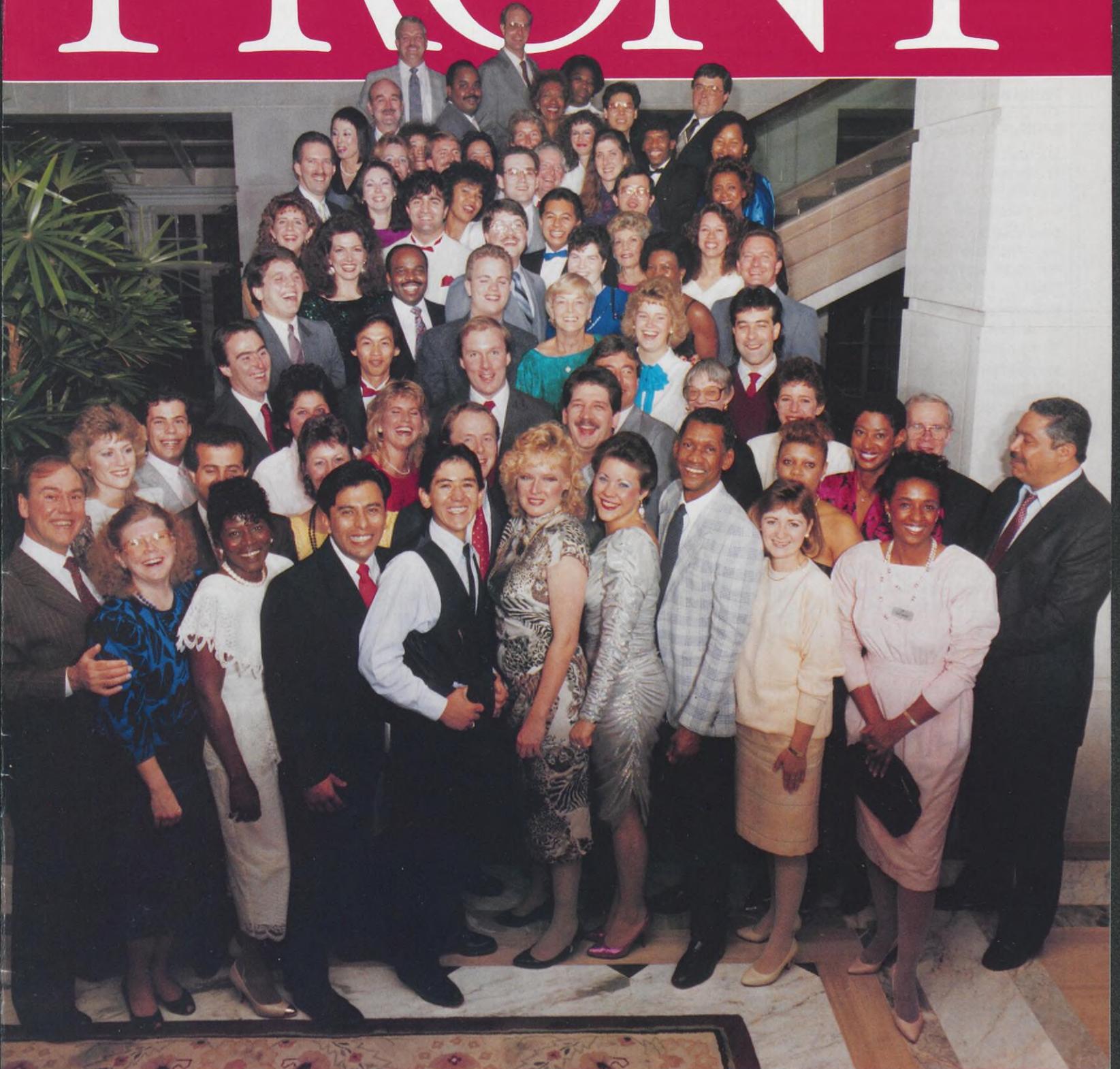




NOVEMBER-DECEMBER 1987

WESTIN
HOTELS & RESORTS

FRONT



Are these the smiles of celebrating All-Stars, or what! (Story, pages 5, 6 and 7)

NEWSFRONT

Moving on Moving up

Linda Benitez, stewarding supervisor, The Westin La Paloma to asst. steward, The Westin Kauai

Philip Brezinski, exec. asst. mgr., The Westin Hotel, O'Hare to exec. asst. mgr., The Westin Crown Center

Michael Clyne, exec. sous chef, The Westin Hotel, Cincinnati to exec. sous chef, The Westin Hotel, Renaissance Center

Ivan Colon, convention services mgr., The Westin South Coast Plaza to convention services mgr., Century Plaza

Robert Creasey, sous chef, The Westin La Paloma to sous chef, The Westin Kauai

Michael DeMaria, garde manger, The Westin Hotel, Stamford to garde manger sous chef, Arizona Biltmore

Ray Flohr, controller, The Westin Hotel, Utah to temporary assignment, Corporate - Hotel Services

Maria Frisa, accts. receivable clerk, The Westin Hotel, Washington, D.C. to accts. receivable/credit, The Westin Hotel, San Francisco Airport

Elke Gerhartz, asst. exec. steward, The Westin Peachtree Plaza to lobby lounge mgr., The Westin Hotel, Copley Place

COVER: Following the Awards Dinner, celebrating Westin All-Stars pose on the lobby staircase at The Westin Hotel, Washington, D.C., for this group portrait.

FRONT

A monthly publication by and for employees of Westin Hotels & Resorts

Gabe Fonseca
Publications Editor
The Westin Building
Seattle, WA 98121

Printed in U.S.A.

Brian Green, exec. sous chef, The Westin Ottawa to exec. chef, The Westin Edmonton

Art Harden, buyer, The Westin Hotel, O'Hare to director of purchasing, The Westin Hotel Cincinnati

Mark Ihde, reservation supervisor, The Westin Crown Center to asst. reservations mgr., The Westin Hotel, Copley Place

Vlastimil Lebeda, exec. chef, The Westin Hotel, Seattle to exec. chef, Harbour Castle Westin, Toronto

Marcos Lopez, exec. steward, The Westin Hotel, Tabor Center to room service mgr., The Westin La Paloma

Juergen Mahneke, asst. banquet mgr., The Westin Peachtree Plaza to restaurant mgr., The Westin Hotel, Copley Place

Ken Matheson, asst. director of human resources, The Westin Kauai to front office mgr., The Westin Hotel, Washington, D.C.

Diane McLaughlin, payroll supervisor, The Westin Hotel, O'Hare to lead snr. payroll clerk, Corporate Payroll

Bruce McNish, F&B director, The Westin Paso del Norte to F&B director, The Westin Hotel, Washington, D.C.

Carol Mearsheimer, housekeeper, The Westin Hotel, Stamford to housekeeper, The Westin Cypress Creek

Richard Morse, banquet mgr., The Westin Canal Place to banquet mgr., The Westin Hotel, San Francisco Airport

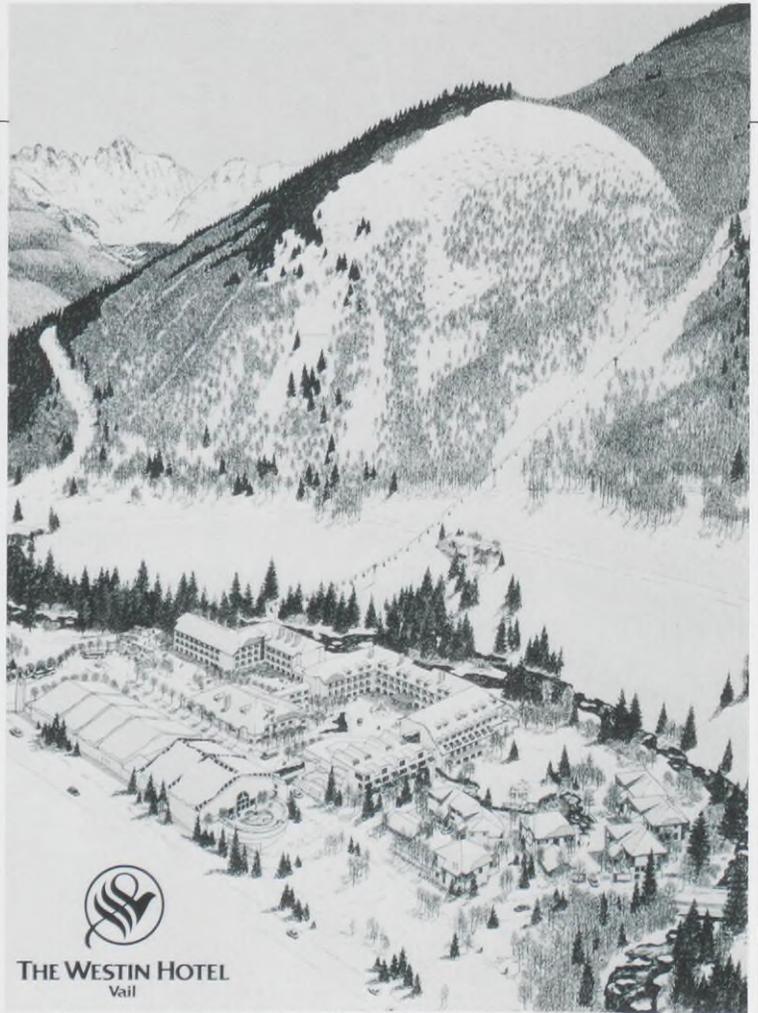
Peter Neville, snr. housekeeper, The Westin Hotel, Toronto to snr. housekeeper, The Westin Maui

John Nielsen, snr. asst. mgr., The Westin Crown Center to snr. asst. mgr., The Westin Peachtree Plaza

Manfred Ochs, exec. chef, The Westin Hotel, Edmonton to exec. chef, The Westin Hotel, Washington, D.C.

Phillip Pool, sales mgr., Regional Sales Office - Chicago to director of sales, The Westin Hotel, O'Hare

Julia Rapley, project coordinator, The Westin Bonaventure to asst. front office mgr., The Westin Hotel, Copley Place



Artist's rendering showing new Cascade Village lift.

James Stokes-Rees, director of marketing, The Westin Hotel, Toronto to area director of sales, Corporate Sales Office - Toronto

Bruno Straub, chef de cuisine, The Westin Stamford/Plaza to exec. chef, The Westin Chosun

Mary Bell Templeton, housekeeper, The Westin Hotels, Houston to housekeeper, The Westin Hotel, San Francisco Airport

Phillip Tsilis, director of housekeeping, The Westin Hotel, O'Hare to director of housekeeping, The Westin Hotel, Renaissance Center

Antone J. Walker, exec. sous chef, The Westin Hotel, Houston to exec. sous chef, The Westin Hotel, San Francisco Airport

Nina Wilcox, housing mgr., The Westin St. Francis to group reservations supervisor, The Westin Kauai

Marlena Wilson, accts. receivable clerk, The Westin Hotel, O'Hare to accts. receivable supervisor, The Westin Hotel, Chicago

Management changes

Recent changes in management positions have included the following:

Tom Hosea, formerly general manager of The Westin Hotel, Utah, has been named general manager of The Westin Hotel, Indianapolis.

Ciaran Kelly, executive assistant manager at The Westin Bayshore, has transferred to Korea to become general manager of The Westin Chosun Beach, Pusan.

NEWSFRONT

The Westin Hotel, Vail gets a lift

Now sports guests of The Westin Hotel, Vail are getting a big lift out of the hotel as the 1987-88 ski season gets under way. Literally.

Opening this month is a new four-passenger high speed chairlift adjacent to the hotel. Referred to as the Cascade Village Lift, it will establish a fourth and final route for skiers to access Vail Mountain and Lionshead.

"From the new chairlift," explains general manager Michael Sansbury, "skiers will be able to reach upper Simba and the slopes in Lionshead, Chair 9, the Vista Bahn and Chairs 1 and 16 in Vail, or they can return to the hotel and Cascade Village via the Westin Ho Trail. We're in the best shape we've ever been to offer guests the ski season's best," he confidently reports.

Vail Associates Inc. will operate and maintain the new lift which will have a capacity of carrying 1,800 skiers per hour.

In addition to the new chairlift, Sansbury announced that construction will begin next year on the addition of 120 more guest rooms and suites plus 10,000 square feet meeting and retail space. With the proposed room addition to the hotel's present 202 rooms, room count by project completion will total 322.



Closure on sale of Westin expected in January

Westin's owners, the Allegis Corporation, announced on October 26 the sale of Westin Hotels & Resorts to the Robert M. Bass Group of Fort Worth, Texas and the Japan-based Aoki Corp. for \$1.53 billion.

The sale, while subject to regulatory review in both the United States and Canada, is expected to close by late January 1988.

According to an Aoki spokesman, the company would be operated by current Westin management and company headquarters would continue to remain in Seattle.

In November, principals of both Bass and Aoki have visited Westin's headquarters offices and have been familiarizing themselves with Westin properties.

Announcement of the sale came as a welcome relief to many Westin employees following five months of anxiety and speculation ever since the Allegis Board announced its proposal to sell Westin among its other non-airline assets.

A background brief on the Aoki and Bass companies

The Aoki Corporation, which celebrates its 40th anniversary this year, was founded in 1947 as the Bulldozer Koji Co., Ltd. The company focused mostly on large-scale construction work throughout Japan that included a large rock-fill dam for the Kansai Electric Company in 1966.

In 1968, the company established its head office in Tokyo and a year later, 1969, changed its name to Aoki Construction Co., Ltd.

While the company did not establish its international operations headquarters until 1975, two years earlier, in 1973, it had begun construction of a major apartment complex in Sao Paulo, Brazil. Subsequently, the company was awarded contracts for varied international construction projects ranging from a mass transit railway system for Hong

Kong to the construction of the Olympic Center in Los Angeles.

Along the way the company became involved in the construction and/or operation of hotels in Brazil, Panama and Taiwan. More recently Aoki has purchased or invested in two hotels in the United States — the Algonquin Hotel in New York and the Beverly Wilshire Hotel in Los Angeles — and the Hotel Ritz in Barcelona, Spain. Currently under construction is the Pacific Shanghai Hotel in Shanghai.

In 1983 the company again changed its name to better encompass its varied operations, to Aoki Corporation.

Today the Aoki Group has five major areas of business: civil engineering, building, land development, hotel and leisure facilities management, and maritime development and construction.

The Aoki Corporation, with ten overseas branches, five overseas offices and forty affiliated companies, is engaged in a wide variety of projects primarily in Asia, North America, Central and South America and Europe.

Robert M. Bass Group, Inc. is owned by Robert M. Bass, a Fort Worth-based investor, and is the primary vehicle for operating businesses and other investments controlled by Mr. Bass. The Robert M. Bass Group currently has major holdings in Bell & Howell; Macmillan, Inc.; BT Cable, which owns Wometco Cable TV; Taft Cable Partners, a partnership with Tele-Communications, Inc.; Anchor Media, a television and radio broadcaster; and Spectradyn, a provider of in-hotel video services.

The real estate activities include RMB Realty, a series of real estate partnerships which own income producing properties and land throughout the United States; and Sonnenblick Goldman Corp., a mortgage and real estate brokerage firm in New York City.

Mr. Bass, a Fort Worth native, is actively involved in civic affairs both locally and nationally. He is chairman of the Board of Trustees of the Cook-Fort Worth Children's Medical Center, and is chairman of the National Trust for Historic Preservation based in Washington, D.C.

NEWSFRONT

Westin, Westins Canada's favorite

No matter how you look at them — individually or as a group — Westin is the favorite hospitality name across Canada with at least one travel-wise group.

Results of this year's annual poll of The Commercial Travellers' Association of Canada, a 29,000-member professional sales association, showed the favorite hotels visited in Canada this year were The Westin Hotel, Ottawa and The Westin Bayshore in Vancouver. Interestingly, it was the first time ever that two hotels from the same hotel chain have been voted as "Hotel of the Year" by the Association.

In the same survey, members also rated their 12 favorite hotel chains with, you guessed it, Westin leading the list.

Member voters cited service, setting, atmosphere, food and housekeeping excellence as among The Westin Bayshore's



Terry Russell (left), vice president of The Commercial Travellers' Association of Canada, presents the "Hotel of the Year" plaque to Timothy Whitehead, general manager of The Westin Hotel, Ottawa.

"first class" pluses. The Westin Hotel, Ottawa got high marks for its convenient location, clean bright rooms, superb service, excellent food and, as one member's ballot noted, "sheer perfection."

Also of special note, of the four runner-up rated hotels, one was the Hilton Harbour Castle, which has recently joined the Westin family to become The Harbour Castle Westin.

They delivered

The forest fires that raged throughout Northern California this summer were among the worst in years.

Firefighters drove themselves to near exhaustion in battling the fire's spread. Behind the scene, help from such organizations as the American Red Cross and the Salvation Army, worked hard at operating food and rest stations for fire fighters and for victims alike.

Contributing to that "behind the scene" effort was The Westin St. Francis and a volunteer group of 15 employees led by F&B director Marc Pujalet and catering director Larry Dean.

On an early Saturday morning, the group formed a caravan that included a truck load of food provisions provided by the hotel, and drove to a fire emergency station set up at the Tuolumne County Fairgrounds. Arriving at the fairgrounds at about 8 a.m., the volunteers distributed the food to the Salvation Army Canteen Truck.

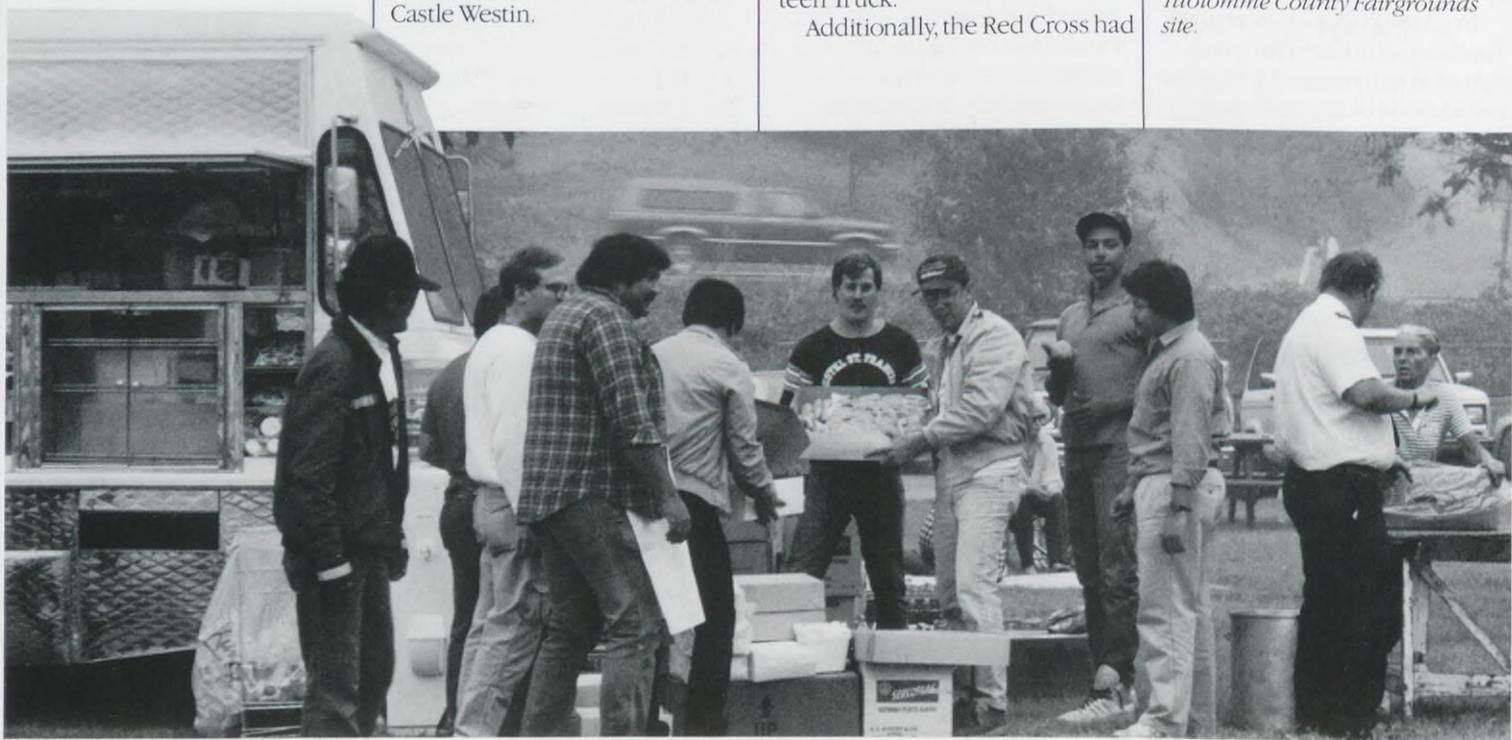
Additionally, the Red Cross had

established a mess hall in the fairground auditorium for hot food service. The hotel people immediately pitched in and assisted the Red Cross in preparing food, serving meals and washing dishes. The food served was mainly for families who had been displaced by the fire.

Food received by the Salvation Army from the hotel was used to supply the firefighters in the mountains. According to the Salvation Army's estimate, the hotel had contributed enough food to make sandwiches, fresh fruit and mineral water to feed 500 people.

According to a hotel spokesperson for the St. Francis group the experience was a "good feeling one" and one that reaffirmed the hotel's catering team slogan, "We Deliver!"

The Westin St. Francis "We Deliver" group unload the food truck at the Tuolumne County Fairgrounds site.



Westin All-Stars

PREMIER PERFORMERS

These are the members of The Westin All-Star Team for 1987. They are the winners of the recently concluded Premier Performers employee recognition program in which employees from Westin hotels throughout the United States and Canada participated. Two winners are listed for each hotel; one each from the front and the back of the house:

THE WESTIN PEACHTREE PLAZA:

Cliff Snyder, Room Service
Sally Henderson, Laundry

THE WESTIN HOTEL, CHICAGO:

Todd Daniels, Front Office
Rachael Woolridge, Room Service

THE WESTIN HOTEL, O'HARE:

Sheri Stewart, Front Office
Gad Reiser, Sales

THE WESTIN HOTEL, CINCINNATI:

Linda Rucker, Front Office
Sterling Bishop, Stewarding

THE WESTIN HOTEL, RENAISSANCE CENTER:

Tim McLaughlin, Front Office
David Ousley, Stewarding

THE WESTIN CANAL PLACE:

Hope Amora, Reservations
Brenda Anthony, Housekeeping

THE WESTIN HOTEL, WILLIAMS CENTER:

Jason El-Zien, Montagues (Restaurant)
Debbie Meadows, Purchasing

THE WESTIN HOTEL, SEATTLE:

Mona Wiederheilm, Front Office
Lee Post, Engineering

THE WESTIN HOTEL, CALGARY:

Marie Sharp, Front Office
Wendy James, Catering

THE WESTIN HOTEL, EDMONTON:

Heather Bowkett, Front Office
Odilia Monizit, Housekeeping

THE WESTIN HOTEL, OTTAWA:

Paul Albert, Guest Services
Peggy Walters, Housekeeping

THE WESTIN HOTEL, TORONTO:

Francisco Felix, Purchasing
Dianne Chan, Garden Court (Restaurant)

THE WESTIN BAYSHORE:

Bill Evans, Kitchen
Richard Austin, Banquets

THE WESTIN HOTEL, WINNIPEG:

Eric Schon, Front Office
Gary Irvine, Purchasing

THE WESTIN HOTEL, COPLEY PLACE:

Michael Finn, Engineering
Timothy Burdick, Front Office

THE WESTIN PLAZA:

Jennifer Leaf, Front Office
Tomas Leon, Housekeeping

THE WESTIN WILLIAM PENN:

Ruth Ann Jackson, Front Office
Basil Kopa, Housekeeping

THE WESTIN HOTEL, STAMFORD:

Chris Clark, Front Office
Miguel Rodriguez, Engineering

THE WESTIN HOTEL, WASHINGTON, D.C.:

Rithy Khvang, Housekeeping
Nancy Mason, Food and Beverage

THE WESTIN SOUTH COAST PLAZA:

Happy Botrof, Front Office
Leslie Mueller, Purchasing

THE CENTURY PLAZA:

Paul Tan, Payroll
Katje Lehrman, Terrace Restaurant

THE ARIZONA BILTMORE:

Dave Davies, Guest Services
Piereno Jermonti, Kitchen

THE WESTIN BONAVENTURE:

Ionie Adamson, Housekeeping
Hien Phan, Room Service

THE WESTIN ST. FRANCIS:

Sean O'Keefe, Front Office
Luvina Cirino, Accounting

THE WESTIN LA PALOMA:

Michelle O'Neil, Housekeeping
Dean Huebner, Purchasing

THE WESTIN HOTEL, VAIL:

Jo Wiita, Accounting
Steve Trombetta, Front Office

THE WESTIN HOTEL, GALLERIA:

Susan Springer, Engineering
Hilde Baldrige, Front Office

THE WESTIN HOTEL, TABOR CENTER:

Janie Bixby, Security
Donna Jo Dombrowski, Food and Beverage

THE WESTIN PASO DEL NORTE:

Luis Bellman, Cafe Rio
Hector Munoz, Housekeeping

THE WESTIN MAUNA KEA:

Deanna Ishihara, Maintenance
Wendy Ittner, Front Office

THE WESTIN GALLERIA, HOUSTON AND

THE WESTIN OAKS:

Brenda Miller, Annabelle's
Julie Everidge, Purchasing;
Raul Aquilar, Guest Services
Jessica Burnett, PBX Operator

THE WESTIN BENSON:

Pat Fetsch, Engineering
Rick Risner, Guest Services

THE WESTIN CROWN CENTER:

Larry Baptist, Engineering
Georgianna Jones, Front Office

WESTIN CENTRAL RESERVATIONS, OMAHA:

Sallie James, Reservations
Robin Vassios, Reservations

For Westin's All-Stars

A fabulous weekend!



They came to D.C. by the busload

They arrived from either of the city's two airports by bus, taxi and airport limo.

Their flights had brought them from such familiar Westin cities as Boston, Ottawa, El Paso, San Francisco and Atlanta.

They were a widely diverse group (two from each Westin hotel in the U.S. and Canada) whose jobs represented practically all back and front of the house positions.

There was, however, one very important thing they had in common. They were the outstanding Premier Performers for 1987 of their respective hotels. As such, according to the administration of the Westin Premier Performers employee recognition program recently concluded, they were selected as Westin All-Star Team members.

Their reward, as outstanding hospitality professionals qualifying for All-Star Team status, was an expense-paid fun weekend for two (spouse or other accompanying guest) at The Westin Hotel, Washington, D.C.

That weekend, November 6-8, highlighted an exciting whirlwind of hotel and city attraction events.

At the host hotel, the All-Stars schedule included receptions, elaborate meal functions and so-

cial room activities. On the town, there were tours of the Capitol city, a luncheon cruise on the Potomac and an evening of comedy-mystery theater at the Kennedy Center.

On their own, the All-Stars visited such tourist attractions as the Lincoln Memorial, Arlington Cemetery and the Smithsonian Institution or opted for the fun of exploring and shopping in nearby Georgetown.

For everyone, and especially those experiencing their first visit to Washington, D.C., it was a weekend to remember and one of new-found friendships among sister hotel members.

But, perhaps, most memorable was the Awards Banquet evening during which each All-Star was personally recognized by the Westin vice president for their hotel and individually congratulated for their performance achievement by CEO Harry Mullikin.

During award ceremonies each All-Star team member was presented with an All-Star wristwatch memento. It was, truly, an all-star evening.

These candid help capture a glimpse of how that exciting All-Star weekend looked.



An Awards Dinner Twosome

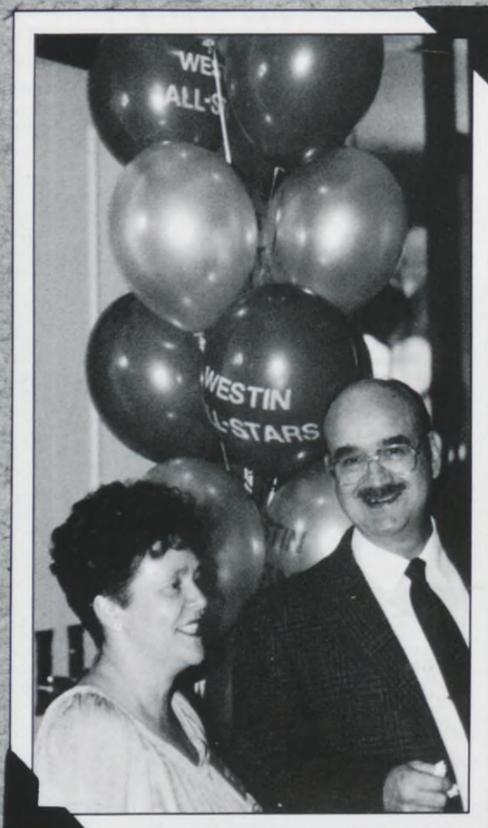
Awards night reception line



Congratulations from CEO Harry Mullikin



Sightseeing stop—The Jefferson Memorial



Festive balloons at opening night welcome

Luncheon cruise on the Potomac



Theater night at the Kennedy Center



Elegant Sunday brunch climaxes weekend

WESTIN PEOPLE



Denise Fullmer proudly displays her award.

Training for a world event

In a sense it's like competing in an international Olympics."

That's how Arizona Biltmore chef's apprentice Denise Fullmer views her selection as the United States representative in the World Association of Cooks Societies Junior Master Chefs of the World competition. That mouthful-named group will bring together chef's apprentices from around the world for the international competition convening at Westin's Carlton hotel in Johannesburg, South Africa, March 18-21, 1988.

Fullmer, who was recently appointed as 1987 National Junior Member by the American Culinary Federation, was chosen by the Federation to represent the U.S. in the competition.

The competition will require each apprentice to create a three-course meal for four people from a compilation of "mystery" ingredients. These ingredients will consist of materials taken from an undisclosed world region.

To prepare Fullmer for the competition, the hotel's executive sous chef Kevin Grenzig is giving her a "mystery" basket twice per week from which she must design a five-course menu — within 24 hours.

"Denise adapts very quickly," says Grenzig, who has worked with Fullmer for a year, "you feed her a little bit of information and she runs with it. She's the kind of student," Grenzig added, "all teachers love to work with because she really wants to excel."

Fullmer received an associate's degree in Food Service Management from

Phoenix College in 1986, and began employment at the Arizona Biltmore under former executive chef Siegbert Wendler in 1983.

As to her selection for this competition, Fullmer says she feels "honored, nervous and severely challenged" about representing her country.

But she's determined to give it her best.

"I want to give Westin and the Arizona Biltmore back everything they've given me," she says, "and, God willing, maybe I'll win." In any event, if encouragement and support mean anything, she's getting plenty of that from a proud group of fellow hotel employees who will be rooting heavily for her come next March.

Jim Durham... a 'great experience' comes to a close

Looking back over his more than 34 years career with Westin, Jim Durham enthusiastically rates it as "a really great experience."

"Fact is," he says, "I wouldn't have traded it for anything."

That career began in 1953 when Durham joined the staff of the Benjamin Franklin Hotel in Seattle as assistant manager. It came to a close last October 31 when he retired as a vice president of Westin Hotels and managing director of The Westin Crown Center, Kansas City.

It was a career path that has taken Durham through a number of management positions in a number of city locations including: Butte, Montana; Portland, Oregon; Honolulu, Detroit, Kansas City and Seattle. In Seattle, in addition to his hotel experience, Durham also served for a short period at the corporate offices. This was as marketing vice president from 1964 to 1966.

At various times Durham managed six hotels for the company. They were the Finlen in Butte, The Hawaiian Village in Honolulu, The Multnomah in Portland, The Ilikai in Honolulu, The Westin Renaissance Center in Detroit, and The Westin Crown Center in Kansas City. He was responsible for opening the latter three.

Some of his fondest memories of his hotel administration experience, however, goes back to one of his earliest hotels, The Hawaiian Village. This largely because of his relationship with the hotel's owner/developer, Henry Kaiser.

"He was great to work with," Durham



Jim Durham

recalls, adding with a chuckle, "but he did have his little idiosyncrasies like calling you up in the small hours of the morning with some great idea about the hotel's operations, or the like, that had just occurred to him. Then he might realize what time it was and kind of apologize at the end of the phone call by saying that he hoped he hadn't awakened you."

Perhaps it was these recollections of The Hawaiian Village experience and, later, with The Ilikai that has influenced Durham's decision to retire to Hawaii which he and his wife plan to do within the next year or so. Meanwhile, until their youngest completes her college education, the Durhams will stay in Kansas City.

In announcing Durham's retirement CEO Harry Mullikin noted, "Jim will be greatly missed by all of us who have worked with him in both the corporate level and in the fine hotels with which he has been associated, and there are many of us who have benefited personally and professionally from his guidance and support."

PHOTO NEWS



Campaign tie

SEATTLE—To stimulate interest in and to promote the hotel's United Way campaign goal, the Operations Committee members at The Westin Hotel, Seattle came up with a bold (tie) idea. Each member wore brightly colored, boldly designed ties from which a piece was snipped each day to mark campaign dollar goal progress. Committee members faithfully wore their receding ties throughout the campaign while attending meetings, meeting with clients, walking through the hotel or whatever.

Here, managing director Gerald Wolsborn has his tie cut by sales manager Kae Block marking the 50 percent goal mark.



Golden Ladle champs

SINGAPORE—Joseph Yap (left), sous chef and William Tan, garde manger of The Westin Stamford & Westin Plaza, proudly display the medals and trophies earned at the recent World Culinary Arts Festival in Vancouver, Canada. The two culinarians were members of a six-member culinary team that represented Singapore in the international

event. Because of the team's gold medal wins in both the Show Platter and Hot Food categories they were also presented with the Festival's prestigious Golden Ladle Award. The Singapore team also won the top prizes for Best Showmanship and Best Display.



Chowder Champs II

BOSTON—Following on the heels of a recent report that the clam chowder recipe originated by Turner Fisheries chefs at The Westin Hotel, Copley Place had won Boston's "Chowderfest Hall of Fame" honors, comes news of yet another recognition triumph. Competing in "The Great Chowder Cookoff" sponsored by Schweppes and Motts Clamato at the Newport Yachting Center in Rhode Island, the Turner Fisheries recipe sailed off with the coveted regional title, "The Best Clam Chowder in New England" for 1987.

Pictured is the restaurant staff, including executive chef Norman Wade and sous chef Ken Koga (front, center), who cooked up 100 gallons of chowder for the event, during the victory party following the announcement of their win.

PHOTO NEWS



Staff mascot

EDMONTON—The Westin Hotel, Edmonton is probably the only Westin to “staff” a permanent mascot. The broad beaked, bug eyed bird, known as “Westi”, appears at sports events, employee get-togethers and community events.

Westi (aka sous chef Chris Christie) recently performed as mascot/host for the hotel’s annual Safety Day promotion at which various community agencies were invited to the hotel to display safety-related items in booth set ups in the employee cafeteria. Employees visited the booth exhibits, completed a safety quiz form and participated in a drawing of safety prizes such as first-aid kits and fire extinguishers. With Westi is cafeteria attendant Beatriz Inacio.



Moon Festival

HONG KONG—The Moon Festival, one of the most important celebrations among Hong Kong’s Chinese community, took on a special meaning for several members of the Shangri-La staff. They celebrated the event visiting with the elderly residents of Chuk Lam monastery during which they sang songs, performed a lion dance, and distributed moon cakes and fruit gifts donated by the employee council.

Additionally, a number of employees, including this linen room staff group pictured, spent their off-duty hours knitting woolen scarves as gifts for the oldsters.



Well wishers

SAN FRANCISCO AIRPORT—Hundreds of silver dollars were tossed into the courtyard fountain marking the opening of The Westin Hotel, San Francisco Airport on October 21. CEO Harry Mullikin and hotel general manager Tom Cortabitarte were joined by Bay Area community leaders in the dedication ceremony inaugurating a “wishing well” tradition to benefit Mills Peninsula Hospitals.

PHOTO NEWS

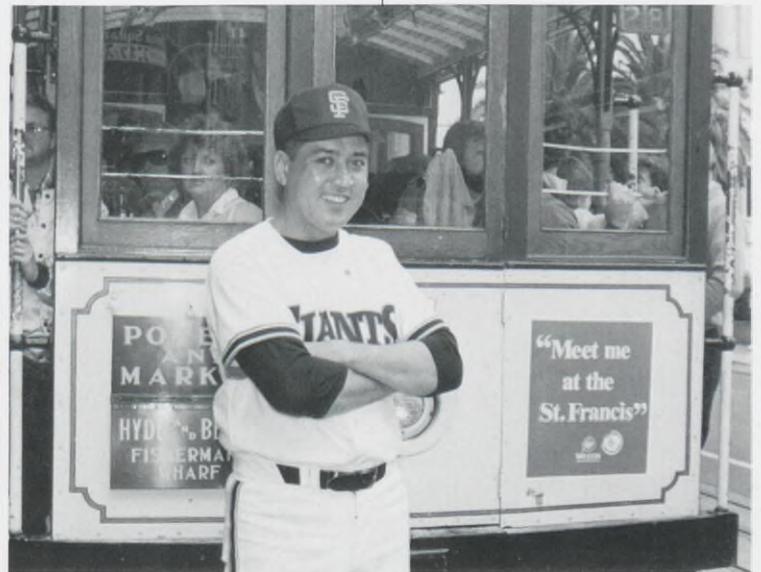
Newest member

TORONTO—The twin-towered, 957-room Harbour Castle Westin is Westin's most recent Canadian hotel family member. The hotel is located on the shores of Lake Ontario close to the downtown business, shopping and entertainment districts and is linked by covered walkway to the Harbour Castle Conference Centre.



Giant's booster

SAN FRANCISCO—The Westin St. Francis doorman Charlton McKay and his San Francisco Giants uniform were a big hit during the National League play-off games in San Francisco. To the delight of visiting St. Louis Cardinal fans, hotel staff members donned both Giants and Cardinal garb during the San Francisco scheduled games.



Selling 'More'

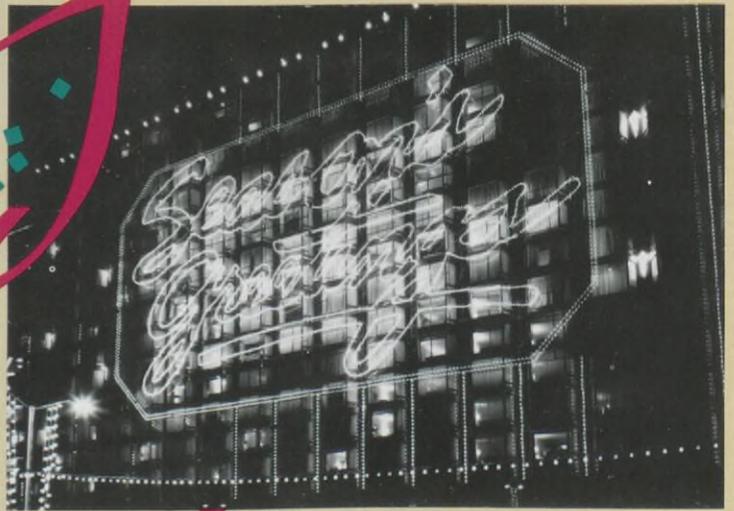
LOS ANGELES—During a recent familiarization trip of association clients sponsored by the Los Angeles Convention Bureau, The Westin Bonaventure sales team "performed" a site inspection of their hotel for the clients. Using the theme "More", sales staffers staged skits to show off the various hotel areas—guest rooms, meeting rooms, etc.—in show biz style. Each of the sales managers wrote their own skits with the focus on the message that The Westin Bonaventure offers more... more than any other hotel in the area, that is.



Holiday Replay... *a sampler of last season's festivities*



BOSTON—Last year pastry chef Lynn Mansel and carpenters Kathy Harper and Cindy Rowe teamed up to create this gingerbread cookie, chocolate and marzipan village lobby display.



HONG KONG—The Shangri-La hotel transformed its facade into a giant greeting card to deliver its "Season's Greetings" message.



LOS ANGELES—A charming winter scene that included Santa's cottage, reindeer and sleigh enchanted holiday visitors in The Westin Bonaventure's lobby.



WASHINGTON, D.C.—The "Georgetown Chimes", a traditional student fraternity caroling group from Georgetown University, have become an important part of The Westin Hotel, Washington, D.C.'s own annual holiday tradition. Each year the hotel hires what is the current Georgetown Chimes quartet to join with the hotel's general manager, director of marketing (and occasionally, other members of the hotel's executive staff), to go "a-caroling" in the offices of some of the hotel's major accounts. The hotel staffers with the singing quartet (dressed in various hotel uniforms) will pop in unannounced at account offices in December to sing Christmas carols, hand out candies and other goodies, and generally spread a message of good cheer. Not surprisingly, this delightful and unique gesture of goodwill and season's greetings has been very well received and eagerly anticipated each year.