTH COAST PLAZA HOTEL, Judy Perry.
THE SPACE NEEDLE RESTAURANT,
Nancy Watson.
HOTEL ST. FRANCIS, Katie Meyer.
THE ARIZONA BILTMORE, Anne Mello.
THE PLAZA, Suzi Forbes.
WAILEA BEACH HOTEL, Sheila Donnelly.
WASHINGTON PLAZA, Sue Brush.
WILLIAMS PLAZA, Al Wrinkle.
WINNIPEG INN, Penny Brookes.
WIH EXECUTIVE OFFICES, Dorothy Stauffer.
WIH FINANCIAL SERVICES, Bob Graves.
WIH RESERVATIONS CENTER, Andy Gyure.
WSES, Nancy Newman.