

Front!



May 1976

WESTERN INTERNATIONAL HOTELS
Partners in travel with United Airlines



Cantina

... or maybe it's called the Inn Place, Sundowner, or the Depot.

But whatever they are named, Western International's employee dining rooms are hard to beat in our industry for their food quality and preparation excellence and for menu appeal.

Above ... one of the most attractive dining rooms is the Washington Plaza's recently remodeled Cantina managed by Loretta Soderlund (at the cash register).

Inside ... a special feature on pages 6 and 7 focuses on WIH employee dining rooms.

executive offices report

on the move



Those of you who attended the Rooms Division Conference in late April will certainly recall its "Leadership by Example" theme.

While that theme was well applied to the Conference agenda, it also carries a message of much more general application. It is a message most all of us can easily relate to.

Among those major influences that have set the course of our lives, are examples of leadership as set by those we most respect. Such influencers may have been our teachers, friends or family members, or an admired contemporary or historical figure.

But it's on the job—in our relationship with our supervisors and with those we might supervise—where leadership by example becomes most obviously meaningful.

When our supervisory leadership is demonstrated as fair, knowledgeable, positive and truly professional, for instance, we tend to feel most secure and certain about our own responsibilities. We tend to develop a more enthusiastic attitude about our job and perform at our best. Mostly, we tend to gain greater personal satisfaction from our work.

Similarly, those we supervise will respond in the same way to our examples of positive leadership and we will gain additional rewards as a result of their "turned-on" performance.

Obviously, leadership by example can work all ways—up, down and laterally. It is up to us as individuals to decide what that "example" is going to be and how to make it work.

LYNN P. HIMMELMAN
Chairman

HARRY MULLIKIN
President

JOHN MERRILL BERGIN, formerly purchasing agent at Cosmopolitan, now purchasing agent at Mayflower.

MARIS BRENNER, formerly sales manager at Cosmopolitan, now sales manager at Anchorage-Westward.

MICHAEL F. DANNELLA, formerly relief assistant manager at Cosmopolitan, now management trainee at Mayflower.

KARL EDERLE, formerly executive chef at Olympic, now executive chef at Detroit Plaza.

HANS ENGLER, formerly executive sous chef at South Coast Plaza, now executive sous chef at Washington Plaza.

LANNIS FEIFER, formerly sales manager at Cosmopolitan, now sales manager at Michigan Inn.

JOHN GRAHAM, formerly front office assistant at Anchorage-Westward, now front office assistant manager at Houston Oaks.

GREGORY HANNON, formerly bar/grill manager at Cosmopolitan, now coffee shop manager at Peachtree Plaza.

CATHERINE HOAGLAND, formerly accounting clerk at Olympic, now accounting trainee at corporate financial services in Seattle.

JOHN MAVROS, formerly senior assistant manager at South Coast Plaza, now senior assistant manager at Philippine Plaza.

GREGG NELSON, formerly chief clerk at Mayflower, now assistant manager at Ilikai.

SUSAN PICTH, formerly director of housekeeping at Hotel Scandinavia, Oslo, now director of housekeeping at Philippine Plaza.

LARRY RIEKER, formerly sales manager at Century Plaza, now sales manager at South Coast Plaza.

TONY RUEGG, formerly executive chef at Washington Plaza, now executive chef at Olympic.

ARCELE SCHIERMEYER, formerly reservations manager at Cosmopolitan, now shift supervisor at WIH reservations center in Omaha.

Front!

A monthly publication by and
for employees of
Western International Hotels

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LITHO IN U.S.A.

'Proudest moment' for Mexico's Brockman-Carlson Award winner



At the Award presentation ceremonies, Al Freudenthaler ticks off some reasons for Jorge's win.

Jorge Lopez Perez has experienced a good share of proud and memorable moments during his eight-year hotel career at the Camino Real, Mexico City.

Few of them, however, compared with that most memorable of moments Jorge experienced on Wednesday, April 7.

At a hotel luncheon, and in the presence of a number of hotel managers and officials of the Mexico executive offices, the 28-year-old assistant manager of the Camino Real learned that he had been named the winner of the 1975 Brockman-Carlson Award! (The annual Brockman-Carlson Award—which is patterned after the Thurston-Dupar Inspirational Award—is the single most coveted employee award honor for recognizing outstanding employees of the Mexico Western International Hotel operations.)

The young hotel executive, though stunned by the announcement, described it as one of the "proudest and happiest moments of my life." He was given a recognition certificate, a cash prize, a two-week expense paid stay at a WIH property, and his name was added to the permanent Brockman-Carlson Award plaque as the 1975 Award recipient.

Jorge's qualifications for the Award

were many, according to the report by his hotel's Award Selection Committee who nominated him. They listed such outstanding characteristics as his high standards of professionalism, his honesty, his ability to get along with everyone, his conscientiousness (he has never missed a day of work during his entire hotel career). Particularly noted was the fact that he is "extremely hardworking."

In making the Award presentation, Vice President Alfred Freudenthaler emphasized that "extremely hardworking" characteristic which Jorge had applied in the pursuit of his fast-rising career ambitions.

When Jorge was first employed at the Camino Real in 1968 at the age of sixteen, he worked as a houseman assigned to cleaning the public areas. Two years later he qualified at the front desk as a typist and by 1972 he had become a desk clerk receptionist. In 1974 he was put in charge of the front desk and was named as assistant manager in August of last year.

Jorge's intent is to pursue his hotel career to the limit of his capabilities. He has requested intensive training instruction through the company to further qualify him for future advancement opportunities.

Though married and with his own household to support, a part of Jorge's

salary goes to the purchase of a home for his parents and his two sisters and two brothers.

This same willingness to go out of his way to help others attitude is as equally expressed in his on-the-job relationships with his fellow employees. As the Camino Real Award committee noted in their report on their candidate, "Everybody in the hotel is proud to have him (Jorge) as a member of the staff."

Undoubtedly, they are all that more proud now that their candidate has received the top recognition Brockman-Carlson Award honor.

Hotel management changes

The WIH executive offices announced in mid-April the appointment of Dave Paulon, formerly general manager of the Anchorage-Westward, to the post of general manager of the Philippine Plaza, now under construction in Manila.

Paulon replaces Peter Martin, who has resigned from Western International to accept a position in eastern Canada.

The new general manager for the Anchorage-Westward is Tom Gurtner, who had been general manager of the formerly WIH-operated Cosmopolitan hotel in Denver.

United Airlines celebrates a 50th

This year as the United States proudly celebrates its 200th bicentennial birthday, United Airlines is proudly celebrating a golden anniversary 50th.

It was in April, 1926, that Varney Air Lines, a United Airlines predecessor company, made commercial aviation history as it inaugurated the first permanent airmail service in the United States.

In March of this year, the U.S. Post Office issued a 13-cent commercial aviation stamp to commemorate the 50-year anniversary of that event. The stamp depicts a Swallow biplane, as used for the first airmail flight, and a Ford monoplane which was also extensively used to fly the mails.

Five years after that April flight, in 1931, the United Air Lines company was formed, which subsequently went on to become the largest commercial airline in the free world.



Bookshelf 'Find' Intrigues Royal Visitor

San Francisco – The Bicentennial Edition of the Encyclopedia Americana that she came across in the State Suite bookcase at the ST. FRANCIS so fascinated hotel guest Queen Alya of Jordan, that she immediately contacted General Manager Bob Wilhelm for particulars on getting a set for herself. Wilhelm, in turn, contacted the publishers who were delighted to honor the royal request. The presentation of the encyclopedia set was made on behalf of the publishers by Wilhelm.

Los Angeles Bonaventure bicentennial beam

Los Angeles – At approximately mid-day on April 1, the last beam signifying the topping off of the 1,500-room Los Angeles Bonaventure was put into place. In the bicentennial spirit, the beam was painted red, white and blue and autographed by attending dignitaries including (from left): the hotel's Vice President and Managing Director Bill Quinn; Los Angeles Chief of Police Ed Davis; District Councilman Lindsey, and Fred Schnell, advisor of economic development, who represented Los Angeles Mayor Tom Bradley.



'Pick Your Sport, Sport'

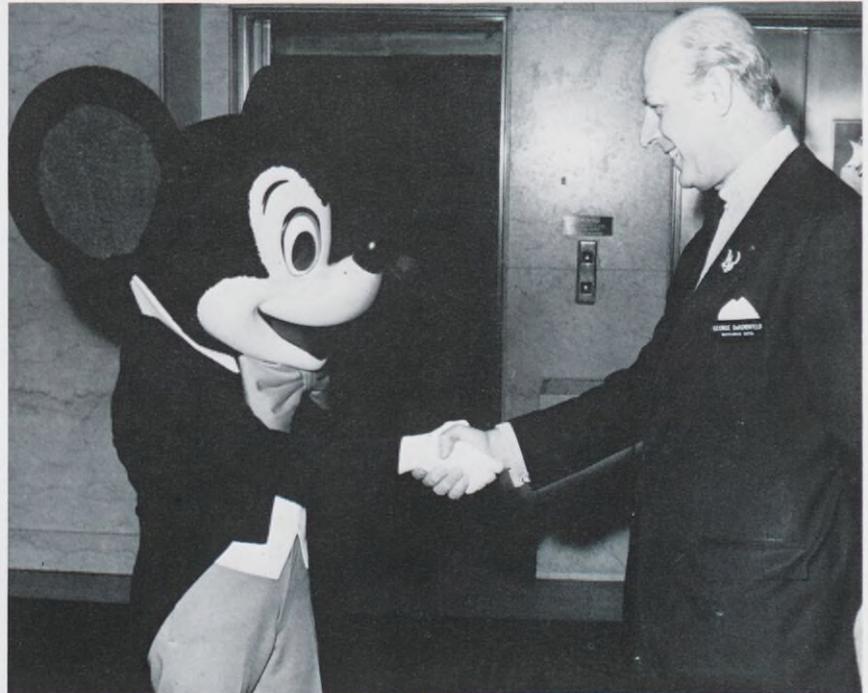
Honolulu – A colorful, eye-catching mural newly painted on the entry wall to the ILIKAI's Guest Activities Center, depicts a variety of sports activities available to guests of the hotel. Claire Ho, the hotel's guest activities director is pictured in the foreground.





Newsbreak During Coffee Break

Vancouver, B.C. — A news feature reporting on the local hotel business scene grabs the concentrated attention of hotel managers, from left: Pat Burton, EDMONTON PLAZA; Cecil Ravenswood, WINNIPEG INN; and Denis Forristal, CALGARY INN. The three were among the attendees at the most recent "Canadian Managers' Get-Together," a two-day affair held at the BAYSHORE INN in late March. Also attending for part of the sessions were WIH Marketing Division executives, Bruce McKibbin, senior vice president, Ron LaRue, director of advertising and public relations, members of Cole & Weber, Inc. and Gilbert & Stewart advertising agencies, and WIH Senior Vice Presidents C. R. Lindquist and Joe Callihan.



A Mouse in the House

Washington, D.C. — The MAYFLOWER was recently visited by one of the world's most famous personalities, Mickey Mouse, pictured here as he was welcomed by the hotel's General Manager George DeKornfeld. Mickey was in the hotel for a Walt Disney/Eastern Airlines promotion.

'Happy New Year, Pal!'

Vancouver, B.C. — A prosperous Chinese Year of the Dragon is forecast for Trader Vic's at the BAYSHORE INN. The restaurant's General Manager Wally Thom does a variation on the old "St. George and the Dragon" trick as he pacifies his neighborhood dragon with a splash of New Year's champagne. (Photo courtesy Vancouver Daily Province)

Employee dining rooms — *'the best meal deal in town!'*



In at least three hotels it is called the Cantina.

It's Our Place at the Houston Oaks, People's Place at the Hotel Toronto, and the Inn Place at the Bayshore Inn.

Its location on floor level B-1 was a natural for naming it the Vitamin B-1 at the Continental Plaza.

And at the Ilikai, because of its basement level location, it was likewise a natural to do a turnabout on the hotel's rooftop Top-Of-The-I restaurant and call it the Bottom-Of-The-I.

But whatever they are called, even the newest of hotel employees are quick to identify the name as that of the employees' dining room. They also learn that it is the one area in the hotel where they and fellow members from all departments and all levels of responsibilities can meet and mingle, chat and chew—or, simply, sit out a quietly relaxing work break.

As with any restaurant operation, it's the food that's the main attraction—and so it is with most of our hotel cafeteria operations.

For quality, preparation, and—very often—quantity, it's got to be the best meal deal in town! After all, most of the menu items are especially prepared by the culinary experts of the hotel's own kitchen. The basic food stuffs and

preparation ingredients are the same as those used in the preparation of menu items served in the hotel's finest restaurants. Menu planning is coordinated with the hotel's executive chef to assure a well-balanced and varied selection. And to top it all—the price is right!

Most employee cafeterias operate on a three-meals-a-day, seven-days-a-week schedule. The extent of breakfast service among the hotels does vary however.

It may range from the Hotel Toronto's simple danish-and-coffee basics to the Houston Oak's full-blown breakfast selection that carries this proud and positive claim from Manager "Mama" Lena Hoffmeyer, "There's not a place in town that can beat it. We cook an absolutely fantastic breakfast!"

With most cafeterias the cook-to-order breakfast items and other short-order dishes made throughout the day, as well as the salads and sandwiches, are prepared by the cafeteria staff.

At least two hot entrees will be featured for both lunch and dinner menus. These hot dishes, along with the daily selection of cooked vegetables, soups, and often the pastries, are prepared in the hotel's main kitchens.

Not surprisingly, there are some menu preferences that reflect certain regional and ethnic influences.

In some of our hotels such as the Century Plaza, rice—preferably Spanish style—is preferred over potatoes. Rice is also popular with Ilikaian's, but they prefer it flavored with a dash of curry.

At other hotels, including the Houston Oaks, potatoes have it over rice anytime.

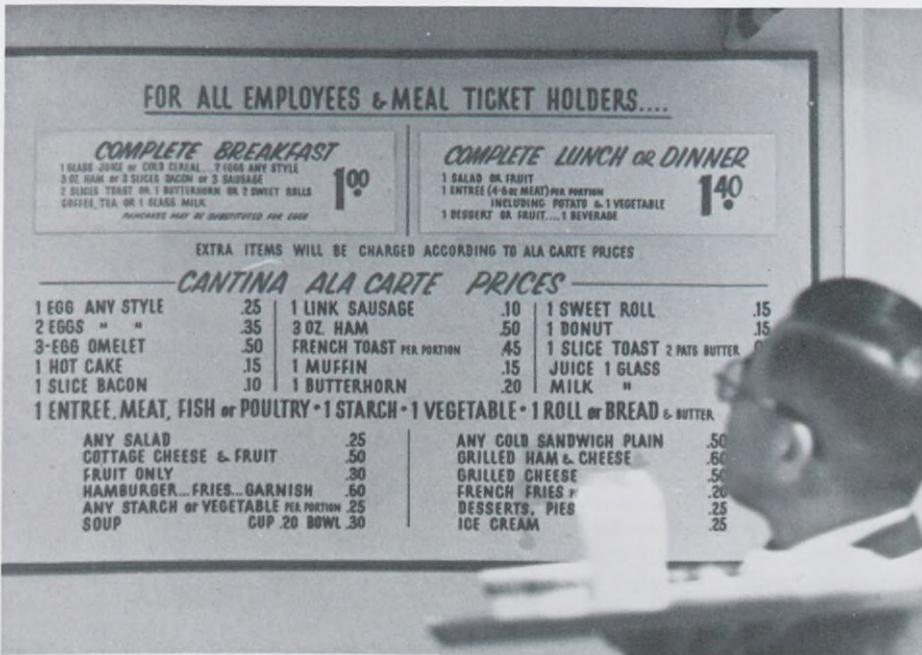
At The Plaza in New York, a hot pasta dish of one sort or another is included on the menu almost daily. At the Peachtree Plaza's Sundowner cafeteria, cornbread, a deep South favorite, is featured on the menu twice a week.

"We try to cater to all tastes," says Delores Turner, manager of the Crown Center's Depot. That includes catering to an employee taste for what Delores describes as "soul food"—turnips and collard greens, ham hocks and fried chicken.

Fried chicken is, in fact, one of the more popular entrees with a number of our hotels. Grace Jackson, cafeteria manager at the Continental Plaza, says chicken is number one with her people. So does Manager Dora Ruiz at the Century Plaza. And at the Winnipeg Inn it's fried chicken legs that



Cashier Cynthia Smith "totals 'em up" at the Crown Center's cafeteria line.



The menu-price board at the Olympic's cafeteria gets a quick glance from employee Tugi Anzai.



A rare moment of rest for Continental Plaza employee dining room staffers from left: Ollie Bishop, Mabel Pearson and Hathue "Papa" Red.



Bonaventure cafeteria staff members from left: Carmen Sanudo, Judith Lajoie and Manager Hilde Schiffer.

turns on employee diners.

Other all-time favorites include spaghetti and meat sauce, macaroni and cheese, roast beef, stews, (a "house specialty" at the Washington Plaza according to Manager Loretta Soderlund) hamburger patties and such familiar ethnic specialties as chow mein, enchiladas and goulash.

Hours of operation, size of cafeteria staff, number of people served at each meal varies considerably among the various properties.

Perhaps the largest operation is that of the Peachtree Plaza. Open from 6 a.m. to midnight, the Sundowner, managed by Nick DePasquale (Mr. "D") averages some 1,400 meals a day—an "average" that a good many general public restaurants would envy!

What such restaurants wouldn't envy, however, is the WIH cafeteria concept of profitability—there just isn't any. They operate strictly for the benefit of hotel employees. Whatever food charges are made are to cover operating costs.

Commenting on the menu appeal of today's WIH employee dining rooms, WIH Director of Food & Beverage Bernard Awenenti recalls—and without regret—when such menus were "limited, unimaginative and often featured day-old left-over items from the hotel's restaurants.

"The high quality of today's Western International employee dining rooms," says Awenenti, "reflects our company's philosophy for doing the best job possible for our high quality 'people make the difference' employees."

Guatemala Progress Report



At the Camino Real . . . "increasingly busy operations" . . . "a concern for the guest's well-being".

Guest letters tell it like it was

Very shortly after the Guatemala earthquake of early February, a letter was received at WIH corporate offices in Seattle from a Massachusetts woman who had been a guest of the Antigua Hotel.

That letter was largely in praise of the hotel's employees. The writer went into great detail in a report of how the employees quickly and efficiently responded to the guests' needs and comforts during the quake and its aftermath.

In her conclusion, she wrote, ". . . we (she was traveling with her husband) want to go back. It is a beautiful country, made more so by the beauty and strength of its people."

That letter was the first of many to be received by the corporate offices over the next few weeks from guests of either the Antigua Hotel or the Camino Real and Biltmore hotels in Guatemala City.

Though these letters came from a diverse group of travelers and from many compass directions, they all emphasized similar sentiments—a sincere gratitude and appreciation for the tremendous concern for the guest's well-being that was exhibited by all hotel staff members at all levels.

As the writer of another letter said, "Your management and your employees were magnificent in providing service to your guests at a time when no one would have cen-

sured them had they left to attend to the needs of their own families."

Excerpts of guest appreciation from another letter mentioned, "They kept us fed, snacked and coffee'd more than adequately and, as well, furnished blankets, chairs and other items of physical comfort within the limits of their facilities, all quietly and without fuss and furor."

And there was this accolade repeated in a variety of ways, ". . . you should be extremely proud of the way everyone connected with the hotel performed."

Today life has returned pretty much to normal for most of Guatemala. The most obvious evidences of quake damage has all but disappeared as a result of a concerted national effort to clean up and rebuild. This "Land of Eternal Spring" is once again luring visitors from afar.

Over the past few weeks, in Guatemala City in particular, the influx of international tour and business travelers has stepped up dramatically. This activity is readily reflected in the increasingly busy operations of our Camino Real, Biltmore and Antigua hotels.

As busy as these operations may become, however, there should never be any doubt about employee concern for the guest's well-being, regardless of circumstances. There's a bulging file of appreciative letters that testify to that!

Mexico employees' 'heartwarming' relief fund response

Because of design and structural characteristics, earthquake damage to the Camino Real and Biltmore hotels was limited. In fact—and contrary to some earlier reports—there were no quake-caused injuries inflicted either upon hotel guests or the employees.

On the other hand, homes of several employees had been damaged. Some very severely.

Consequently, a relief fund for the benefit of those employees and their families was established by the Camino Real which, in addition to making a substantial financial contribution to the fund, donated food stuffs and building materials to employees.

Also adding a sizable financial contribution to the fund was the WIH corporate office, and generous financial contributions were made by individual executive hotel staff members of both hotels.

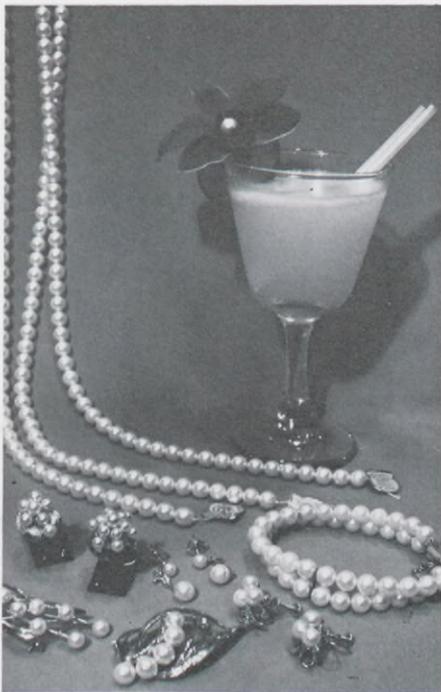
But perhaps the most heartwarming response was that made by the employees of the WIH hotels from throughout Mexico.

Shortly after the earthquake struck, an almost spontaneous movement sprung up among the hotels to establish a voluntary contribution relief fund.

Lic. Francisco del Valle, director of personnel and training for all the Mexico hotels, was charged with the fund drive administration.

Contributions began to pour in from hotel employees. By the cut-off date, (the drive took place over a period of about a month) an amazingly impressive \$6,293.44 had been contributed to the fund!

Lic. del Valle forwarded a check for that amount to General Manager Michael Kranz of the Camino Real, Guatemala. Kranz, in turn, has deposited the money into a special bank account to be used strictly for the Guatemala hotel employees and their families according to their most urgent needs.



'Waiter — there's a pearl in my drink!'

A most exciting cocktail was recently introduced to patrons of the SHANGRI-LA's Golden Peacock Bar.

Provocatively titled, "The Pearl of Sin," the concoction comes garnished with a lovely purple orchid in which is nestled a genuine six-millimetre Mikimoto pearl.

The cocktail, which was first launched at a party for the hotel's corporate secretaries club (Club 666) is basically a "ladies' drink"—having particular appeal to ladies who have a yen for pearls!

As is pointed out, one drink would yield a single setting for a ring and two would make up a pair of attractive earrings.

Then there is this less than sobering thought for the avid pearl collector. To make a standard 16-inch pearl necklace simply means saying, "I'll have another," 72 times! (And as an added bonus, one may also collect enough orchids to make a four-foot orchid lei!)



Copenhagen — The HOTEL SCANDINAVIA, COPENHAGEN scheduled some of the city's most popular music attractions during the month of March. In early March the Woody Herman band performed a four-hour concert for an enthusiastic crowd at the hotel's Scandinavian ballroom.

On March 26, it was the great George Shearing and his Quintet who stole the music spotlight with two concerts in the Artilleri Bar. Shearing is pictured (center) with the hotel Banquet Manager William Leidersdorff (left) and noted Danish Pianist Max Leth (right).



Mexico City — This formidable group comprises the ALAMEDA football team—all hotel employees—which call themselves the "Alameda." The team competes with other hotel football teams in Mexico City and so far have been able to maintain a pretty respectable win record. Coach for the group is Alameda Chef Felipe Mejia, seated front row center.

EXTRA! EXTRA! EXTRA!
SAN FRANCISCO GLOBE

SUGGESTION GROUP PICKS CRAIG PFLUGI

All Volunteers
Arm For Drive



Speed, Mobility Seen as Main
Defense on Armed Forces Day
Radio-TV
Basic to
Competition

THERE IS ALWAYS A BETTER WAY!
People Make The Difference

Bold headlines on a bulletin board announce
Craig's win.



ITS winner Craig Pflugi (right) checks over daily
liquor receipts with supervisor Rob Holsen.

Extra! Extra! Extra! ITS a winner!

Enthusiasm is running high at the St. Francis these days, where at least one segment of a wide-ranging employee relations program has been "making headlines."

That segment has been dubbed the "ITS" (Improvement Through Suggestion) program. ITS was instigated under the auspices of the hotel's General Manager Bob Wilhelm and Personnel Director Bob Thunholm to encourage employees to submit ideas for workable improvement changes throughout the hotel and to offer special recognition for winning solutions.

Employees submit their suggestions, along with any drawings or diagrams needed to support their ideas, to a hotel review committee that meets on a regular basis. Although the program has been in effect for only a few months, a number of outstanding suggestions have already been placed into operation at the hotel.

Storekeeper Craig Pflugi, for instance, suggested the recycling of glass liquor bottles which has not only resulted in some additional revenue but also in a better organized bottle storage system.

A cocktail server in The Penthouse submitted a suggestion to standardize drink prices in the room. She made a good case by stating that a single price for any drink would result in a simplified ordering system, less confusion for guests, and the possibility of increased revenue. Management agreed with Linda Dubayah's suggestion and it was put into operation. Customer reaction has been favorable as is that from the other servers who appreciate this "easier way" idea.

Suggestion winner Arline Gruskoff, an order taker in room service, noted that guests will often call for items not shown on the room service menu. She suggested that a complete price list of items not included on the regular

menu but often requested, be made available to room service order takers. Result—room service sales are on the upswing and Arline is especially pleased to be able to better service room service calls.

The St. Francis makes a point of letting other employees know about ITS winners.

Novelty newspaper "front pages" publicizing those winners are mounted on the various employee bulletin boards. The outsized newspaper banner headline announces the name of the current winner. Underneath this head is the winner's photo and a story that details the winning suggestion and its application to the hotel's operations. Each winner is also featured in the in-hotel employee publication.

For their winning ideas, employees are presented with a gift certificate redeemable at a local store of their choice, plus the opportunity to enjoy a Sunday brunch at The Penthouse.

General Manager Bob Wilhelm is delighted with the enthusiastic employee response to the program. He comments, "One of the best ways we can improve service to our guests is through these employee ideas. I know our people really care about the quality of service that the St. Francis offers. Through their great response to the suggestion program, they are proving that every day."

Obviously, ITS is a real winner!



During the presentation of his Master Chef credentials—a medallion and a framed accreditation certificate—Ederle is “ribbed” good-naturedly by Olympic General Manager Warren Anderson, left. Looking on at right with an amused smile is the hotel’s F&B Director Peter Egner.

Experienced chef honored

Newest member to be named to Western International’s distinguished Academy of Master Chefs group was Executive Chef Karl Ederle.

Ederle was presented with his Academy credentials while he was still with the Olympic. (Shortly thereafter—as of April 1—he transferred to Detroit to assume the position of executive chef for the Detroit Plaza.)

The Academy was founded by the company in 1963 to honor executive chefs, who with other criteria had experienced at least five years as an executive chef with WIH.

German born, Ederle had acquired his education and training in the culinary arts in that country followed by an apprenticeship in other European countries, prior to his emigration to the United States some 12 years ago.

He joined Western International as a dinner cook at the then WIH Northern Hotel in Billings, Montana in 1965. He was named an executive chef in 1966 while with the Space Needle Restaurant and has subsequently worked in WIH properties in Hawaii, San Francisco, and most recently, at the Olympic in Seattle.



Experience and apprenticeship

Working side-by-side in the kitchen of the Continental Plaza’s Consort dining room are Mae Burda Jackson and Fred Venturoni. Mae Burda, pantry person, chalks up ten years of service on the hotel’s service award honor rolls, while newcomer Venturoni is a recent enrollee in the WIH Culinary Apprenticeship Program.

Experience in the classroom

A good number of WIH people were among the session attendees at the annual Seattle Chapter AH & MA Career Development Seminar in late March. One of the most popular of the various day-long learning experiences was a course on “assertive training.” The absorbed class attendees pictured include, from left: Mary Quist and Chris Brown of the Washington Plaza; George Marble of the Olympic; and (directly behind Marble) Linda Carmody of the Washington Plaza.



**CAMINO REAL,
PUERTO VALLARTA-ans**



Corresponsal para su hotel es Jessica Melgoza. Favor de llamar a Jessica al numero 528 y proporcionarle su noticia para la revista FRONT!

(All other WIH people: submit Front! items to your hotel correspondent listed below.)

Alameda, **Rita Perez.** Anchorage-Westward, **Becky Gottschalk.** Bayshore Inn, **Barbara Danuke.** Benson, **Nelvia Turner.** Bonaventure, **Antoine Khoury.** Calgary Inn, **Kay Artinian.** Camino Real, Cancun, **Patricia Hernandez.** Camino Real, Guadalajara, **Gloria Sagastegui.** Camino Real, Mazatlan, **Rodolfo Negrete.** Camino Real, Mexico City, **Carolina Mijares.** Camino Real, Puerto Vallarta, **Jessica Melgoza.** Camino Real, Saltillo, **Luis Aguilar.** Camino Real, San Salvador, **Ana Maria Vides.** Camino Real, Tampico, **Alfredo Gonzalez.** Carlton House, **Arlene Pobiki.** Carlton, **Leanne Hayward.** Century Plaza, **Blake Chatfield.** Crown Center, **Barbara Harlow.** Continental Plaza, **Audri Adams.** Detroit Plaza, **Susan Maday.** Edmonton Plaza, **Debbie Duffy.** Hotel Scandinavia, Copenhagen, **Dorthe Thing.** Hotel Scandinavia, Oslo, **Kirsti Brekke.** Hotel Toronto, **Pat Samson.** Houston Oaks, **Linda Hancock.** Los Angeles Bonaventure, **Sharyn Cole.** Ilikai, **Valery Satin.** Mayflower, **Martha Sheppard.** Michigan Inn, **Anita Ste. Marie.** Miramar, **Clement Au.** Miyako S.F., **Janet Kato.** Olympic, **Sue Brush.** Peachtree Plaza, **Courtney Gibson.** Prince Hotels, **Vickie Llantata.** South Coast Plaza, **Karla Listman.** St. Francis, **Charles Conine.** Shangri-La, **Gwenda Loong.** Space Needle Restaurant, **John Poquette.** The Plaza, **Gina Henry.** Washington Plaza, **Sandy Novak.** Winnipeg Inn, **Maggie Clark.** WIH hotels in Guatemala, **Mary Lina Ruiz-Ciani.** WIH Reservations Center, **Thurlene Smith.** WIH Credit and Acctg., **Karen Cross.**

inn basket news line...

EXCUSES! EXCUSES! — Recently we ran across (no pun intended) this list of automobile accident excuse quotes as compiled from insurance claim report files. What they lack in conviction they easily make up for in ingenuity and unintentional humor:

1. "I consider neither vehicle to blame—but if either, it was the other one."
2. "I knocked over a man. He admitted it was his fault as he had been run over before."
3. "I collided with a stationary bus coming the other way."
4. "To avoid a collision I ran into the other car."
5. "The other man altered his mind—so I had to run over him."
6. "I told the other idiot what he was, and went on."
7. "I can give no details of the accident, as I was somewhat concussed at the time."
8. "A pedestrian hit me and went under my car."
9. "I unfortunately ran over a pedestrian, and the old gentleman was taken to the hospital much regretting the circumstances."
10. "I thought the side window was down, but it was up, as I found when I put my head through it."
11. "She suddenly saw me—lost her head—and we met."
12. "I misjudged a lady crossing the street."
13. "Coming home I drove into the wrong house and collided with a tree I didn't have."
14. "The other car collided with mine without giving warning of its intentions."

* * *

WHAT DO YOU WANT MOST IN A JOB? That question was included in a recent employee survey at the Houston Oaks. Heading the response list—particularly among the employees with more than two years experience at the hotel—was "good working relationships" with co-workers and supervisors. This was followed by good pay, pleasant working conditions and a chance to move ahead. In fact, "good working relationships" was felt to be so important that a "deterioration" of these relationships—especially with supervisors—was listed as the number one cause to leave present employment. (When you consider that the greater part of our daily activities involves working relationships with others, the top response to the survey question is not really all that surprising.) **LODGING**, January, 1976.

* * *

HOUSE NUMBERS—That's the "hardware store article" answer to the brain teaser that appeared in this column last month. (Knew it all along, didn't you!)

* * *

HOW TO BECOME A MILLIONAIRE—It's simple! All you have to do is invent or discover a new, inexpensive and unlimited energy source. Meanwhile—until you do come up with that millionaire-making idea—you might want to read the March issue of **HOTEL & MOTEL MANAGEMENT** magazine. Almost the entire issue is devoted to the energy issue and the challenges it poses to the lodging industry. The various energy-issue related articles in the magazine will give you a pretty good awareness of the challenges our lodging industry faces. (And, who knows, they may be just the inspiration you need to come up with that million-dollar energy resource idea!)

**THINK... PRACTICE ENERGY CONSERVATION —
HELP "Kill-a-Watt" OR TWO**