



WESTIN HOTELS

JUNE 1981

# Front!



Dateline: Hong Kong

**WELCOME TO  
SHANGRI-LA**



**Harry Mullikin**  
Chairman

## Change fosters opportunities

Part of the process of growth, both as an individual and as an organization, is recognizing when it is necessary to make a change.

In January of this year, we announced our new name and symbol. That significant change will greatly affect the way we are perceived by both our guests and within the hospitality industry.

Probably the most dramatic change, and one that was the most pleasant for me personally, was the election of C. R. (Bob) Lindquist as president of Westin Hotels. Bob is now responsible for the operation of all our existing hotels, along with those we will be developing in the future. This will enable me, as chairman, to look to the future, and, along with John Calvert, executive vice president, to come up with new ideas for expansion of our company through hotel acquisitions and new projects.

We have also established an entirely new officer level within our company — that of the group vice presidents. Each group officer reports directly to Bob Lindquist. This restructuring change will shorten the line of authority between the hotels and the corporate officers, and, in turn, streamline the development of new properties.

It is the people who work in our hotels and in our offices who make our company what it is. And we have always been fortunate to have the very best people working for Westin Hotels. Your response to our name change has been positive. We realize it will take time to get used to the new corporate structure, but we are excited about the many opportunities that these changes are opening up for us, and feel you will soon see and support the results.

*FRONT COVER: The dazzling Shangri-La, Hong Kong began welcoming world travelers through its doors in mid April (report featured in May FRONT!), and celebrated its official grand opening on June 5. The spectacular lobby, with fountain, grand paintings and tapestries, offers guests a preview of the treat they are in for while staying at the hotel that lives up to its idyllic name.*

*BACK COVER: Photographed earlier this year following their inspection of the construction of The Westin Building are the three company officers elected to head the recently restructured corporate organization — Bob Lindquist, president; Harry Mullikin, chairman; and John Calvert, executive vice president/finance and administration. (Photo courtesy of UAL, Inc. 1980 Annual Report.)*

## Front!

A monthly publication by and for employees of **Westin Hotels**

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## Officers settle into new roles following corporate restructure

In early May, Westin Hotels employees learned that the Boards of Directors of UAL, Inc. and Westin Hotels had approved a corporate organization restructure.

Now settled into their new roles, these corporate officers have since assumed their new responsibilities at the Seattle offices:

Harry Mullikin as chairman and chief executive officer has taken on the basic function of directing company efforts to long-term profitability, continued financial growth, and identifying new development targets for corporate expansion and diversification.



*Chris Marker*  
Group Vice President/Management Services

Bob Lindquist, as the new president of Westin Hotels, has assumed the responsibility for overseeing the activities of the development, operations, and management services group vice presidents. He also has total responsibility over operations of both existing hotels and the project management of new hotel developments.

John Calvert, executive vice president/finance and administration, adds a new area, growth planning, to his former responsibilities for corporate planning, financial planning, financial services,



*Dan McClaskey*  
Group Vice President/Development

insurance, legal and project finance activities of the company.

Both Calvert and Lindquist report directly to Mullikin.

The corporate restructure now includes these three organizational groups — operations, management services and development — each headed by a group vice president who reports directly to Lindquist.

Dwight Call, group vice president/operations, is charged with the supervision of all activities regarding the operation of all existing hotels. All operations officers (previously called area vice presidents) report directly to Call.

Dan McClaskey, group vice president/development, directs project planning activities related to hotel projects, coordinating all activities related to the design, construction, furnishing, and equipping of new hotel projects. All development officers (previously called project officers) report to McClaskey.

Chris Marker, group vice president/management services, ensures that both existing and new development projects are supplied with staff support in the areas of corporate communications, food and beverage, marketing, personnel, real estate and rooms. Administrative heads of

all these areas report directly to Marker.

Included in the restructure was the establishment of a Corporate Policy Committee (CPC) which has replaced the Senior Management Committee. Its members are Mullikin, Lindquist, Calvert, and the three group vice presidents — Call, McClaskey and Marker.

Basis for the restructure was an exhaustive study of Westin Hotels corporate organization as performed by one of the nation's leading management consultant firms, Cresap, McCormick and Paget. Their recommendations were adopted with modifications to suit the specific administrative



*Dwight Call*  
Group Vice President/Operations

needs for achieving Westin's growth and diversification objectives.

In his published announcement detailing the company's new plan of organization, Mullikin noted, "The new corporate structure retains our basic strength of management autonomy and facilitates continued decentralization of authority and responsibility. It will greatly assist us in meeting our plans for growth and will substantially aid in our management processes. We believe that coupled with company growth, these organizational changes open new areas of opportunity."

## Changes made in operations officers assignments

With the new plan of organization for the Westin corporate offices, there was a reshuffling, in some cases, of operations officer (formerly, area vice president) hotel supervision assignment responsibilities. The restructured line-up of hotel assignments is as follows:

Joe Mogush, senior vice president: Los Angeles Bonaventure, Miyako, Peachtree Plaza, Hotel St. Francis.

Joe Callihan, senior vice president: Continental Plaza, Detroit Plaza, The Ilikai, Mauna Kea Beach, Wailea Beach, and The Plaza and Bellevue Stratford hotels through Philip Hughes, managing director of The Plaza.

W. H. Ellis, vice president: The Benson, Carlton, The Mayflower, Michigan Inn, Hotels Scandinavia, Oslo and Copenhagen. Jim Durham, vice president and managing director of the Crown Center, is also operations officer for The Westin Hotel, Cincinnati and the Williams Plaza.

Bill Quinn, vice president and managing director of the Century Plaza, is also operations officer for The Arizona Biltmore, Galleria Plaza, Houston Oaks and South Coast Plaza.

Lou Martinelli, managing director of Chosun Beach and Chosun, Seoul, also has operations supervision of the Philippine Plaza.

Bob McCauley, vice president/Canada is the operations officer of all Canadian properties. Al Freudenthaler, vice president and director general of HOCASA, manages the operations supervision of the Mexico and Central America hotels.



Judi Mullikin and Cincinnati Mayor David Mann (center) cut the ribbon for The Westin's official opening. General Manager Tom Hosea (left) looks on.

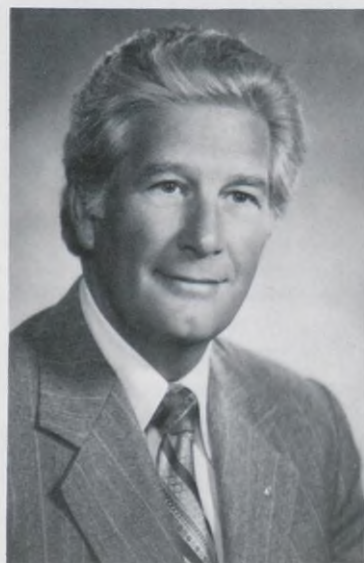
### The Westin, Cincinnati marks official opening

The Westin Hotel, Cincinnati opened its doors to the public in mid-March — but quietly and with only two food and beverage outlets in operation and a third of the rooms ready for guests.

Now, it's fully operating, with all five restaurants and lounges open and all 460 guest rooms and suites welcoming

guests from around the world.

The ribbon-cutting ceremonies marking the official opening of The Westin were held April 28, with General Manager Tom Hosea, Judi Mullikin, wife of Westin Hotels' chairman, and Cincinnati's Mayor David Mann doing the cutting honors with the "assistance" of a six-foot pair of scissors.



### Van Noy heads Westin Services

Ralph Van Noy, recently elected senior vice president of Westin, has been named president Westin Services.

In his new position, Van Noy reports to Dan McClaskey, group vice president/development. Van Noy replaced former president of Westin Services, Leif Wikan, who has resigned from the company to pursue other business interests.

### 'Productivity' was focus for productive Accounting Conference

It was a "first" in many ways.

The first Westin Hotels division conference to be held at the exciting new Westin Hotel, Cincinnati, the first conference to target in on the company focus subject of "productivity," and the first accounting conference to welcome 24 first-time delegates.

Attending the 1981 Accounting Conference May 18-23 were more than 85 hotel delegates and Financial Services division staff personnel.

The company's expressed interest in productivity and its contribution to growth and profits was underscored throughout the four-day working session as Westin Hotels controllers from around the world listened, discussed and grappled with new and challenging concepts for department management.

William D. Ellis, Westin Hotels vice president and controller, noted the theme, "Perspectives of Excellence," keyed to the demands for perfection in the financial management aspects of the controllers' responsibilities.

Conference keynote was the opening morning's overview of productivity concepts as developed by Wayne Reiker, president of QC Circles, Inc., an international productivity consulting organization. Following Reiker's presentation, attendees were challenged by in-hotel programs addressing productivity as outlined by group leaders Ken Jensen of the Detroit Plaza, Terry Neils of the Hotel St. Francis and Si Kayhai of the Century Plaza.

Discussion groups targeted to major operational concerns and priorities highlighted sessions of the conference. Chaired by Ray Whitty, vice

president and controller; Paul Matteucci, director of Internal Audits; Ted Raymond, Credit department manager; and Erwin Malernee, Corporate Insurance manager, the workshops provided a forum for the exchange of information and the resolution of many questions.

Six controllers — Phil Reed of the Washington Plaza, Wayne Bodington of the Calgary Inn, Juris Vasilevskis of the Galleria Plaza, Len Ryan, treasurer of The Plaza and Jim Wilson of the Los Angeles Bonaventure — worked with controller teams in the design of a special training activity assigned to the Financial Services division.

A traditional highlight of the Accounting Conference were the "no holds barred" small group discussions on operating procedures, reporting and communications.

Bob Jenks, senior vice president and treasurer, briefed the conference audience on the financial position of Westin Hotels and its growth projections, a meaningful input, following as it did an update on Westin's Development division activities reported by Dan McClaskey, group vice president/development.

John Schneider, senior vice president and secretary, joined the group for a discussion of anti-trust compliance requirements.

"This year's conference has represented more time in planning, arrangements and the involvement of the attendees than any recent meeting," said conference chairman Ellis. "Lots of people were involved from the very beginning in developing the program. Thanks to their interest, involvement and commitment we had a very productive conference."

### Two Canada hotels take on Westin name

Canada is, identifiably, Westin Hotel country.

One of the first hotels to take on the Westin Hotel name was the former Hotel Toronto.

On May 4, the Edmonton Plaza and the Calgary Inn officially changed their names to The Westin Hotel, Edmonton and The Westin Hotel, Calgary.

### Westin's Five Diamond collection is the most

Of all the thousands of hotels in the United States, Canada and Mexico rated by the American Automobile Association (AAA), only 45 were selected as Five Diamond Award winners for 1981.

Of these 45, seven are Westin hotels.

Further, these seven winners put Westin in the forefront as the hotel company with the most Five Diamond Award properties.

The chosen seven are: Century Plaza, Mauna Kea Beach, Williams Plaza, Houston Oaks, Hotel Bonaventure, Camino Real, Mexico City, and Las Brisas.

In selecting Five Diamond Award winners, AAA notes, "Because of its importance to the properties involved, the Five Diamond rating is not bestowed lightly. First, our Committee on Accommodations reviews thousands of Accommodations Report forms submitted by our AAA field representatives. Entrants are rated by general appearance, management, room quality, equipment, housekeeping, maintenance and other criteria."

After careful consideration, Five Diamond ratings are awarded to those establishments the committee members judge to be "exceptional properties which are widely recognized and renowned for market superiority of guest facilities, services and atmosphere."



Carlton's Executive Tower will rise 11 stories from this site; present hotel is across the street (upper right in photo).

### Site sets sights for business travelers

During the next year a 200 x 50-foot Johannesburg site will be transformed into Westin's smallest "hotel."

Rising on the site, an 11-story, 70-room Executive Tower addition to the Carlton hotel. The Tower and existing hotel are across the street from each other and will be connected by a skybridge.

Plans for the Tower call for all deluxe accommodations, with emphasis placed on special amenities for the business traveler. The lobby/lounge/check-in area and restaurant, which are for the exclusive use of Tower guests, will be modeled after a traditional English club.

"We're aiming to offer high quality service all the way," said General Manager Pat Burton.

Tower completion is scheduled for January 1982.

### Management changes

The following management changes were announced by Westin executive offices in mid-May:

Bodo Lemke, general manager at the Hotel Scandinavia, Copenhagen, has been named general manager of Westin's hotel in Boston now under construction in that city's Copley Square complex.

Parker Smith, resident manager at the Shangri-La, Singapore, has been appointed general manager of the Hotel Scandinavia, Copenhagen.

Dick Fyock, general manager of the Hotel Scandinavia, Oslo, has been named general manager of The Westin Hotel, Galleria Dallas, now under construction in north Dallas.

Richard Ransome, executive assistant manager at The Bayshore, has been appointed general manager of the Hotel Scandinavia, Oslo.

Dick Helfer, executive assistant manager at Crown Center, has been appointed manager of the Mauna Kea Beach.

Andy MacLellan, executive assistant manager at the Williams Plaza becomes the executive assistant manager at Crown Center.

C. V. Healy, senior assistant manager at the Los Angeles Bonaventure, is appointed to executive assistant manager at Williams Plaza.

### Special Fortune subscription rates offered

Westin Hotels has made arrangements with *Fortune*, the Time Inc. business magazine, to offer subscriptions to employees at substantially reduced corporate rates.

These special rates are listed on the postage-paid subscription plan card inserted in this issue of FRONT!

**Martin Bank**, from senior assistant manager, Hotel Scandinavia/Oslo, to director of rooms, Carlton.

**Walter Baumann**, from assistant catering manager at The Westin Hotel, Calgary, to banquet manager, Detroit Plaza.

**Mike Corr**, from director of sales, Continental Plaza, to director of marketing, Westin's hotel in Boston.

**Deborah Dintelman**, from director of housekeeping, Michigan Inn, to director of housekeeping, Bellevue Stratford.

**Jim Dunford**, from regional director of sales, Detroit, to director of sales, The Westin Hotel, Galleria Dallas.

**Kay Fuchs**, from director of sales, South Coast Plaza, to director of sales, Continental Plaza.

**Reiner Greubel**, from executive chef, The Ilikai, to executive chef, Washington Plaza.

**Steve Henderson**, from administrative assistant, Hotel St. Francis, to front office manager, Detroit Plaza.

**Cynthia Langley**, from employee relations manager, Peachtree Plaza, to assistant director of personnel, Los Angeles Bonaventure.

**Robin Linton**, from financial controller, Carlton, to assistant controller, Crown Center.

**Robert Magnifico**, from director of restaurants, Continental Plaza, to director of food and beverage, The Westin Hotel, Toronto.

**Harrison Ramey**, from executive chef, Washington Plaza, to executive chef, The Ilikai.

**Mike Ratchford**, from assistant front office manager, Michigan Inn, to night manager, Detroit Plaza.

**Phil Stoy**, from controller, Crown Center, to controller, Carlton.

**Madison Toms**, from sales manager, Michigan Inn, to sales manager, Detroit Plaza.

# PHOTONEWS

## Hotels 'spread the word' on Westin's name and symbol

When our new Westin Hotels name and symbol was introduced last January, Chairman Harry Mullikin noted in his FRONT! column, "... our new name may take time to get used to and to become well recognized. But with your help in spreading the word it won't be long before Westin Hotels and its symbol will be universally known for the finest in hotels and resorts around the world."

As these photos demonstrate, a number of hotels have taken up that "spreading of the word" challenge with some unique and innovative approaches.



◀ OMAHA — At Central Reservations offices it is boldly emblazoned on the back of these handsome wine-red windbreakers as modeled here by Terri Larson, secretary, and Mark Morgan, assistant manager. The res offices Employees' Council came up with the name/symbol imprinted jacket idea as a fund-raising project. The idea proved a real winner. A second order of jackets had to be placed when the first resulted in an immediate sell-out.



▲ SAN SALVADOR — At the Camino Real, San Salvador it was the display centerpiece that greeted representatives of the news media invited to a hotel cocktail reception to introduce the new Westin Hotels name and symbol. Hotel executive staff members who hosted the event are (from left): Isabel Williams, rooms division manager; Mabel Acosta-Hinds, administrative assistant; Alfredo Lievano, acting hotel manager; Aquiles Chavez, maintenance manager; Ana Maria de Vides, sales and public relations manager, and Salvador Martinez, controller.



▲ WAILEA — At the Wailea Beach Hotel it becomes a stunning garden sculpture attraction as created by hotel's landscape supervisor, Emmanuel Angel. The Westin symbol, created to scale and made of local beach rock and joy weed, greets guests at the hotel's entrance.



◀ TULSA — At the Williams Plaza it becomes an attention-getting showpiece to grace the pastry carts at both Montague's and the Glass on the Green restaurants. The corporate-color icing on styrofoam display was created by Hans Strzyso, pastry chef, and is shown here when it made its debut at a reception for a Tulsa businessmen's group at the hotel.



### Mother Goose inspires a Mother's Day 'shoe-in'

**SOUTHFIELD** — There was an old woman who lived in a shoe . . . and at the Michigan Inn that shoe was fashioned almost entirely from chocolate. For Mother's Day this year the hotel joined a local radio station in a Mother's Day contest promotion. To help publicize the contest, the hotel's pastry chef Carole O'Hara took 30 pounds of chocolate and 80 hours of her time to create this food sculpture straight out of Mother Goose. The huge shoe, placed in the lobby for display, measured  $4\frac{1}{2} \times 4 \times 2$  feet and was made from chocolate, topped by a salt dough shingle roof and detailed with buttercream icing. The mother and her 10 children were molded from breadcrumb dough.

### Pink rink

**ACAPULCO** — Roller skating's popularity has reached Las Brisas. The hotel recently converted one of its tennis courts to a roller skating rink which was appropriately dubbed the "Pink Rink" — the prominently-used color associated with this luxury resort property. Skaters may "roll" to the sounds of disco music from 7 a.m. until 11 p.m. on the hotel's newest recreational offering.



### What a deal!

**SINGAPORE** — What was excess, unusable furniture for the hotel, turned out to be bargain buys for Shangri-La employees. This was the hotel's first auction of no-longer-used furniture, and judging from its success, it won't be the last. Employees spent two days viewing the items, which included beds, rosewood cabinets, tables and chairs, living and dining room sets, lamps, curtains and more, then submitted written bids for desired items. When bids were opened (pictured here), and high-bidders began carting away their newly acquired furniture, it was apparent that many a bargain had been struck. Adrian de Silva, assistant director of personnel, was in charge of the auction.



### Appreciation, Hollywood style

**EDMONTON** — Each year The Westin Hotel, Edmonton hosts an appreciation luncheon for their top corporate accounts, and this year, the theme was "Hollywood." Pictured here are a few of the hotel's "cast of

thousands" (well . . . maybe a couple of dozen), masquerading as some of Hollywood's great film personalities. "Captain" Steve Halliday (in Navy uniform), general manager, welcomed a visitor to the "set" this year, The Westin Hotel, Calgary's

general manager, Arthur Oades (second from right). The hotel's ballroom was appropriately decorated for the event with sound stages and lighting props. A casting director and live screen tests added even more fun and realism to the affair.

# HOTEL STEWARDS A LOW GUEST PROFILE, A HIGH SERVICE OUTPUT

At the Los Angeles Bonaventure, they comprise the second largest department in the hotel — outnumbered only by the housekeeping staff.

Yet they don't make beds, book rooms, serve food or cater in any direct way to guest needs. In fact, as far as guest visibility goes, they are almost non-existent.

But guests would soon know it if they weren't there to do their various jobs. So would the hotel's staff; especially its food and beverage people.

They are the hotel's stewarding staff. They operate within a totally back-of-the-house and behind-the-scenes world. And they're on the go 24 hours a day, seven days a week.

You'll find them in the wee hours of the morning hosing down the kitchens and cleaning cooking equipment. Or at daybreak, starting the coffee urns perking at the various breakfast outlets. Or running food replacements — even helping to dish

*Assistant stewards Jose Pereira (left) and Hermino Sandoval (right), "borrow" Roger McAleese's office to conduct some administrative business.*

up — for the lunchtime buffet. Or wheeling carts of table set-ups for the banquet staff preceding an evening event. Or washing great stacks of china and trayloads of glasses and silverware through the late evening hours.

Heading the 120-member steward department crew at the Los Angeles Bonaventure is executive steward, Roger McAleese. Directly assisting him are four assistant executive stewards: Herminio Sandoval, Jose Pereira, Gonzalo Haro and Stella Vorobieff.

Each of the assistants, except for Vorobieff, is assigned supervisor responsibilities for one of the three major department staff groups. These are the restaurant stewards who tend to the needs for the kitchens and all the food and beverage outlets in the hotel. There are the banquet stewards who assist with all banquet and catering functions. And there are the night porters who are responsible for the cleaning maintenance of all the kitchen areas.

As far as tasks and talents go, there is probably no more diverse a working group in the hotels. Nor, perhaps, does any other hotel group function with such coordinated teamwork — among

*On-duty dishwashers, Mario Pidilla (left) and Astrad Sadrian (right).*

themselves and in their service to the other food and beverage departments.

Much of the credit for the coordinated teamwork is due to McAleese's penchant for organization and a "Think way ahead" philosophy which he imparts to all members of his staff.

"With so much going on all the time and so many areas to cover, you've just got to plan and organize," McAleese emphasizes.

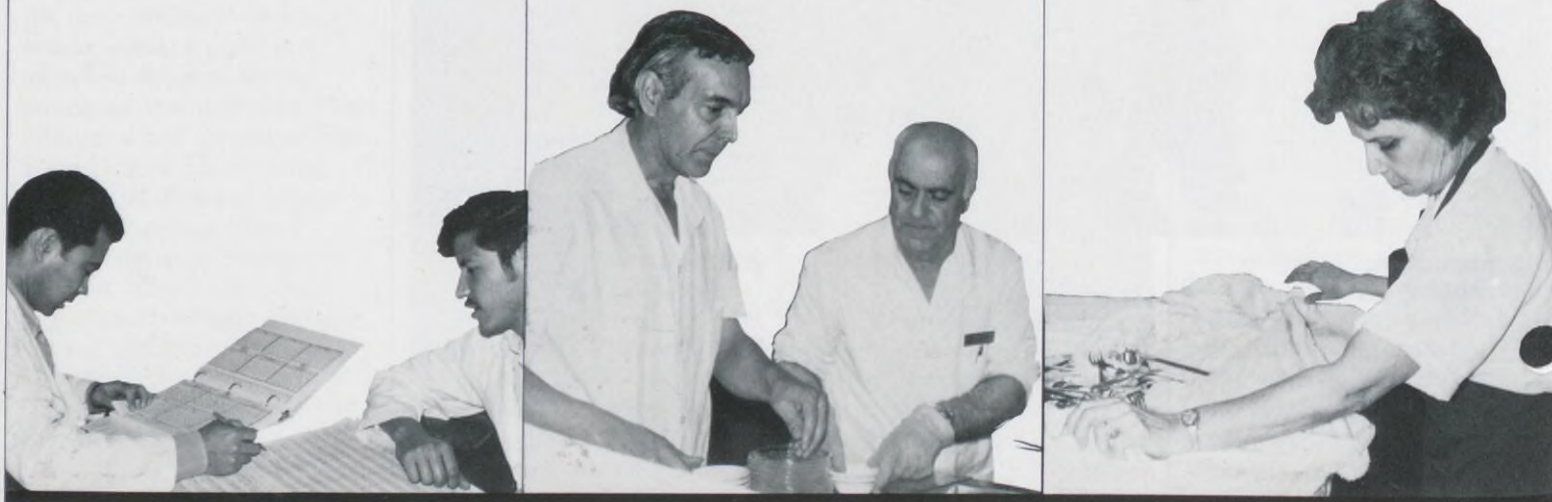
"Take the banquet steward areas as an example. We could, and often do, have more than a dozen functions in an evening serving up to 3,200 people. Each group could be served a different menu with different starting and course service times.

"It's our responsibility to see to it that every single piece of tableware, including the variations required for each function, is set and delivered on the spot as the banquet waiting staff needs it."

The department has worked out a system wherein banquet stewards prepare trays of complete settings for tables of 10 persons, from dinner plates to teaspoons. These trays are arranged on huge portable racks called "Queen Marys" and wheeled to the banquet service stations for table setting by the banquet people.

"We also have to have all the dish-up and other service pieces necessary for each function available for kitchen staff use," McAleese continued. "Then, and most important, we have to be ready and organized to deliver the food items from the kitchen to the banquet areas for each of the functions as scheduled in menu order and on time. And that takes a lot of planning, communication and some fast footwork."

*Silverware gets a terry cloth drying before buffing by Martha Incline, silver polisher.*



McAleese credits communications as the essential key to the department's operations success.

Though he does maintain an office, he admits he is not a "desk man" and most often can be found working with, advising or exchanging information with his staff. Or, he may be consulting with the chef, with food and beverage director, Ernst Bacher, to whom he directly reports, or with banquet department staff.

Each morning, McAleese participates in the daily menu meeting with other food and beverage department executives for briefings on current and upcoming functions. All menu changes or new information is duly noted by him, then much of his data is relayed to his assistants for any necessary action.

Through his style of personalized communications contacts and the encouragement of staff initiative and responsibility, McAleese has developed a very satisfying working relationship with and among his staff. He takes pride in them and the relationship and is pleased to note that the steward department enjoys one of the lowest staff turnovers at the hotel.

Not only is the department one of the hotel's largest, but its budget, in terms of stock, is one of the highest.

Currently, the department maintains an inventory including glassware, china, silver, serving pieces, trays, etc., of well over \$2.5 million. The twice-yearly inventory replacement to that stock averages one-half million.

But staggering statistics are a department commonplace.

McAleese can rattle off such mind-bogglers as: \$6,500 a month spent on detergents with monthly janitorial supplies adding another \$1,200; and such quantity facts and figures as 24 gallons of silver cream along with 100 yards of terry cloth that are used each month to keep a gleaming polish on silverware.

Another staggering statistic is one that can only be truly appreciated by the hotel's dishwashing crew.

Taking in all the hotel's public food and beverage outlets and room service plus the addition of the normal booking of banquets and meeting functions, the total shows that the Los Angeles Bonaventure serves more than 10,000 meals a day. Each individual serving, in preparation and presentation, averages about 15 pieces. For the dishwashers, the day's output could exceed over 150,000 pieces washed.

All silver pieces are stocked in the silver cleaning room where they are checked out as needed, then returned to storage when cleaned. This is also where the crew of eight silver polishers — two daily shifts of four persons each — hand-polish all the silver. (Silver in all food outlets is polished twice a week — once a week for banquets — after first being burnished with shot beads to remove rough spots.)

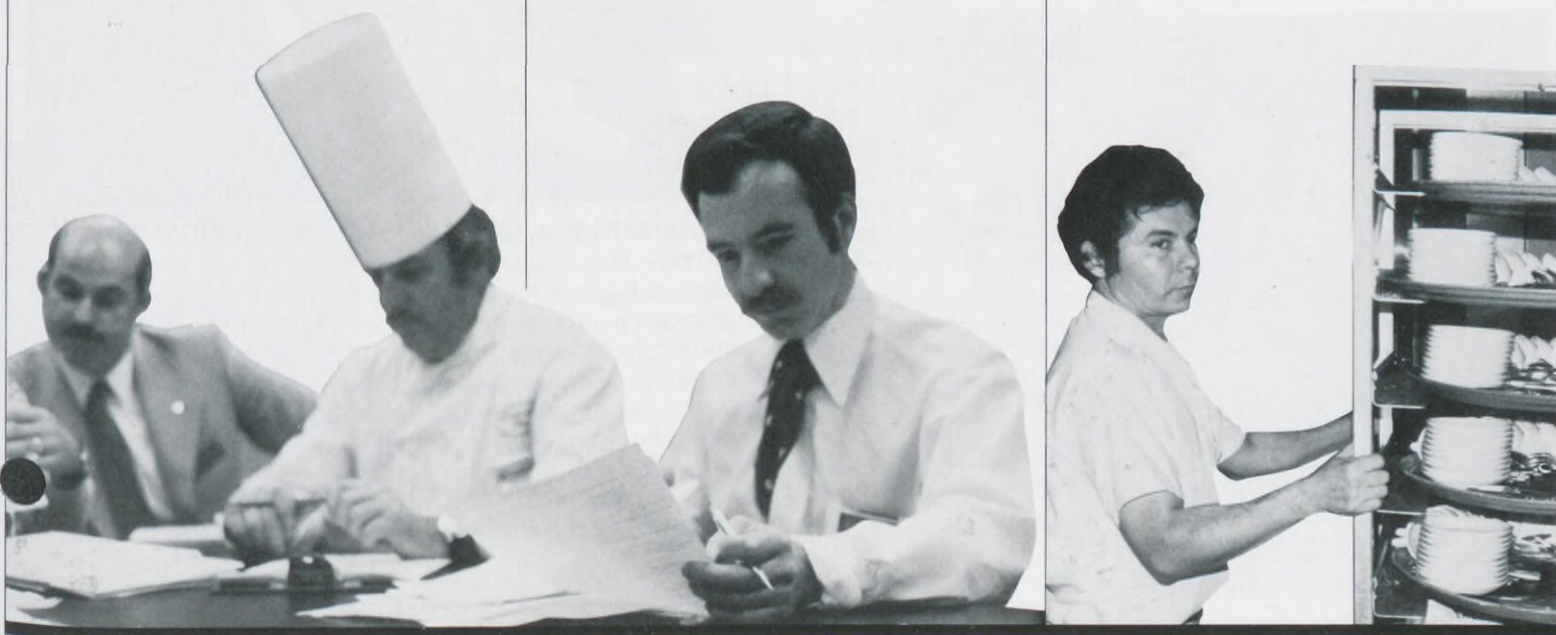
*Roger McAleese joins executive chef, Werner Glur and F&B director, Ernst Bacher at a morning menu meeting briefing.*

These silver polishers, along with the dishwashers, pot washers, the kitchen day cleaners and porters, are among those members staffing the restaurant stewards group. Their tasks are as varied as their job titles imply. They range from cleaning up kitchen spills and the various washing jobs to brewing all restaurant outlet coffee. No kitchen operation could function properly without them.

Nor could the kitchens function without the help of the night porters whose nocturnal attacks on steam kettles, tilting fry pans, dish-up tables, floors, counters and stove tops transform one day's grubbiness into the next day's sparkle that greet each morning's shift of culinarians.

So it goes from day to day — this beehive of hidden-from-the-public-view and non-stop activity. And though guests may not give it a second thought whether they are attending a banquet for 2,000 or enjoying an elegant dinner for two at one of the hotel's fine restaurants, the gleaming sparkle of the tableware and even the promptness of the menu service is with thanks to the behind-the-scenes attention of the hotel's stewards.

*Banquet steward, Jorge Villalobos with a "Queen Mary" loaded with ten place table settings.*





### Double honors

SOUTHFIELD — Keith Famie, chef of the Benchmark restaurant at the Michigan Inn, and Paul Tootikian, server in the Benchmark, recently received third place honors in a prestigious culinary competition sponsored by the Delaware Valley Chef's Association. Chef Famie, the youngest professional competing, was awarded a bronze medal in "Individual Cold Food Platters." Tootikian won a third place trophy in the "Top of the Table" category in which he created an elegant table setting for four. The competition was held in Valley Forge, Pennsylvania. When the duo returned home they were asked to demonstrate their talents on two local morning talk shows.

### Mixing a mean drink

SINGAPORE — The predominantly male pursuit of drink recipe competition is fast-becoming infiltrated by women — as evidenced recently at the Shangri-La, as the hotel's first and second place Golden Chalice Awards went to Catherine Chew Juat Hwa, food and beverage cashier (center), and Leong Sui Thong, food and beverage

secretary (left), respectively. The third place drink was concocted by bartender Isaac Foo Ah Hwee (right). The first-prize drink, which will be entered in the company-wide Golden Chalice competition, is called Cat's Eyes.



### And a tu-tu to you, too

SEATTLE — Bob Hawes, resident manager at the Los Angeles Bonaventure, came to Seattle for the Personnel Committee meeting expecting to discuss personnel matters. Little did he suspect that he would also get tu-tued. The personnel department staff took advantage of the chance

to celebrate Hawes' 40th birthday by calling on the services of a local company that sends robustly-built male "ballerinas" outfitted in tu-tus to sing happy birthday to the designated, and usually quite embarrassed, victim. Birthday boy Hawes also received an official "I've been tu-tued" T-shirt and certificate.

**Quick thinkers**

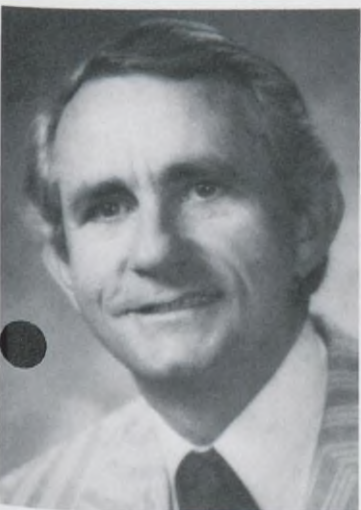
CALGARY/MANILA — Helping to save a fire victim and a drowning guest earned two hotel employees some special recognition recently. Kirstie Grant, a waitress at The Westin Hotel, Calgary's Marco's restaurant, had stayed after her martial arts class one evening to talk with her instructor when she noticed an apartment on



fire across the street. As the pair ran across to see what they could do, a man with his clothes on fire tumbled down the apartment building's stairs. Grant used the sweatshirt she was wearing over her gym clothes to smother the flames. Grant received the President's Award of Merit from General Manager Arthur Oades. Philippine Plaza pool attendant Leonides Panahon (left) earned a special hotel award of merit for his quick thinking in saving a drowning victim. When he noticed a guest struggling in the pool, he immediately dove to the rescue, not waiting those extra few seconds to summon a lifeguard. Panahon received his award from hotel General Manager Jeffrey Flowers.

**Cecil Ravenswood earns highest AH&MA education credential**

PHOENIX — Cecil Ravenswood, general manager at The Arizona Biltmore, has been awarded the Certified Hotel Administrator designation by the Educational Institute of the American Hotel & Motel Association (AH&MA). The Certified Hotel Administrator is the highest credential offered by the Educational Institute. To qualify for this distinction, hotel/motel executives must demonstrate both academic achievement and industry experience.



**Winner's trip sparks ideas**  
SEOUL — Park Jung-Ja (center), Chosun Hotel's staff artist, was chosen the hotel's employee of the year, and for her exemplary service was awarded a round-trip ticket to Manila with complimentary accommodations at the Philippine Plaza. Park decided to extend her trip to include 10 other overseas destinations, many of which included a Westin hotel, and

reports she has returned with enough ideas to keep the hotel's art room staff busy for years. The art staff, headed by Park, is responsible for designing menus, holiday and party decorations, signs and even ice carvings. Welcoming Park home are Park Kae-Suh (left), assistant artist, and Lee Yong-Woo (right), ice carver.

**Communications commendation**

LOS ANGELES — Doris Hamilton, Century Plaza's director of PBX, was recently awarded a certificate of appreciation by William Insman, director of the United States Defense Communications Agency, for her outstanding efforts in facilitating election eve communications at the hotel last November. Hamilton coordinated the installation of hundreds of additional telephones for use during election coverage when Ronald Reagan and Republican party officials were headquartered at the Century Plaza.





**Guiding  
Westin Hotels  
to a brighter  
future**

See pages 2 & 3