

WestinWorld

Summer 1994



WESTIN
HOTELS & RESORTS

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Celebrity Sports
Invitational

A Day in the Life of a
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New Projects With CARE

The International
Doorman's Convention





WESTINWORLD

A semi-annual publication for employees of Westin Hotels & Resorts produced by the Communications Department. Vice President: Sue Brush; Editor: Leslie Larson; Contributors: Polly McCarthy, Elizabeth Vasey, Wendy Lothspeich, Sandra Hines, and Erin Abbey, Communications; John Gilbert, Westin Mexico; Jaswinder Narang, The Westin Resort, Hurghada; Katie Meyer, Century Plaza Hotel & Tower; Barbara Lachenmeier, The Westin Canal Place; John Kim, The Westin Chosun Beach; Florence Hui, The Westin Resort, Macau; Charles Tomozer, The Westin Bayshore; Lynn Wilson, Corporate Marketing Programs; Peter Blomquist and Sarah Ford, CARE; Mariko Tashiro, The Westin Tokyo; and Debi Dopps, WNA Human Resources.

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Westin's Corporate and Hotels Business Plans in North America Focus on the Environment

WNA took the initiative last year to adopt its own environmental policy statement to protect, preserve, and enhance the natural environment. It is currently involved in establishing both corporate and hotel-based programs in the following areas:

- energy and water conservation
- paper, glass, grease and kitchen recycling
- nature conservancy and composting programs

- food, linen, and personal hygiene products re-distribution.

For example, hotels worldwide now use room amenities from Essential Amenities, a leading company in the area of environmental packaging. Amenities such as Caswell-Massey shampoo and mouthwash are packaged in recycled plastic bottles. The company minimizes exterior packaging, and all cartons are printed on recycled paper, including soap wrappers and labels on bottles. Caswell-Massey products are also developed from all natural fragrances and ingredients.

Part of each property's overall

business plan now also provides for environmental programs. Hotels complete progress reports outlining environmental strategies and tactics. Reports include information on project descriptions, projected cost, and projected annual savings. This information is collected annually and is used to track the company's overall environmental progress. This year the hotels have been developing Process Action Teams (PATs) that take a team-based approach to protecting the environment, and many hotels have developed specific methods to meet the needs of the hotel as well as the environment.

Westin Associates Win Big!

Eight Westin Associates Earn From What They Learned

Congratulations to the following Westin associates who were selected in a drawing of correct entries from the winter issue of WestinWorld's "Learn and Earn" contest:

GRAND PRIZE - \$100

Chuck Chambers, *The Westin Hotel, Renaissance Center, Detroit*

2ND PRIZE - \$50

Joanna Howard, *The Westin Hotel, Calgary*

3RD PRIZE OF \$25

Carol Webb, *The Westin Hotel, Renaissance Center, Detroit*

4TH PRIZE - HARD COVER COPY OF STEPHEN COVEY'S "THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE"

Mercedes Fogelstrom, *Central Reservations Office, Omaha*

Gayle Gallup, *Central Reservations Office, Omaha*

Holly Harding, *The Westin Hotel, LAX*

Andrea Kaplan, *The Westin La Paloma, Tucson*

Tony Portuondo, *The Westin Hotel, Galleria Dallas*

Westin Celebrates Selection of 1994 American Wines at Gala Awards Dinner



Westin Way. Westin host Kurt Fischer, vice president of food and beverage, led the evening's events. Westin officers including Chieko Aoki, Sue Brush, Dave Evans, Marc Pujalet, Jim Treadway and Don Welsh also attended.

Earlier in the week, a 19-member tasting panel sampled 467 wines from California, Oregon and Washington over a five-day period. During the controlled, blind tastings, panelists

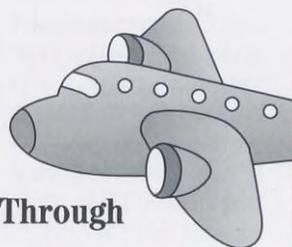
judged the wines based on appearance, aroma, taste, finish and overall quality. The final selections, which include 40 "core" wines and 40 "recommended" wines, reflect a number of price segments and a variety of categories to provide an optimal selection for a broad-based customer profile. And, for the first time in the program's seven-year history, 15 of Westin's key clients were invited to participate in the final day of tasting. The group helped select the wines which will be featured at all U.S. hotels beginning in June.

In addition to celebrating Westin's new American wine selections, Westin also celebrated its partnership with CARE, the international relief and development organization, by presenting a check for \$20,000 to the CARE board members and area directors in attendance. The contribution represents proceeds from *Food and Wine the Westin Way*.

A similar program held for our international hotels, the fifth annual Imported Wine Program, was held in Seattle on April 20-23.

The setting was perfect. The historic Colonial Ballroom at The Westin St. Francis in San Francisco created an elegant atmosphere to complement the gala awards dinner culminating Westin's 1994 American Wine Program. Vintners, corporate customers,

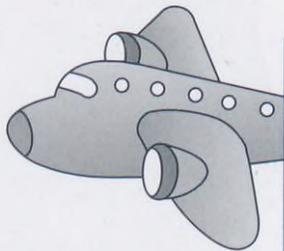
media and representatives from CARE joined Westin hosts for the announcement of Westin's 1994 American wine list and the debut of Westin's new gourmet food and wine book, *Food and Wine the*



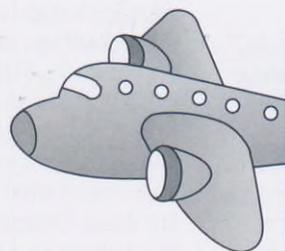
ALASKA AIRLINES
Nelly Cariazo
Housekeeping
The Westin South Coast Plaza

Five Westin Associates Will Fly Away Through Westin's "Triple Miles Promotion"

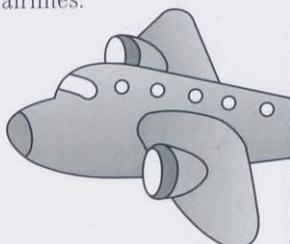
Our congratulations to the five Westin associates who were selected as Grand Prize recipients in the drawing for the American Express Triple Miles Promotion. Each associate has won a pair of roundtrip tickets on the following airlines:



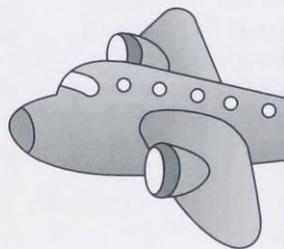
UNITED AIRLINES
Dennis Bertch
Westin Premier Desk
CRO Omaha



ALASKA AIRLINES
Diane Johnson
Banquets
Arizona Biltmore



US AIR
Christoph Leu
Executive Chef
The Westin Hotel, Copley Place



AMERICA WEST
Steve Silananda
EDP Department
Century Plaza Hotel & Tower

A DAY IN THE LIFE OF...

A Preopening Assistant

As we all know, opening a hotel or resort does not happen by itself. There are hundreds of "unsung heroes" who work full-time, overtime, and ALL THE TIME to ensure that when the property opens its doors under the Westin flag, it can provide the facilities and services that Westin guests expect. Here are some insights from just a few of the preopening assistants (POAs) who came from other Westin properties and played an integral part in the recent grand opening of The Westin Regina Resort, Los Cabos, followed by a POA who is still hard at work in anticipation of the October opening of The Westin Tokyo.

THE WESTIN REGINA RESORT, LOS CABOS

There's a lot of excitement in the air when you arrive at a new property, but it can also be scary when most of the hotel is vacant and you know you're one of a few people on property. Your day starts off very early and usually ends very late. You go in not knowing what to expect. After reporting in with whomever it is you are going to be assisting, you have a better idea of what your role in the



General Manager Werni Eisen and a group of POA's celebrate the opening of the associate cafeteria in Los Cabos.

show will be. Sometimes, you even get the necessary tools to get the job done, but most of the time you don't. Remember, things haven't arrived. So you learn to improvise and start teaching associates not to panic and that they can, in most cases, still complete their tasks.

Many times in a preopening you have to remember you're dealing with individuals who may have a totally different concept of the company's standards. In some cases you have to accept the fact that you will have to be the one to change. You also accept that not everyone appreciates what you are doing. Depending on the departments and your area of expertise, you will find it doesn't matter why you were brought in, for you may

have to make a U-turn and end up assisting in a totally different area."

GLORIA BHAWNANI, Communications POA, from The Westin Galleria and Oaks, Houston

"It has been one of the most challenging and exciting experiences of my life. There are stories you hear before you arrive from experienced POAs. They say that there are not any days off, that you are expected to work all day and all night, and that no matter how hard you work, there is always time for fun. It is all true except fortunately, the 24-hour days.

The most challenging part of the whole experience is that you have to realize that your way is not the only way. I feel that I have been able to teach them some ways of doing things, and that they have, in

turn, taught me. The most frustrating part is that you are ready to get things done quickly and you find out that there are many obstacles slowing you down. Even with all these obstacles, you have to do your best with what you have and know that some day the hotel will be running smoothly. The best part is when your job is done, you leave with the satisfaction that you were able to make a difference, and made great friends that you will never forget."

CASANDRA FRANCESCHI, Operations POA, from The Westin Galleria and Oaks, Houston

"You must always try to stay positive and keep the staff motivated. This is a time when everyone is working very long hours

with possibly no days off for weeks at a time, so it is very crucial that morale stays up.

The most interesting aspect of being a POA in my opinion is setting precedence and creating the standards that will be followed by all others in the future. Assisting in the opening of a Westin hotel is probably the most challenging, as well as rewarding, experience one could have in the business and it's all worth it on that opening day when you see that it has all come together so well, despite all the obstacles you may have encountered."

ELLEN POTH, Systems/Guest Services POA, from The Westin Galleria and Oaks, Houston

THE WESTIN TOKYO

by MARIKO TASHIRO,
Director of Public Relations

To open a 445-room hotel is a complex task, particularly in a cross-cultural environment. As part of the hospitality business, the recruitment of experienced staff members is a key element of pre-opening activities.

The Westin Tokyo is scheduled to open on October 14, 1994. By this date, the hotel will have more than 600 associates... a long way to go from the level of 210 as of early April.

Yoko Iwata, personnel supervisor, is one of the earliest members of The Westin Tokyo team and has been working on hiring both experienced staff members and new graduates. New graduates, you may ask?

In Japan, the school year starts in

April and ends in March, differing from North America which has a variety of graduation dates, depending on when students complete their requirements. As such, university, high school and vocational school seniors start the job search process in Japan at almost the same time, in early May. With the concept of lifetime employment still important in Japan, this initial employment and acceptance at a "good" company is a serious matter. Various company examinations are taken and interviews are conducted at multiple levels (including top management), all leading to an official letter of acceptance, traditionally provided in early October. This leads to employment beginning in April of the following year.

On April 1, 1993, 23 new graduates joined The Westin Tokyo and were followed by an additional 151 in 1994. These included graduates from universities, junior colleges and vocational, culinary and high schools.

These young and promising employees undergo training at a variety of hotels, both in Japan and abroad. Westin hotels have provided opportunities for 37 graduates at 12 properties in the USA, two in Canada, two in Mexico, and five in Asia. This is a great opportunity for them to experience the "essence of Westin" and an international hotel environment.

Yoko has been working on this project from the beginning. To arrange work in a foreign country, she first has to obtain the proper visa. This is followed by arrangements regarding airline tickets, housing, social security and

medical insurance, banking and salary transfers, etc. So many things to be done by a single associate.

Fortunately, she has had a capable helping hand on the other side of the Pacific Ocean, Charlene Balick, Staffing and Development Coordinator in Corporate Human Resources.

Finally, all the preparations are complete. Yoko, however, still receives several phone calls a day from these new graduates seeking help, advice and counseling.



Yoko Iwata

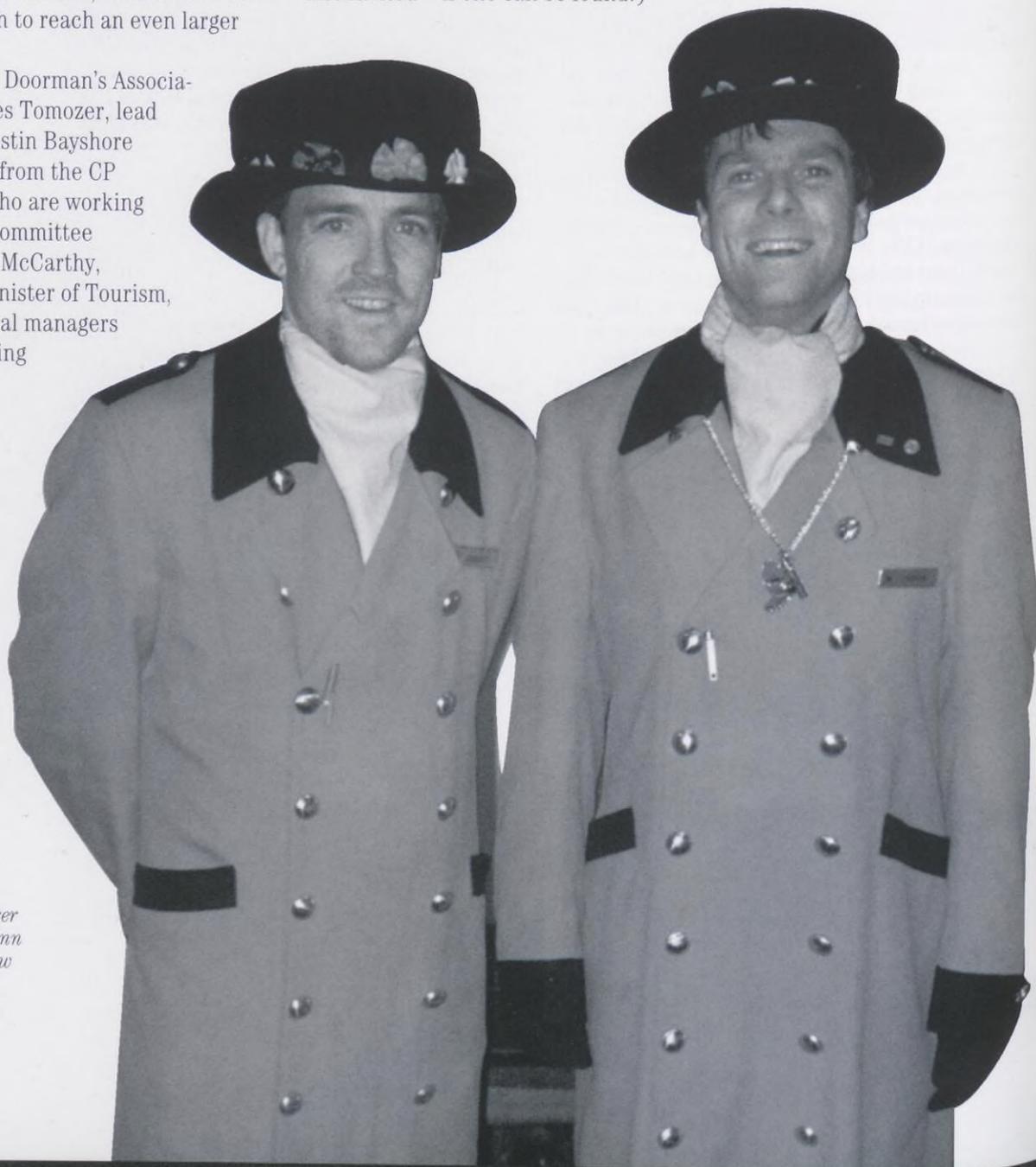
Hundreds of Doormen in Vancouver for “Doormen to the World”

The Vancouver Doorman's Association, established in 1989, will host the first-ever International Doorman's Convention on October 9-12 in Vancouver, B.C., Canada, and is expected to draw 200 to 500 doormen from around the world. The Association has been hosting annual dinners with many local celebrities, VIP's, politicians and honored hotel guests in attendance, but since experiencing a heightened interest, decided on this innovative approach to reach an even larger audience.

The Vancouver Doorman's Association is led by Charles Tomozer, lead doorman at The Westin Bayshore and Michael Miller from the CP Hotel, Vancouver who are working with a convention committee consisting of Grace McCarthy, Canada's former Minister of Tourism, as well as the general managers of Vancouver's leading

hotels and the government of B.C. in an effort to ensure the convention's success. The overwhelming positive response from Vancouver restaurants, tourist attractions bus lines, limousine companies and taxi companies promises that this convention will be a memorable one.

(Editor's Note: Although the name suggests an exclusivity toward men, "doorwomen" are also invited – if one can be found!)



The Westin Bayshore's doormen Charles Tomozer (left), and Garrett Conlinn (right) welcome all fellow doormen to beautiful Vancouver in October.

Celebrities Kick-Off Grand Opening of The Westin Regina Resort, Los Cabos

It was one of the most exciting events in recent Westin history. More than 500 people, including celebrities from television, film and sports, key clients, sponsors such as Alaska Airlines, John Paul Mitchell, Reebok, Hummer and Yamaha and television and print media joined together at The Westin Regina Resort, Los Cabos from April 7-10 to officially open the resort.

The Westin Regina Resort as viewed from the beach boasts the most distinctive architecture Mexico has ever seen.

The Westin Regina Resort's innovative pool winds around the resort's beachfront.





The spirit of celebration was alive throughout the event. In true Westin style, all 340 resort associates and more than 60 Westin associates who flew in to lend assistance worked around the clock to ensure perfection. Five Westin

Executive Chefs joined The Westin Regina Resort, Los Cabos' Executive Chef Jean Pierre Rivault to prepare three meals each day for all 500 guests. Among the event highlights was the Chefs on Parade dinner which featured menu items from the *Food and Wine the Westin Way* gourmet book. The five-course meal received accolades from the entire group of attendees and

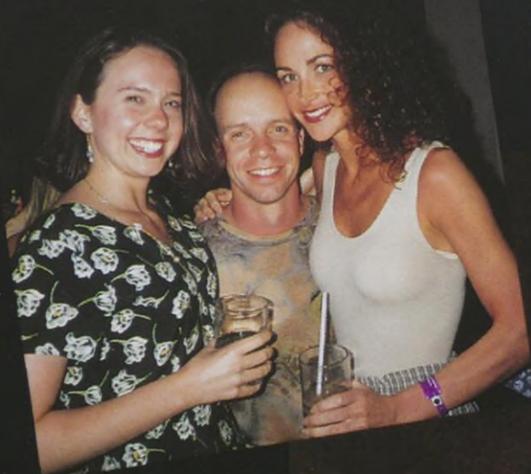
the chefs were honored with a standing ovation. Congratulations to Chef Waldo Brun from the Walt Disney World Swan; Chef Mark Hellbach from The Westin Resort, Macau; Chef Tylun Pang from The Westin Kauai; Chef Antonio Garcia from The Westin Regina Resort, Puerto Vallarta and Chef Peter Straub and Chef Jean Pierre Rivault from The Westin Regina Resort, Los Cabos.

Star-studded sporting events included deep sea fishing in the Sea of Cortez, championship golf on Jack

Nicklaus-designed courses, off-road racing in Hummer vehicles and beach volleyball. Jason Priestley (Brandon Walsh) of TV's top-rated *Beverly Hills 90210*, professional golfer Don Pooley and their team won the golf tournament. Joe Regalbuto (Frank Fontana) of *Murphy Brown* and his wife, Rosemary, took first place in the Hummer off-road rally. Cheech Marin, famous for his roles in the Cheech and Chong movies caught (and released) a 150-pound marlin to

win the fishing competition. And, the winning celebrity volleyball team consisted of players including Alan Thicke from the television show *Growing Pains*, Kim Cattrall from the show *Angel Falls*, Pierce Brosnan who most recently starred with Robin Williams in the movie *Mrs. Doubtfire* and sports figure Al Joyner.

The group cheered, clapped and danced during Kenny Loggins' 90-minute outdoor "concert under the stars." The after-dinner concert concluded with a shower of fireworks that brought the crowd to its feet on the terrace of The



Corporate's Wendy Lothspeich (left), celebrates with 1984 Olympic gold medal winner in Men's Figure Skating, Scott Hamilton, with Karen Plage.



MTV's Dan Cortese jams into the wee hours with the pianist in the resort's 'La Cantina' lounge.

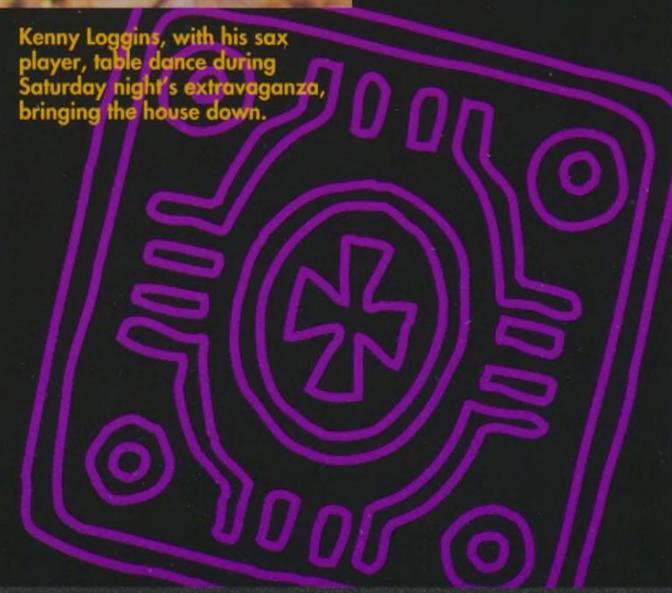


Mexico's premier entertainer, Tania Libertad, entertains the after-dinner crowd on the resort's terrace Friday night.



Kenny Loggins, with his sax player, table dance during Saturday night's extravaganza, bringing the house down.

Ted Danson explained how the silent auction will benefit his American Oceans Campaign.



Westin Regina Resort. Prior to the concert, a silent auction raised more than \$225,000 for two charitable organizations, the American Oceans Campaign and Amigos de los Ninos (Friends of the Children).

Jim Treadway honored Robin Leach, star of *Lifestyles of the Rich and Famous*, for his enthusiastic support of the hospitality and tourism industry. Leach praised Westin for the quality of its properties and cited Service Express as the "world's greatest invention." In fact, all of the guests for the event were highly complimentary of Westin. And resort architect Javier Sordo Madaleno was complimented again and again for his creativity, detail and attention to the natural surroundings in the design of the resort.

As stated by George Christy in the *Hollywood Reporter*, "In the middle of the desert's rocky terrain, the resort looms as a towering dream, not unlike a temple for the gods in its shades of sienna contrasted with bubblegum-pink, canary yellow and ultramarine blue, an environmentally award-winning design with three swimming pools, tennis courts, plus two 18-hole championship golf courses nearby."

And, as the resort's Managing Director Werni Eisen said, "We aim to offer the lap of luxury at land's end." The group of associates who worked so hard on the event offered the lap of luxury

and more. Thanks to general manager Werni Eisen, Westin Mexico's John Gilbert, Bill Godfrey and Hector del Valle; Corporate's Don Welsh, Sue Brush, Kurt Fischer, Dave Evans, Marc Pujalet, Jim Treadway, Elizabeth Vasey, Wendy Lothspeich, Leslie Larson; the best pre-opening assistants in the world, Ky, Carl, Enrique, Cassandra, and Gloria (among many others), and the staff of The Westin Regina Resort, Los Cabos, for executing a most spectacular event that would make any Westin associate proud.

John Paul Mitchell serves as referee during the celebrity volleyball tournament.



Dr. Ruth Westheimer enjoys a lift from LA Raider's Willie Gault during the celebrity volleyball tournament.



Chef Mark Hellbach, works feverishly behind the scenes at Friday night's 'Chefs on Parade' dinner.



Don Welsh and comedian Arte Johnson from TV's 'Laugh In ham it up.'



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5/94

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- Buenos Aires**
- Caesar Park Buenos Aires

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- Rio De Janeiro**
- Caesar Park Hotel Ipanema
- São Paulo**
- Caesar Park Hotel
- Vitória**
- Caesar Park Fazenda Monte Verde

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- The Westin Mont-Royal Hotel
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- The Westin Hotel
- Toronto**
- The Westin Harbour Castle
- Vancouver**
- The Westin Bayshore
- Winnipeg**
- The Westin Hotel

CHINA

- Shanghai**
- The Westin Hotel Shanghai

EGYPT

- Hurghada**
- ▲ The Westin Resort
- Giza**
- The Westin Hotel (Opening Oct. 15, 1995)

GERMANY

- Hamburg**
- Hotel Vier Jahreszeiten

GUATEMALA

- El Remate, Petén**
- Camino Real Tikal
- Guatemala City**
- Camino Real

JAPAN

- Kyoto**
- The Miyako
 - The Westin Kyoto Takara-ga-ike Prince Hotel
- Osaka**
- The Westin Osaka

KOREA

- Pusan**
- The Westin Chosun Beach
- Seoul**
- The Westin Chosun

MACAU

- Coloane Ilba**
- ▲ The Westin Resort

MEXICO

- Acapulco**
- ▲ Las Brisas
- Cancun**
- ▲ The Westin Regina Resort
 - The Westin Golf Resort (Opening Fall 1994)
- Ixtapa**
- ▲ The Westin Brisas Resort
- Los Cabos**
- ▲ The Westin Regina Resort

Mexico City

- The Westin Galeria Plaza
- Puerto Vallarta**
- ▲ The Westin Regina Resort

PANAMA

- Panama City**
- Caesar Park Hotel

PHILIPPINES

- Manila**
- The Westin Philippine Plaza

PORTUGAL

- Sintra**
- ▲ Caesar Park Penha Longa Golf and Resort

PUERTO RICO

- Rio Mar Beach**
- The Westin Rio Mar Resort (Opening early 1997)

SINGAPORE

- The Westin Plaza
- The Westin Stamford

TAIWAN

- Kenting**
- ▲ Caesar Park Hotel

THAILAND

- Bangkok**
- The Westin Suites (Opening Jan. 1995)
- Chiang Mai**
- The Westin Chiangmai

UNITED STATES

- Atlanta, GA**
- The Westin Peachtree Plaza
- Boston, MA**
- The Westin Hotel, Copley Place
- Chicago, IL**
- The Westin Hotel Waltham
- Cincinnati, OH**
- The Westin Hotel (O'Hare)
- Coral Gables, FL**
- The Biltmore Hotel
- Dallas, TX**
- The Westin Hotel, Galleria
- Denver, CO**
- The Westin Hotel, Tabor Center
- Fort Lauderdale, FL**
- The Westin Hotel, Cypress Creek
- Hilton Head Island, SC**
- ▲ The Westin Resort
- Houston, TX**
- The Westin Galleria
 - The Westin Oaks
- Indianapolis, IN**
- The Westin Hotel
- Kansas City, MO**
- The Westin Crown Center
- Los Angeles, CA**
- Century Plaza Hotel and Tower
 - The Westin Bonaventure Hotel and Suites
 - The Westin Hotel (Los Angeles Airport)
- Maui, HI**
- ▲ The Westin Maui (Kaanapali Beach)
- New Orleans, LA**
- The Westin Canal Place

New York, NY

- The Algonquin
- The Plaza

Orange County, CA

- The Westin South Coast Plaza

Orlando, FL

- ▲ Walt Disney World Swan (Walt Disney World)

Phoenix, AZ

- ▲ Arizona Biltmore

Pittsburgh, PA

- The Westin William Penn

Portland, OR

- The Governor Hotel

Providence, RI

- The Westin Hotel (Opening Nov. 1994)

Rancho Mirage, CA

- ▲ The Westin Mission Hills Resort (Palm Springs area)

San Francisco, CA

- The Westin Hotel (San Francisco Airport)
- The Westin St. Francis

Santa Clara, CA

- The Westin Hotel

Seattle, WA

- The Westin Hotel

Tucson, AZ

- ▲ The Westin La Paloma

Vail, CO

- ▲ The Westin Resort

Washington, D.C.

- ANA Hotel



Westin Takes on Two New Projects in the Philippines and Guatemala to Support CARE

As an ongoing philanthropic partner of CARE, Westin Hotels & Resorts supports the Wawawasi project in Peru, donating over \$70,000 to this very special family nutrition project in 1993.

In 1994, while continuing its support in Peru, Westin will also lend its financial support to two additional projects in the Philippines and Guatemala, an appropriate endeavor given the company's presence in these countries.

The following is a summary of CARE's involvement in both the Philippines and Guatemala and the projects that Westin will support in 1994:

THE PHILIPPINES

CARE began operation in the Philippines in 1949 in response to the desperate conditions which had developed in the wake of World War II. CARE Packages were distributed, health units established, a school feeding program was launched, and educational and vocational training equipment was made available through community development projects. In the 1960's CARE expanded its program to support the government's rural development programs including providing assistance for agriculture, school construction and irrigation. In the 1970's CARE was involved in the development of school nutrition and feeding programs. CARE has also been involved in relief efforts following natural disasters in the Philippines, and has initiated "Food for Work" projects. In the 1980's, CARE-Philippines focused on working with local non-governmental organizations to develop agriculture and non-farm small enterprises.

Westin will support CARE's Targeted Food Assistance Program, a maternal and child health activity implemented by the Department of Health (DOH), and supported



Smoky Mountain, one of the projects CARE supports in the Philippines. This garbage dump in Metro Manila continually burns two huge mountains of garbage. A whole village of people live on this mountain, and make their living by picking through the garbage.

by CARE since 1977. The program provides about 12,000 metric tons of U.S. commodities yearly through distribution by the DOH to over 700,000 preschool children, pregnant and lactating women. Other activities include growth monitoring, nutrition education, vitamin A and other micro-nutrient supplementation, deworming and immunization.

In addition, CARE continues to provide copies of the Fun Learning Activities for Nutrition Education (FLANE), a nutrition education curriculum developed by CARE and DOH. It is currently used by DOH public health nurses, midwives and health and nutrition volunteer workers for nutrition



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education classes to improve the nutrition knowledge and practice of mothers.

GUATEMALA

CARE has operated in Guatemala since 1959. It has developed working relationships with agencies in the public and private sectors through its projects in potable water,

“Grace is in the quiet child who humbles us with each small miracle.”

agriculture and primary health care.

Recognizing that environmental and natural resource degradation has reached alarming levels in Central America, CARE and The Nature Conservancy (TNC) have teamed up to carry out conservation and sustainable development work in this region through the

Proyecto Ambiental para Centro America (PACA). The project utilizes CARE's expertise in working with rural people and The Nature Conservancy's expertise in preserving biodiversity. The two organizations working together produce results better than those that either organization could accomplish independently.

CARE's PACA project works with the rural poor to help them secure a sustainable stream of income without degrading the natural resource base. PACA provides a unique opportunity for environmental conservation and people-centered social and economic development at the same time. By building local capacities, PACA strives to strengthen and empower local institutions which can carry on the work after CARE and The Nature Conservancy are gone. Although the PACA project will come to a close in 1995, strong, local, voluntary institutions will last indefinitely.

work in the PBX department and we do get lots of unusual requests and silly things that callers say.

I would like to share two with you. Our policy is not to transfer a caller to a room unless he or she gives the last name of the guest.

1. Caller: "Can I speak to Room #1264."

PBX Operator: "The name of the guest, please."

Caller: "He is not a guest, he's the bridegroom."

2. Caller: "Can I speak to Mr. Smith?"

(The call is transferred but comes back to the operator).

PBX Operator: "There is no answer, sir. Would you like to leave a message?"

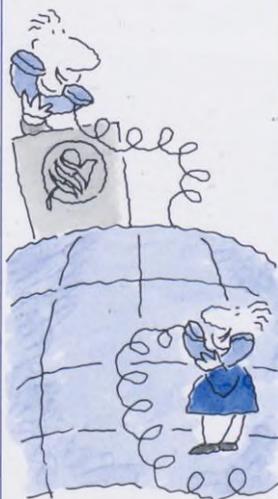
Caller: "Do you know where he is?"

*Marquerita Walks
PBX Operator
The Westin Hotel, LAX*



Just For Laughs

On New Year's Eve I received an outside call from a gentleman with a heavy accent. I answered the call, "Happy Holidays, The Westin San Francisco Airport. How may I help you?" His response was, "Hello - 420." I replied, "Sure, and the name of the guest please." He again responded with, "Hello - 420." I realized that he may not understand English, so I repeated myself slowly and pronounced clearly each vowel. His voice became a little higher and he again repeated, "Hello,



four-two-zero." I began to suspect this was an international call, so I pulled up room #420 on the computer to see if the guest was from out of the country. To my surprise, she was, and

her last name was HELOU (properly pronounced like the word 'hello'). I quickly transferred the call and broke out in hysterics. What a way to say "hello" to a new year!

*Lori Alvarez
The Westin Hotel, San
Francisco Airport*

Just for laughs — and a \$20 check

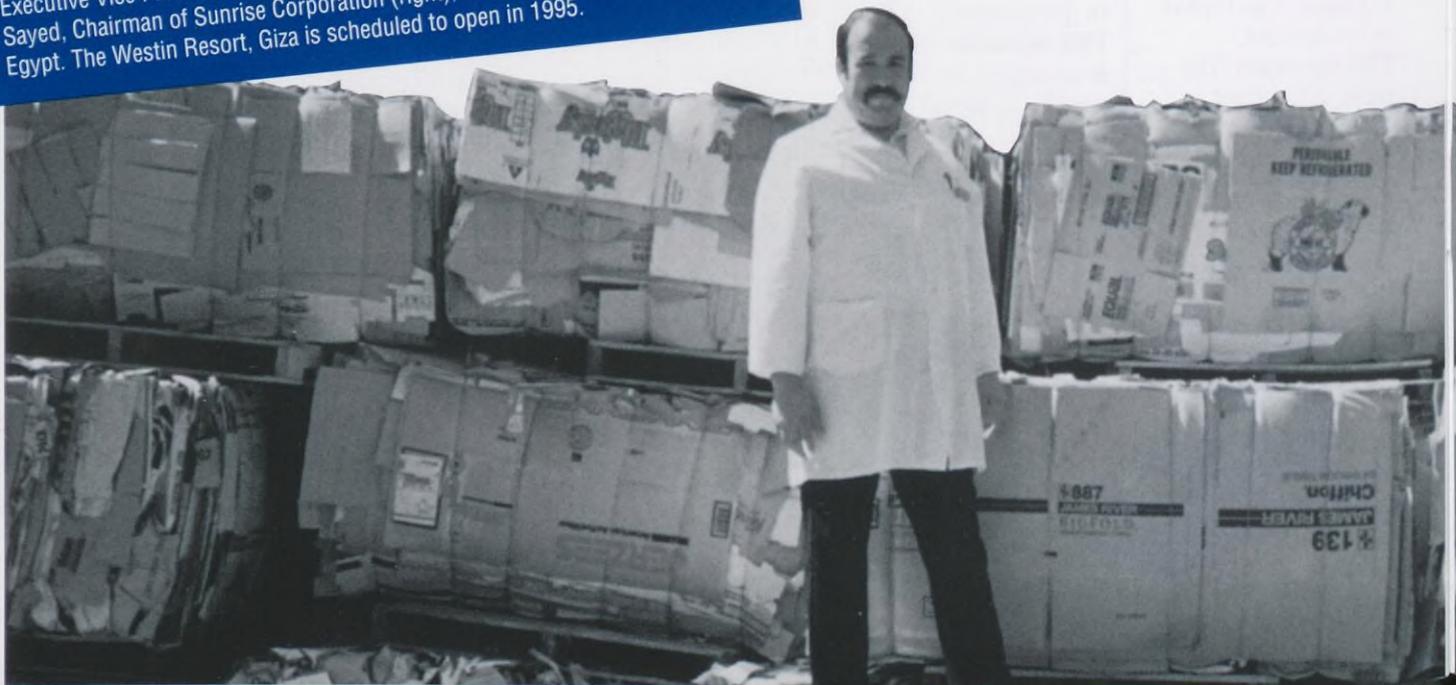
We just know there are some humorous stories floating around out there. Hotels are fun and exciting, and we'd like to share your humorous experiences with other Westin employees. As an added incentive, we will pay you \$20 if we run your anecdote in a future issue of *WestinWorld*. Please send your contribution to *WestinWorld*, ATTN: Leslie Larson, The Westin Building, Seattle, WA 98121.



In December, representatives of The Westin Resort, Macau, as part of its commitment toward the local community, visited the Canossiano Elderly Home at Vila Madalena in Coloane. General Manager Bruno Simeoni, Executive Assistant Manager Luis Lobo and a management team of 20 associates presented the Canossiano's residents with a beautifully adorned six-foot Christmas tree. To enhance the festive atmosphere, Santa Claus helped the team distribute gifts with hearty holiday greetings while the Westin staff choir sang several Christmas carols.



A handshake seals the agreement between Mr. Taketsugu Hirano, Executive Vice President for Westin International Europe (left), and Mr. Alla El Sayed, Chairman of Sunrise Corporation (right), for a hotel project in Giza, Egypt. The Westin Resort, Giza is scheduled to open in 1995.





The Westin Chosun Beach Hotel, which sits majestically on the beautiful Dong Baek Island and overlooks the Haeundae Beach in Pusan, Korea, has once again been named the best hotel for 1993 by the Mayor of Pusan.

A hotel evaluation committee, composed of members from the City Government, the Pusan Travel Association and the professors of tourism departments at Korean universities, selected The Westin Chosun Beach based on its investment in hotel facilities and maintenance, quality of service provided, standard of employee training and the level of satisfaction experienced by guests.



A "Gallery of Champions" was recently installed in the New Orleans' Champions Club at the Freeport-McMoRan Golf Classic. The "Gallery of Champions" displays pennants identifying each year's champion since the 1958 origins of this important local charity tournament. Four past champions received a duplicate pennant and celebrated the installation of the "Gallery of Champions" with General Manager of The Westin Canal Place, Hart Ballin. The Westin Canal Place is a major sponsor of The Champions Club at the Golf Classic. Shown left to right: Ben Crenshaw '87 (and the current champion), Bob Eastwood '84, Hart Ballin, Chip Beck '92 and '88, and Mike Standly '93.

The Century Plaza Hotel and Tower has had phenomenal success with its recycling program. Assistant Stewarding Manager Fidel Gonzales is seen here with over 20 tons of cardboard collected at the hotel over a three-month period. The hotel receives \$35 for each ton of cardboard, and because the recycling center picks up the bales from the hotel at no charge, the hotel has saved hundreds of dollars in trash removal costs. The Century Plaza's recycling committee is continually reevaluating and improving the conservation efforts being made at the hotel.

Westin Becomes Family-Friendly with "Westin Kids Club"

In May, Westin North America rolled-out a new children's program developed specifically for children 12 and under. "Westin Kids Club" offers services and amenities that make family travel easier and more enjoyable for parents and kids alike.

The program begins at check-in where kids receive a sports bottle or tippy cup (depending on age) that can be filled with juice or soft drinks at no charge in hotel restaurants. Children also receive a laundry bag (with a crayon for ages four and above), along with a map of the facilities and information about the hotel and area attractions. Parents receive a safety kit including electrical outlet covers, night lights, children's bandages, children's identification bracelet and safety tips with emergency phone numbers.

Guest rooms for traveling families are equipped with special children's bath supplies and amenities including cribs, bed railings and high chairs. Additional items will be provided upon request at no charge including jogging strollers, bicycle seats (where applicable), diapers and wipes for emergencies, potty seats, step stools for reaching the bathroom sinks, refrigerators (in addition to the mini-bar), a lock-out of all

adult movies on the hotel's cable network, and at resorts, children's bathrobes and sun umbrellas. Baby wipes, baby food, emergency kits, diapers, children's soap and shampoo will be also available for purchase in hotel Sundry Shops.

Westin Kids Club offers additional services including readily available baby-sitting, reduced laundry prices for children's clothing, and children's menus when ordering

from room service or dining in restaurants. Families may also take advantage of preferred restaurant reservations



and Express Meal Service, both of which allow guests to order meals to be prepared before they arrive at the

restaurant. Resorts offer planned activities that introduce children to the best cultural and ecological characteristics of each individual destination.

In preparation for this new service, hotel associates participated in special sensitivity training including sessions that discuss anticipating the needs of traveling families and communicating and interacting with children of all ages. Information on property resources and community activities geared toward families were also be presented in training sessions.

Westin Kids Club was developed to attract more traveling families to Westin hotels and resorts and to introduce and reinforce Westin's service standards for providing a child-friendly environment.

One of the few
hotels where a
c-h-i-l-d
isn't considered extra
b-a-g-g-a-g-e.

