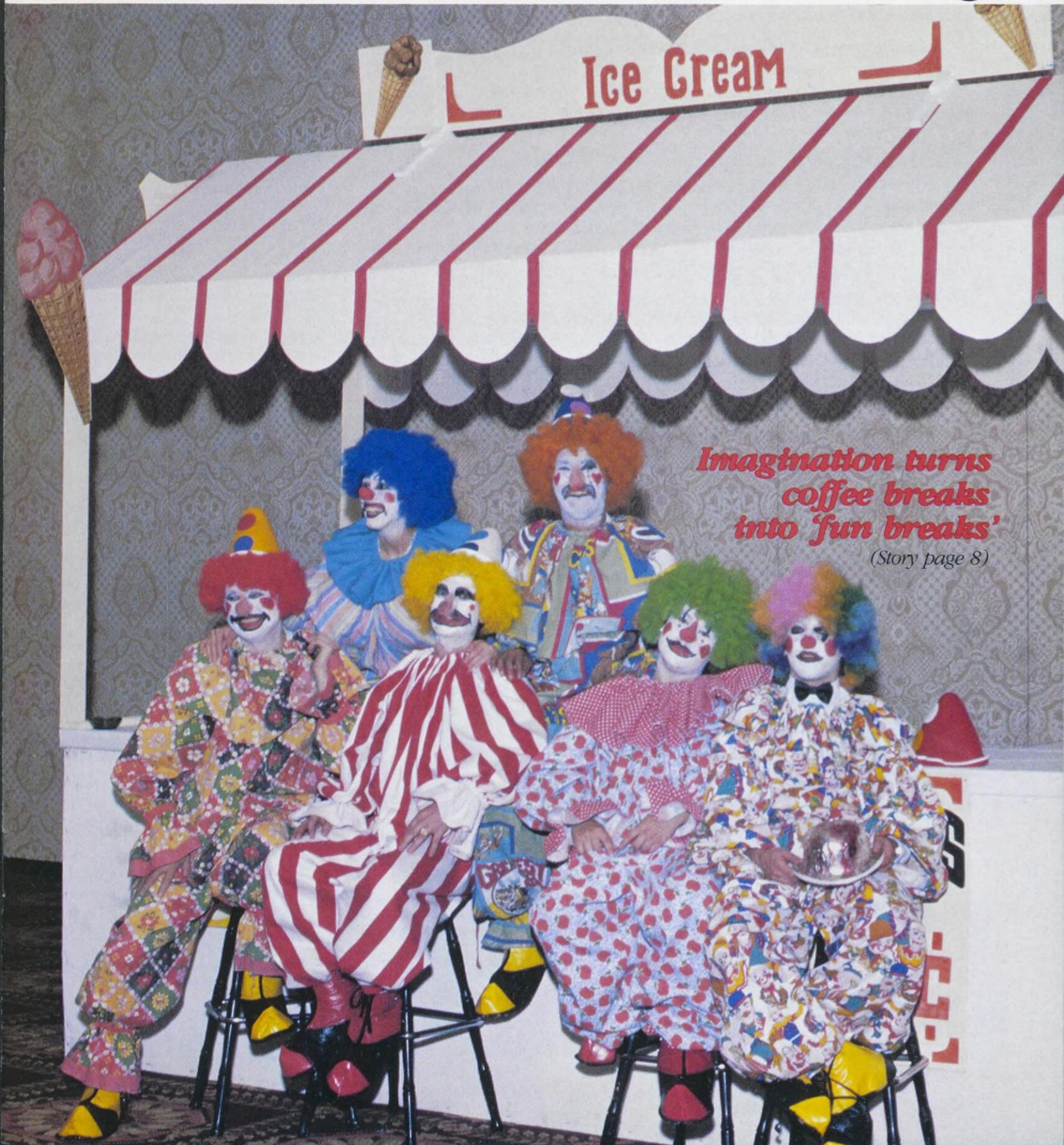


Front!

November, 1980

WESTERN INTERNATIONAL HOTELS



*Imagination turns
coffee breaks
into 'fun breaks'*

(Story page 8)

On the move

It's you who make their stay memorable

During my hotel visits I will occasionally pick up copies of the hotels' employee newsletters when they are available.

I find them of interest not only because of their hotel happenings news, but also because they often tell me a lot about the hotels' people.

One of the things I enjoy reading most in these publications is the occasional reproduction of complimentary letters from guests. These unsolicited praises are especially appreciated for the time and trouble it took on the part of the guest to write them.

Some writers will comment on their total hotel experience. Others will focus on a particular incident or occasion that particularly impressed them.

But most often writers will give their highest praises to specific individuals or staff groups with such references as, "Mary, our very friendly and helpful room attendant . . .," or "Your excellent catering staff . . .," etc.

We are very pleased, of course, to hear from these guests and to know that their stay had been a memorable one. But we are even more pleased to know that it was their encounters with the hotel's staff that made it so.

It just points up once again that for our hotel guests it's our people who really do make the difference. A difference, in fact, that's worth their time and trouble to write about.



Harry Mullikin
President and
Chief Executive Officer

Harry Mullikin

Chuck Agnew, from F&B operations analyst at *The Olympic*, to cost control supervisor in the corporate *F&B Division*.

Wendy Blight, from front office manager at *The Olympic*, to front office manager at *Cincinnati Plaza*.

Suzanne Bloch, from assistant controller at *South Coast Plaza*, to assistant controller at *Century Plaza*.

Robin Brown, from senior assistant manager at *Calgary Inn*, to senior assistant manager at *Edmonton Plaza*.

Anthony Cherone, from F&B director at *The Ilikai*, to F&B director at *The Plaza*.

Irene Coyle, from banquet captain at *The Olympic*, to restaurant manager, *The Space Needle Restaurant*.

Gunter Wolfgang Horndlein, from executive sous chef at *The Ilikai*, to executive chef at the *Chosun Hotel*, Seoul.

(Continued on page 11)



COVER: These clowns at Galleria Plaza are serving up more than laughs. They are serving ice cream treats during meeting coffee breaks. Many WIH hotels are now offering meeting groups the option of "something different" at coffee

break time, and this is just one of the many imaginative offerings.

Front!

A monthly publication by and for employees of
Western International Hotels

Gabe Fonseca,
Internal Publications Manager

Linda Plumb, Publications Editor

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

Washington Plaza — a new tower and the 'Old South'



The Benjamin Franklin wing of Seattle's Washington Plaza is no more and excavation on the site is beginning for construction of the hotel's 47-story twin tower.

Meanwhile, inside the existing hotel tower, guests will find a few changes going on too.

Already open is the Plantation Bar, located in the old Trader Vic's lounge spot, adjacent to the main lobby (Trader Vic's moved to the hotel's lower level a few months ago).

Under construction since the beginning of October and scheduled for opening in June 1981, is the Washington Plaza's fine dining restaurant, to be called The Orpheum. (The room takes its name from an old movie theater formerly located on the site.) The former High Bay Lobby is giving way to this elegant new dining

spot. Decor and menu details have not yet been announced.

The Plantation Bar, as the name suggests, envelops its patrons in a Southern decor of peacock chairs, ceiling fans and greenery, and features a menu which includes Louisiana and Creole dishes. The southern-style food is served in a luncheon buffet each day. There is also a cold buffet of "make-it-yourself" sandwiches.

The bar serves a variety of hot hors d'oeuvres and, in keeping with the Old South theme, features specialty drinks with names like Green Bayou and Coffee Plantation. Plantation Bar customers are treated to live evening entertainment Tuesday through Saturday.

The Plantation Bar replaces the Oak Room, now closed to make room for an extended kitchen facility to meet the expanded needs of the new food and beverage outlets.

WI Building will top off this month

The 34-story Western International Building is headed for topping-off this month with the final floor expected to rise about mid-month. Placement of the vertical marble mullions and windows will follow close behind.

According to WIH Design & Construction, the general contractor is pretty much on schedule and still expects to have the building completed for a company move-in beginning sometime in June. The corporate offices will occupy the fourth through fifteenth floors.

Not too long after the topping-off, Design & Construction expects to begin work on the interior spaces, coordinating labor with sub-contractors

and working with Western Service & Supply on the purchase of carpet, furniture, wall coverings, etc.

Meanwhile, others are beginning to plan the logistics of the actual move — not surprisingly, a complicated process with about 350 employees converging on the new building from six different downtown locations.

The new corporate headquarters will have an employee lunchroom on the sixth floor as well as a public cafeteria elsewhere in the building. A health club is planned for the basement area.

The two blocks on either side of Virginia between 5th and 6th Avenues have certainly seen their share of construction over the past few months (demolition of the Benjamin Franklin and building of the new corporate headquarters). And the area will once again become the target of wrecking balls when the WI Building is completed. Then, the 2000 5th Avenue Building, now housing some of the corporate offices, will be demolished to make way for a parking garage.



When this photo was taken in October, the WI Building stood about 20 stories high.

Photo news



Off and running

DETROIT — Michigan Inn employees were off and running for a charitable cause as they navigated a uniquely decorated bed on wheels to a first-place finish in the Muscular Dystrophy Association's annual bed race. Each of the 17 teams consisted of four pushers, one rider and, of course, the bed, but the competition couldn't catch up to the hotel's superb group of navigators (left to right): Maurice Brown, Madison Toms, Paul Hayner, Marcia Rosenberger and Tore Nordal.

Designs for the future

MEXICO CITY — Meeting at the Hotel Alameda in September were the management representatives from throughout the WIH Hotels in Mexico (HOCASA) for the company's 1980 Management Conference. Conference agenda focused on future goals with particular emphasis on the adoption of marketing strategies to meet the competition. Here, a presentation holds the rapt attention of (back row from left): Ulrich Schwartz, WIH marketing vice president; Salvador Ramos, director of sales-HOCASA; (front row from left): Hector Perez, director of hotel management-HOCASA; Alfred Freudenthaler, managing director for the Mexico company; Pedro Baltran, director of finance-HOCASA.



A 'howling' honeymoon

NEW YORK — The Plaza was host this summer to some special, if not unusual, guests. And if ol' Dobbin here seems to be eyeing those guests a little askance, it may be because he's not accustomed to escorting honeymooning couples of the canine variety. Television series star Boomer, wanting, no doubt, to impress his new bride, brought her to The Plaza for their honeymoon.



Cakes for 10,000

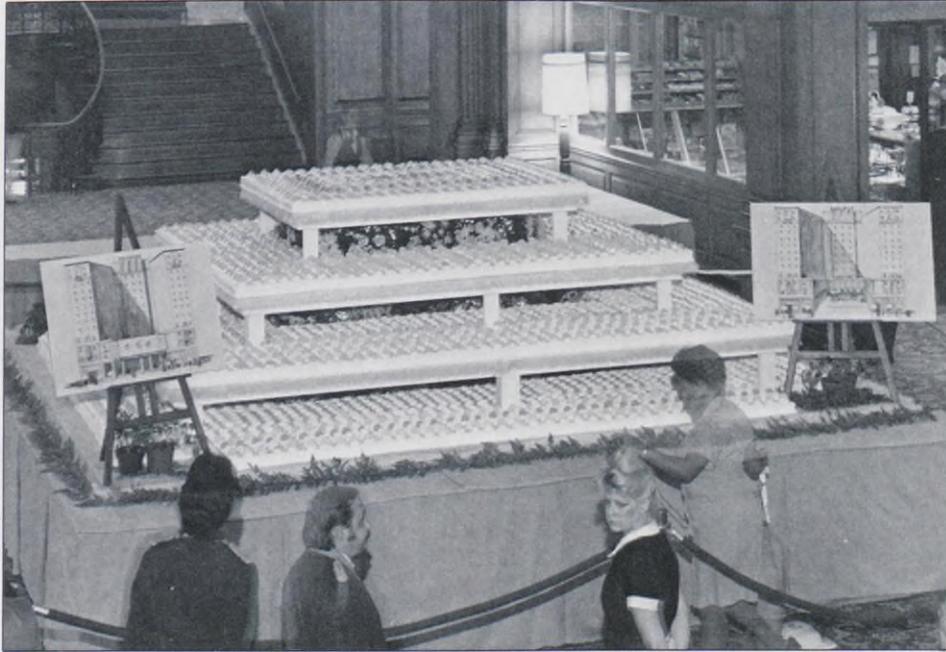
EDMONTON — For any birthday party there must be a birthday cake, so the government of Alberta commissioned the Edmonton Plaza's culinary experts to bake a Black Forest cake for the 10,000 people celebrating Alberta's 75th birthday party in September. Shown here with the 4 ft. x 8 ft. special cake in the shape of the Province of Alberta are (left) Felix Sturmer, executive chef, and Mila Cais, pastry chef, who oversaw the monumental baking task. And just to be sure everybody would get a slice, the staff also baked 20 8 ft. x 2½ ft. cakes. The crew worked on the Sunday before the Monday birthday party to bake the cakes, and then all that night to add the whipping cream so that all would be fresh for the birthday party the next day.

... and don't forget the popcorn

TULSA — It's now "every night at the movies" for guests of the Williams Plaza with the recent introduction of Home Box Office cablevision movies free in each room. To promote the new service, the hotel presented each registering guest with an oversized theater ticket and a free box of popcorn. First in line for the first showing and making sure he is well supplied with popcorn, is "guest," Andy MacLellan, executive assistant manager. Front office manager Victoria Robas offers MacLellan his "theater ticket."



The Olympic goes out in style



The Olympic also went out in style with a farewell party for the citizens of Seattle on September 28 — "Olympic Hotel Day" as declared by the Mayor of Seattle. Featured in the lobby was a 12' x 18' three-tiered cake that was cut into 6,200 pieces, each piece decorated with The Olympic "O" in colored chocolate. Chocolate and marzipan "paintings," depicting the hotel as it is now (left), and after its remodel by its new owners, Four Seasons, flanked the huge cake.

Style is a quality that is sometimes not that easy to define, but most people know it when they see it.

For anyone who popped in or stayed at The Olympic during its waning months before the hotel's retirement from the WIH family on October 1, that quality was very easy to recognize. The grand old former "flagship" hotel of the WIH fleet went out in a style that many an out-to-impress newly opened hotel would envy.

"I've been in this business a long time and I know hotel people," says Joe Callihan, senior vice president and area vice president for The Olympic. "But this has got to be one of the most spirited people-make-the-difference performances I've ever seen."

The "spirited performance" Callihan referred to was on the part of the hotel's staff team that was made particularly remarkable because of the heavy losses in key personnel throughout this period.

Callihan explains: "When we knew we were giving up The Olympic about a year ago, there were a number of important considerations we had to contend with.

"Our major consideration was to continue to operate The Olympic in line with the hotel's and company's quality standards right up to the wire. Equally important, of course, was the company's determination to do what was right in taking care of our people.

"For the transferable staff — such as department heads and other management people — we worked closely with other hotels throughout the company to have them placed as such position openings arose.

"For those employees not qualifying under the company's transfer program, we hired the services of an employment agency and set up an office in The Olympic hotel with the sole purpose of searching out job opportunities for these people after the hotel closed.

"The drain on management level personnel over the months, through transfers, was considerable. Up to the hotel's last day, over 100 transfers were made.

"Because the hotel was to be closed, we did not think it feasible to replace management staff with transfers from other properties. Instead we decided on another approach. Why not, we thought, simply move staff members up from other positions to fill these higher positions and give these people the opportunity to demonstrate their capabilities and potential.

"The plan worked beyond our greatest expectations. In most cases, it meant putting in a lot of extra long hours and very hard work. Our people were all determined to do the best job possible — and they all *did* a fantastic job!

"Best of all, the entire staff got caught up in the spirit of a team effort to bring it all off in style. There was so much pride going among the newer people as well as the old-timers. Even though there was a lot of business going through the hotel, the quality of service and maintenance during these last months never faltered as evidenced by the tremendous number of compliments received from our guests and visitors."

And that's going out in style!



Plaza Tower guests are escorted to their accommodations.

Plaza Tower — a very special experience

taupe tails and white formal shirts with winged collars and bow-ties, no less.

The extra-large rooms at the Plaza Tower are carpeted in deep-pile gold carpeting. Tinted mirror and brass headboards vary with bed configuration. Windows are covered with ceiling to floor drapery and sheers. The decor colors of blue accents on beige is carried out in the bedspreads and wall hangings. Built-in units of five spacious drawers with inset for color television take the place of traditional dressers.

Among the special services and amenities guests enjoy in their Plaza Tower room are a fully-stocked mini-bar, refrigerator, a telephone and television in the bathroom, terry-cloth bathrobes and shower massage units.

Guests are offered complementary shoe shines and complementary editions of current business and consumer newspapers and magazines. All this, of course, in addition to the hotel's regular WIH amenities which are pretty special in themselves.

Also pretty special are the Plaza Tower corridors decorated to project an atmosphere of subdued elegance.

A relatively new approach in hotel marketing is the presentation of larger, more lavish guest rooms to include a number of very special services and amenities befitting of such deluxe accommodations.

One Western International hotel that has planned a number of its rooms for marketing in this manner is the Continental Plaza.

Called the Plaza Tower, the 12-floor hotel section consists of 175 specially appointed, deluxe rooms. Deluxe also is the treatment afforded Plaza Tower guests that begins from the moment they enter the lobby and continues through check-out.

Upon lobby arrival, guests are directed to an exclusive reception desk which is located apart from general registration and next to the concierge desk. All Plaza Tower guests are pre-registered and arrangements are also made for their no-delay check-out.

Each guest is personally escorted to his or her accommodations by reception personnel formally attired in



The luxury of the Plaza Tower rooms is reflected in the tinted brass-framed mirrors, relieved with inset artwork. That art, in turn, picks up the blue, beige and gold hues of the decor.

Opposite each elevator bank is a clear, mirrored wall enhanced with a decorative marble console placed under an elegant brass sconce. Directional signing is on the mirror and done in gold leaf.

"The decision to create the Plaza Tower concept," explains Jack Gaines, general manager, "was to reinforce the Continental Plaza's position at the top of the Chicago market.

"Since the key to our business is the corporate traveler — particularly the more sophisticated corporate traveler — the Plaza Tower concept has been designed to meet that customer profile in satisfying his or her particular needs in the '80's. This marketing approach," Gaines continued, "is tagged a 'human resources' approach. That is, the focus is on implementing a personal one-on-one experience for the guest who chooses the Plaza Tower."

What happened to the old-fashioned coffee break?



It's been a grueling afternoon session for the meeting attendees.

For the past two and one-half hours, the group has been devoting their energies to intent listening, note scribbling and information absorbing.

Relief, at last. It's coffee-break time.

As the group straggles out into the meeting room foyer, their slightly dazed condition brightens considerably.

Awaiting their refreshment pleasure, an old-fashioned ice cream bar featuring hand-scooped ice cream with a choice of several toppings. Also on tap, foamy mugs of root beer floats. Service, which also includes a choice of coffee, tea or soft drinks, is deftly handled by catering staff members dressed in clown costumes.

The delightful and unexpected presentation proved just the ticket to relax tensions and revive spirits. Several minutes later, the group returns to their meeting sessions fully refreshed and ready to tackle the rest of the day's agenda.

This vignette could — and has — taken place with meeting groups at a number of WIH hotels. While the standard coffee, tea and soft drink coffee-break menu predominates, more and more meeting groups are opting for breaks that go beyond this traditional fare.

As Virginia Washburne, director of catering for The Mayflower, puts it, "After sitting through a long meeting session, many conference attendees tend to get restless, even bored. Come break time, they need a change of pace. Something different and stimulating — a pepper-upper."

That "change of pace need" is being responded to with a good deal of imagination and flair among the catering departments of a number of WIH hotels.

For the meeting planner booking a group at The Mayflower, for instance, Washburne and staff have put together a variety of coffee-break "pepper-uppers" to send any meeting group's sagging spirits soaring.

The ice-cream bar, root beer float presentation is one of them.

Other offerings include: snowcones with a choice of flavor toppings, iced fruit soup, popcorn and pretzel munchies, and a selection of assorted fruits, nuts and cheeses.

Morning breaks feature such choices as yogurt with fresh fruit wedges, coffee cake, brioche or applestrudel, plus a selection of exotic coffees such as Cafe Vienna and Cafe Mocha.

And, if a group wants to cater to its diet and/or health conscious members, The Mayflower offers a low-cal, quick-energy alternative – an attractively presented assortment of snack items such as granola cookies, a sunflower seed and coconut mix and the like.

Theme coffee breaks are popular with groups meeting at the Houston Oaks, according to Vickie Weigel, director of catering for that property.

There's the "Fiesta Break," for example, that features a Mexican theme including servers dressed in colorful Mexican costume. Served is a guacamole dip and nachos accompanied by a cooling sangria punch.

Naturally, there is the "Texas Break." Cowboy outfitted staffers do the honors here, serving melon wedges and other Texas-grown fruits along with the beverage selection.

"Guests love these theme breaks," Weigel says, "especially the larger convention groups. In fact, theme breaks are now accounting for 30-35 percent of our coffee break business."

The breaks are also big at the Los Angeles Bonaventure. Julien Sigrist, director of catering for that hotel, offers six standard choices to choose from. Most elaborate, and expensive, is "The All American Fair Break." At \$5.50 per person, the selection includes: cotton candy, candied apples, frozen chocolate-coated bananas, strawberry shortcake, Eskimo pies as well as coffee, tea and soft drinks.



Virginia Washburne (left), director of catering for The Mayflower, discusses theme coffee break ideas with meeting planner clients.

While such coffee-break innovations are sparking a lot of interest in some hotels, the traditional coffee, tea and soft drinks remain the standard for many others.

As Herbert Erman, director of catering for The Plaza, notes: "With many meeting groups, time is a very important factor. Ten minutes or so is all that is scheduled for a break and the demand is usually for speedy service and beverage or snacks that are fairly quickly consumed."

One quite different coffee break twist has been introduced by some of the Canadian properties including the Bonaventure and Hotel Toronto. It's the Exercise Break wherein a staff member of the hotel's health club is brought in to lead the meeting delegates through some mild but circulation-stimulating exercise.

The idea has met with very limited appeal however. Evidently more people prefer being stimulated by caffeine or by the sight of attractively presented edibles than through physical exertion. But there have been some takers.

What happened to the old-fashioned coffee break? Oh, it's alive and still doing very well. But, it seems that on some occasions, if it's coffee you really want, it just might have to be specially ordered.



Viennese pastries and coffee, as well as other international coffees, elegantly served by a waiter in period costume transforms an ordinary coffee break into a memorable occasion for Galleria Plaza clients who choose the hotel's Viennese theme coffee break.

People



Dishing it out for Family Day

LOS ANGELES — Family Day for Los Angeles Bonaventure employees provided fun — and food — for all. The second annual employee family picnic in August had these four Bonaventure employees busy taking taco orders. They are (from left): Cecilia Ambrose, food & beverage secretary; Rosemarie Winter, director of restaurants; Lee Jenks, managing director; and Marilyn House, food & beverage. The day was filled with activity, which included music, games, a puppet show, and a special appearance by a Battlestar Galactica warrior. And, of course, lots of food. In addition to tacos — hot dogs, soft drinks and ice cream.



A 'conversation piece'

OMAHA — Some might say this antique phone was a rather “phone-y” memento. But actually, it was quite an appropriate parting gift for Harvey Cannova who directed activities at Central Reservations for just over four years. Cannova has assumed the job of WIH WESTRON director, and with it, a move to the Marketing Division in Seattle. As WESTRON director, Cannova will oversee the long-range planning and use of WESTRON, as well as other communication-related projects. The antique phone was just one of the parting mementos given Cannova by his co-workers in Omaha. He was also treated to a “Harvey Cannova roast,” and presented with a few more awards and gifts. Among them, a jar of Mt. St. Helen’s ash, to “prepare him for life in the Pacific Northwest.”



Honored

GUATEMALA — The annual service awards banquet for the staff of the Camino Real Guatemala was highlighted with the presentation of certificates to all employees with five or more years of service with the hotel. Among the recipients was Argentina Dominguez (center), assistant sales manager, who was recognized for her 10 years with the hotel. With Dominguez (left) is Edward Carrette, president of Camino Real de Guatemala S.A. and William Jauregui, general manager.

Management Changes

The following management changes at two hotels in Hawaii were recently announced:

Bob Butterfield has been named managing director, from general manager at the *Mauna Kea Beach*, and former manager, Adi Kohler has been promoted to general manager. Hartmut Ballin, former manager at *The Olympic*, is the new manager at the *Mauna Kea Beach*.

Lorene Walter, former executive assistant manager at *The Olympic*, takes over as executive assistant manager for the *Wailea Beach Hotel*.



Denis Forristal given 'Hotelier of Year' honor

Denis Forristal, general manager of The Bayshore, has been honored by the Commercial Travelers Association of Canada (CTA) with the 1980 "Hotelier of the Year" award.

Forristal will be traveling to Toronto November 20, to attend the formal acceptance dinner and award presentation.

The CTA is a group of about 24,000 frequent business travelers who, each year, honor a hotel general manager as one of the best in the business. They choose the general manager of the hotel they consider most outstanding in service, convenience and cooperation.

"A good hotel is usually led by a good general manager," a CTA spokesman said, "so the selection is based on personal knowledge of the general manager as well as the quality and reputation of the hotel they operate."

In a letter to Forristal congratulating him on the award, the association said, "As you are aware, many of our members are on the road often and they literally depend on your industry in order to function in their jobs. This award is to recognize both you and your fine staff for just this type of service."



Super room attendants

LOS ANGELES — When Century Plaza's housekeeping department employees were asked to cast their votes for the most outstanding room attendant, Jesula Francois (center) won the accolades. Runners-up were Gregoria Tovar (left) and Elizabeth Taylor (right).

Bill Quinn, general manager (far left) and Inge Krieg, director of property management (far right) flank the winners. Francois, a Century Plaza employee for eight years, was awarded a day off with pay and one month's bus fare as her prize. Runners-up received a month's bus fare.

Forristal, general manager at The Bayshore since 1977, was born in Ireland and came to Canada in 1961. His first hotel experience was with Hotel Vancouver. From 1963-69 he worked at various front office jobs at Hotel Georgia, formerly a WIH property, and was named senior assistant manager at that hotel in 1969. In 1970 he took over as executive assistant manager at Calgary Inn. That was followed by a brief stint at The Olympic in the same capacity, and then back to Calgary Inn in 1973 as general manager.

Forristal is married and has four children.

This is the second time in the last five years that a Western International hotel general manager has received this award. Bob McCauley was honored as the CTA Hotelier of the Year in 1975.

(On the move continued from page 2)

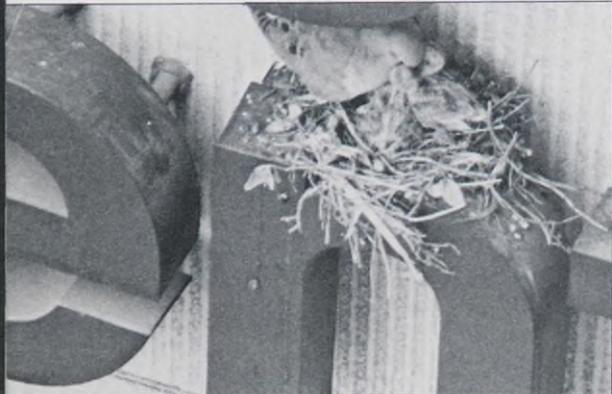
Robin Jarzembowski, from assistant reservations manager at *Detroit Plaza Hotel*, to reservations manager at *Cincinnati Plaza*.

Conrad Jones, from director of housekeeping at *The Olympic*, to director of housekeeping at *The Arizona Biltmore*.

Harrison Ramey, from executive chef at *The Olympic*, to executive chef at the *Washington Plaza*.

Lawrence Scheerer, from director of convention services at *Detroit Plaza Hotel*, to F&B director at *The Ilikai*.

Inn basket



It's a bird, it's a . . . — Yes, indeed. It's a bird. Three of them, in fact. A mother dove and her two babies thought that the second letter "N" in the L.A. Bonaventure's sign over the Figueroa Street entrance would make a nice home. The dove family was noticed about six months ago by a banquet captain and it seems that they have been able to withstand the hustle and bustle of rush hour traffic, its noises and smells; the re-surfacing of the Figueroa Street Drive; and the noise and excitement of the summer outdoor concerts. Appropriately, the dove family has been named "Bonny and her Bonaventure Babies."

For posterity . . . Anyone having any hotel or WIH-related items they think should be preserved for posterity, should send them to Bill Keithan at WIH executive offices in Seattle. Keithan, senior vice president, is the official "keeper of the archives" for Western International, and encourages your "this is the way it was" contributions. Your name will be listed in the archive records as the contributor of the item(s).

A smash hit — The Foundation of the American Society of Association Executives just recently finished production on a new film titled "A Special Responsibility" and reports that it is a smash hit. And Western International has helped to put that film into celluloid with a sizable donation to the Foundation of ASAE. Dave Evans, WIH sales vice president, and recently

appointed member of the board of directors of the foundation, presented the check to ASAE. The film is designed for volunteer association leaders, and instructs on how to build an effective voluntary leadership team.

A creditable credit union — The United Airlines Employee's Credit Union (which Western International employees may also use) is the "best managed credit union with assets of \$50 million or more," according to the National Credit Union Management Association. This honor is based on annual asset growth, loan losses, expense ratios, number of accounts per employee and the amount of assets per employee.

Cultural exchange at Cherry Creek — Come next January 26, and for a full month thereafter, Western International's Cherry Creek Inn will be hosting a trainee from the People's Republic of China. Here to study the travel and tourism industry, the Chinese tourism executives (three in all) will combine their practical experience with studies at the Metropolitan State College in Denver.

Ah so!! Reservations at the Miyako Hotel in San Francisco soared as a result of the TV hit "Shogun." The main attraction: the relaxing Japanese baths and authentic tatami suites.

United to double at O'Hare — United Airlines has big plans for its passenger terminal at Chicago's O'Hare International Airport. Recently announced, the proposal for a \$100 million passenger terminal that, according to Chairman Dick Ferris, will be ". . . the finest in the world, bar none, with the latest technology for accommodating passengers and handling their baggage." Though yet undesigned, terminal completion is expected in "about five years." Expectations are that the new facility will be able to handle about 16 million departing passengers a year — double the eight million capacity of its existing facilities.

HOTEL SCANDINAVIANS in Copenhagen



FRONT! correspondent for Hotel Scandinavia in Copenhagen is Dorte Thing. You can contact Dorte with news for FRONT! in the sales department. (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, Susan Reeves.
CAMINO REAL, CANCUN, Jose Tamayo.
CAMINO REAL, GUADALAJARA, Carlos Reyes.
CAMINO REAL, MAZATLAN, Lupita Torres.
CAMINO REAL, SALTILLO, Enrique Meyer.
CAMINO REAL, SAN SALVADOR, Anna Maria Vides.
CARLTON HOTEL, 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.
HOTELES CAMINO REAL, S.A., Hector del Valle.
HOTEL SCANDINAVIA, COPENHAGEN, Dorte 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, Sheila Donnelly.
THE MAYFLOWER, Bill Hobbs.
MICHIGAN INN, Bill Arthur.
MIYAKO HOTEL, Kerstin Bertram.
PEACHTREE PLAZA, Carolyn Bryson.
PHILIPPINE PLAZA, Lynn Romero.
SHANGRI-LA HOTEL, Herbert Teo.
SOUTH COAST PLAZA HOTEL, Judy Perry.
THE SPACE NEEDLE RESTAURANT, Nancy Watson.
HOTEL ST. FRANCIS, Katie Meyer.
THE ARIZONA BILTMORE, Sally Thompson.
THE PLAZA, Suzi Forbes.
WAILEA BEACH HOTEL, Sheila Donnelly.
WASHINGTON PLAZA, Sue Brush.
WILLIAMS PLAZA, Al Wrinkle.
WINNEPEG INN, Penny Brookes.
WIH EXECUTIVE OFFICES, Dorothy Stauffer.
WIH FINANCIAL SERVICES, Bob Graves.
WIH RESERVATIONS CENTER, Andy Gyure.
WSES, Nancy Newman.