

Front!

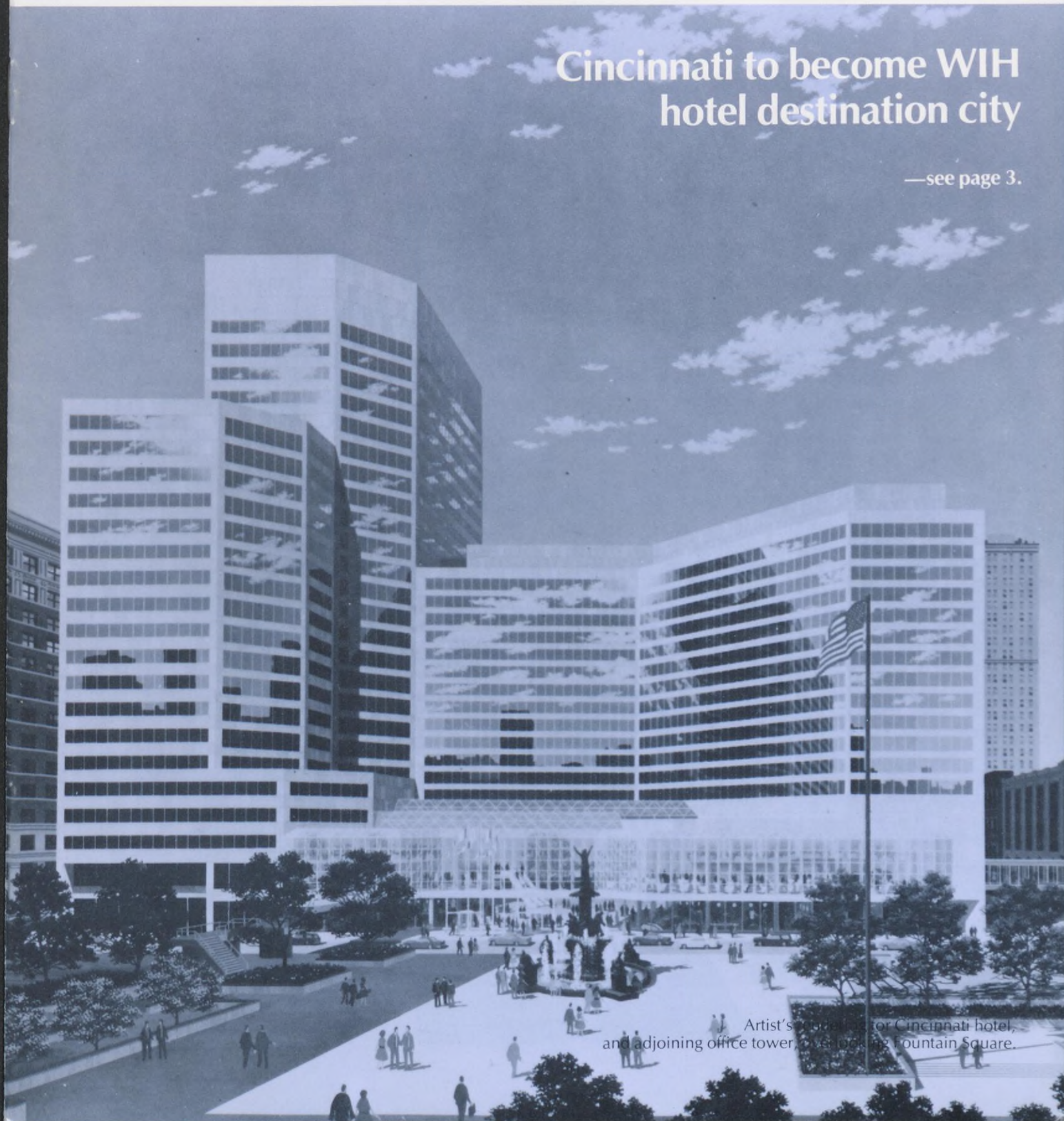


April 1978

WESTERN INTERNATIONAL HOTELS
Partners in travel with United Airlines

Cincinnati to become WIH hotel destination city

—see page 3.



Artist's rendering of Cincinnati hotel, and adjoining office tower, overlooking Fountain Square.

Friendliness...

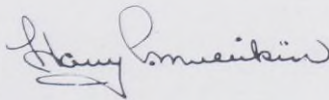
It was not surprising to learn that "friendliness" ranked so high in the survey on which the recent "Know Our Business Guest" contest was based.

It is a quality we can all relate to and look for whether it's the friendliness expressed by a church group, a club, a favorite restaurant or our fellow workers.

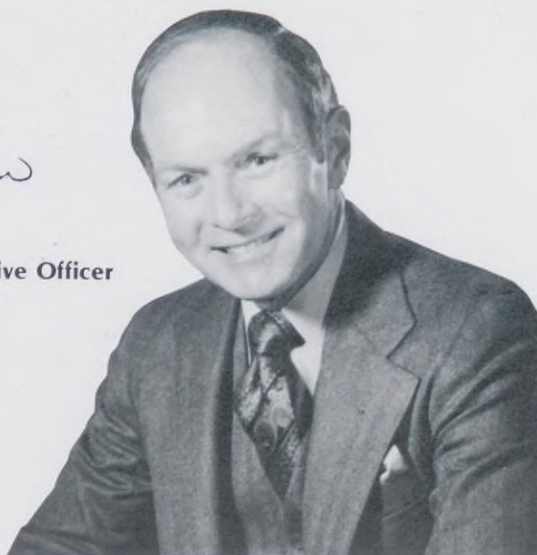
Just as we judge others by their attitudes of friendliness, so do our guests judge us.

While guests may appreciate your hotel's many fine qualities such as comfort, convenience, or good service, it is your genuinely friendly attitude that really makes them feel cared for while they are with us. It leaves them with pleasant memories after they've left. And, it's one of the reasons why they keep coming back.

Thanks to your friendly attitude, our hotels are great.



HARRY MULLIKIN
President and Chief Executive Officer



on the move

CURT SMITH from senior assistant manager Hotel Toronto to executive assistant manager Hotel Scandinavia, Copenhagen.

TIMOTHY WHITEHEAD from executive assistant manager Hotel Scandinavia, Copenhagen to executive assistant manager Bonaventure.

HUBERT BIELMANN from sous chef Hotel Toronto to executive sous chef Edmonton Plaza.

VICTOR CARDONA from assistant director of housekeeping Ilikai to director of housekeeping Wailea Beach Hotel.

GARY COPE from assistant front office manager Washington Plaza to reservations manager Olympic.

GLENDA SUE ENGRISSEI from assistant housekeeper Washington Plaza to assistant director of housekeeping Houston Oaks.

JAMES GREEN from building superintendent Peachtree Plaza to corporate building superintendent WIH Rooms Division.

BRADFORD JENCKS from senior assistant manager Mayflower to executive assistant manager Michigan Inn.

WALTER KOHLROSS from director of Food & Beverage Carlton Hotel to director of Food & Beverage Williams Plaza.

NANCY LEBRECHT from assistant director of personnel Crown Center to assistant director of personnel Williams Plaza.

TORRE NORDAL from front office manager Mayflower to senior assistant manager Williams Plaza.

ERHARD SACHER from executive sous chef Edmonton Plaza to executive sous chef Olympic.

MICHAEL SANBURY from front office manager Detroit Plaza to senior assistant manager Mayflower.

WANDA WIGGINS from employee records manager Detroit Plaza to director of personnel Michigan Inn.

Front!

A monthly publication by and
for employees of
Western International Hotels

GABE FONSECAEditor

2000 Fifth Ave. Bldg., Seattle, WA 98121

LITHO IN U.S.A.

Cincinnati is newest WIH 'Great Destinations. Great Hotels' site

Cincinnati, Ohio—labeled by THE SATURDAY REVIEW as one of America's five most livable cities—is on its way towards becoming a Western International "Great Destinations. Great Hotels" family member.

In late February, WIH announced an agreement to manage (and participate as an investor in) a 17-story, 450-room hotel in downtown Cincinnati's Fountain Square.

The hotel is part of a new complex that will include a 26-story office tower (see rendering on cover) and a retail shopping mall.

Already under construction is the sub-structure for the complex, being built by the City of Cincinnati, including an underground 400-stall parking facility.

Most of the 450 guest rooms of the as-yet-unnamed hotel will afford sweeping views of Cincinnati's handsome Fountain Square Plaza. The city center location places the facility within easy walking distance of the Convention Center, the Coliseum and the new Riverfront Stadium on the banks of the Ohio River.

Design plans for the new hotel provide for ten meeting rooms, including a grand ballroom with a capacity for 800 diners.

A sidewalk cafe with an outlook onto Fountain Square will be the key restaurant facility at ground level. Three additional specialty restaurant and lounge locations are planned for the second hotel level.

Completion of the hotel portion of the project is slated for the summer of 1980.



Some of the prize-winning entries.

WIH ads hit mark in HSMA competition

Western International's entries in the 1977 Annual Hotel Sales Management Association (HSMA) Advertising Awards competition scooped up a hefty bundle of winning honors.

Eleven, to be exact.

The winning ads, both for corporate and individual hotels, represented varied media use including magazines, newspapers, radio and television broadcasts, promotional brochures and direct mail.

Winner of a Grand Award—the highest—in its category was a black and white magazine ad for the Benson, promoting the hotel's "Runaway Weekend" package. The ad was produced by Cole & Weber agency of Portland.

Award Certificates were presented to the Peachtree Plaza for its meeting and convention full-color ad, and to the Washington Plaza for its radio spot promoting its meeting and catering facilities. Both were produced by the corporate advertising agency, Cole & Weber, Inc., Seattle.

Winning Certificates of Excellence were: Las Brisas, color magazine ad (Cole & Weber, Inc.); The Plaza, black and white newspaper ad (Chenault Associates, N.Y.); Galleria Plaza, color magazine (Cole & Weber, Inc.); Los Angeles Bonaventure, color magazine (Gray Advertising, Los Angeles); Washington Plaza, color meetings brochure (Cole & Weber, Inc.); South Coast Plaza, direct mail piece (Cole & Weber, Inc.); WIH de Mexico, color magazine (Cole & Weber, Inc.), and the Detroit Plaza, television commercial (Cole & Weber, Inc.).

Because the format remained essentially the same, the corporate-shared "Great Destinations. Great Hotels" ads which had won Grand Award complete campaign honors in last year's competition were not resubmitted for the 1977 HSMA judging.

An old Hawaiian custom

Hawaii - Holy water, dipped from a koa wood bowl and sprinkled with a ti leaf frond, is an old Hawaiian tradition for blessing new ventures or other very important occasions. Performing the blessing ceremony that marked the MAUNA KEA BEACH HOTEL's re-dedication under new ownership and management earlier this year was the Reverend Abraham Akaka (center) of the Kawaiahao church. Representing the hotel's new owners and management, to Akaka's right, are UAL Chairman and Chief Executive Officer Edward E. Carlson and WIH President and Chief Executive Officer Harry Mullikin. To Akaka's left is former owner Lawrence S. Rockefeller and Richard Holtzman, president of Rockresorts, Inc.

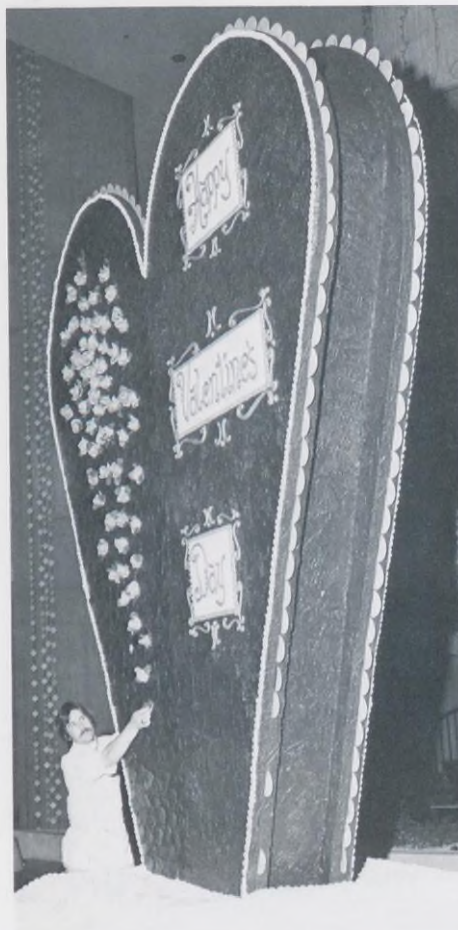


Chef 'crabs' spotlight

San Francisco - Recently, Sunset Films studios produced a film for the Alaska King Crab Association, "Alaskan Challenge—Chase of the King", for international distribution. To promote their appetite appealing end product, a camera crew was dispatched to the kitchens of the MIYAKO where Executive Chef Louise Capella had prepared a culinary display fit for a king—or a king crab lover.

A lot of heart

Detroit - The DETROIT PLAZA's heart belongs to the people of Detroit. That sentiment was expressed on Valentine's Day with such tokens of affection to the city and its citizens as "sweetheart" roses and heart-shaped cakes and pastries featured at its various restaurants and a giant Valentine card display signed by the hotel's employees. But what really got the message across was the 16-foot chocolate covered heart—the creation spectacular of Pastry Chef Erwin Dorsch—displayed at the hotel's eight-story atrium lobby level.





No piece of cake

Calgary - This five-foot, five-layered birthday cake was "no piece of cake" for CALGARY INN Executive Chef Fred Zimmerman to create. The superconfection, requested by Amoco Petroleum for its 30th anniversary celebration at the hotel, involved huge quantities of ingredients (600 eggs, for example), hours of hard work, and an awful lot of painstaking patience. (The recipe, should you ever want to borrow it, serves 1,400.)



Haggis, anyone?

Edmonton - The celebration of Scottish poet Bobbie Burns' birthday at the EDMONTON PLAZA included a "Parade of Haggis" throughout the hotel's various food outlets to the tunes of a bagpiper's accompaniment. The haggis, a traditional Scottish dish that combines sheep innards with oatmeal, was served to all interested parties en route. Serving up were sales managers Gillian Ber (left) and Rick Huestis (center).

A lot of bull

Vancouver - Things were very "bullish" at the BAYSHORE INN recently when the British Beef Breeds Association met at the hotel for its annual convention. Among the attendees counted in the crowd at the registration desk were three prize-winning bulls including this beefy hunk being guided into the lobby with the assistance of its owner and beefeater (excuse the expression) door attendant, Ray Cammack (right).

Career Development sets course for career advancement

Three "case-history" success stories. And though their position achievements vary widely, all three individuals have something in common of key career-boosting importance.

All were participants in Western International's Career Development Program. They also share that activity in common with over 120 more WIH employees who have successfully completed a career development program course at some time during the past four years.

The Program, in operation since 1974, was developed to help meet Western International's future needs for qualified people to assume key management and specialist positions in line with the company's on-going expansion plans.

It was designed to help individuals of certain experience levels advance their hotel careers more rapidly by taking in-hotel training courses tailored to the individuals' career needs.

To put the program together, a career development committee was formed at the Seattle corporate offices. It was chaired by Dick Blewett, WIH manager of management development, who has more recently assumed the role of the program's administrator.

Among those involved were the directors of each of these five corporate divisions—rooms, food & beverage, marketing, financial services and personnel. Together, they developed a series of master development programs.



CASE #91 - Dan Cash

While serving as sales manager/national accounts at the Crown Center, Cash participated in a career development program in sales. Following ten months of assignment developmental activities, he completed the program in June, 1976. A month later, Cash was transferred to the Galleria Plaza and promoted to the position of that hotel's first director of sales.

Requirements Listed

The master program outlined all areas of training required for a particular position that an individual taking a career development course must complete.

Also developed was a list of position categories, by Division, that would need to be filled according to the company's future growth projections (i.e., how many directors of housekeeping will WIH need within the next two or three years, or directors of sales, or sous chefs, etc).

The most recent listing, which was sent to hotel general managers in late January, included some 32 management or specialist-type positions.

These lists are being sent out to the hotels on a quarterly basis. General managers, with the assistance of their hotel executive committee members, then nominate candidates from their



CASE #53 - Georgi Schweitzer

While serving as assistant controller at the Olympic, Schweitzer undertook a career development program to qualify her for the position of controller. Her program, taken over an eight-month period, was successfully completed in July, 1976. Schweitzer reached her goal when, in December, 1977, she was promoted to her present position as Olympic controller.



CASE #37 - Larry Taylor

While at the Crown Center, Taylor completed two career development programs—one qualifying for assistant manager and the other for front office manager. In August 1976, he was picked as director of training for the opening of the Detroit Plaza. Subsequently, he was named that hotel's employee relations manager. In February, 1978, Taylor was promoted to senior assistant manager at the Continental Plaza.

staffs as likely Career Development Program prospects for one of the listed positions.

Upon corporate approval, selected candidates are enrolled in a career development program specifically tailored to their training needs. (This "tailoring" is worked out with the participant's division head who is also responsible for monitoring the program.)

Put on 'ready file'

Individual programs take about a year to complete and participants are required to submit monthly progress reports to Blewett's office for review. Blewett lends special progress assistance as might be needed.

Upon completion of a program, the participant's name is added to the "ready file" for possible position-opening promotions as they arise.

Said Blewett, "Since such position openings can often arise at any hotel, we

prefer—though this is not mandatory—program candidates who are willing to transfer.

"One very encouraging indication of the program's acceptance by our hotels," Blewett added, "is the response we received from last quarter's nomination request. It was the highest ever with 87 candidates from throughout the company being added to the program. With those people already participating, we now have 200 people currently enrolled in the Career Development Program."

In analyzing past participation in the course by Division, Blewett came up with these statistics of general interest: Rooms 40%, F&B 23%, Sales 20%, Accounting 13%, Personnel 3%. He also noted that female and minority members comprised 36 percent of these participants.

international

Shapes of things to come

Singapore - Though considerable progress has been made since this construction photo of the SHANGRI-LA's new Garden Wing was shot in early February, the building's stunning exterior design had already taken shape. The semi-circular room lanai's on each of the set-back room floors will eventually be planted with overhanging greenery. The new Garden Wing, which is scheduled to open in July, will add another 165 guest rooms to the currently existing 520 rooms in the main building.



'Double Bills'

Johannesburg - The click of the camera neatly timed with the point of the joke to produce this less-than-serious shot of two recent CARLTON visitors from the Seattle Offices—Bill Newman (left), WIH vice president/sales, and Bill Ellis, WIH vice president/hotel management. Both "Bills" are charged with corporate responsibilities for the Carlton as related to their specific areas.



Stars at court

Manila - The PHILIPPINE PLAZA was the center of all tennis activity in Manila late last year when it had as house guests such international tennis pros as (from left): John Newcombe, Martina Navratilova, Evonne Goolagong, and Ilie Nastase. The stars had participated in a series of exhibition matches and tennis clinics at the hotel's Plaza Spa championship tennis courts.



Rooms program zeroes in on the 'little things'



"Maintaining the Product" guest room inspection team at work at the Olympic. At left, Robert Hitchcock, duty manager/trainee, checks out a room lamp light as Director of Housekeeping Shirley Campbell makes a notation on her room item inspection listing.

Having just checked in, Mr. and Mrs. Guest glance around their hotel room, then exchange smiles of pleased satisfaction.

The attractively decorated room had obviously been designed for appeal and comfort. Everything looks spotless and in apple-pie order. It meets their full expectations.

Then . . . as Mrs. Guest sits on the edge of the bed to relax a moment, she notes a slight squeak. She bounces a couple of times in an attempt to locate the squeak and discovers the source—a loose headboard. She frowns.

Mr. Guest, meanwhile, goes into the bathroom where he notes a slow but steady shower faucet drip. He tries to force the tap closed, but the drip continues. He frowns.

Little things. Little irritants. But big enough to take some of the pleasurable edge off Mr. and Mrs. Guest's first impression of delight.

While these, or similar "little irritant" incidents, are very rare Western International hotel guest experiences, they do happen sometimes.

Recently, the Rooms Division took a good, hard look into the matter and decided that such "sometimes" incidents, no matter how rare, are "too many times." Consequently, a program to assure that such incidents are entirely eliminated, or at least kept to absolute minimum, has become a Division top priority for 1978.

After field testing in six WIH properties, a program was inaugurated to work out a thorough inspection and systematic room maintenance procedure.

Now, under the banner of "Maintaining the Product," that program is being administered throughout all Western International Hotels in an all-out, company-wide campaign to further perfect the quality of WIH's basic product—the guest room.

Program key

Key to the program is (1) a detailed room and bath maintenance checklist, (2) a detailed quarterly inspection of every guest room by a hotel management inspection team and (3) a cooperative effort on the part of the hotel's housekeeping and engineering departments.

Explains Hanne Dittler, WIH director of property services, "The program goes beyond our regular day-to-day maintenance report procedures that are standard throughout our hotels. The focus is more on overall inspection and preventative maintenance rather than just taking care of the daily problems that arise."

The quarterly checklists—one for the guest room and one for the bath—list over 100 items to be checked by the hotel management inspection teams. Everything is tested from toilet flush to television reception. And the inspection ranges from bathroom grouting to furniture drawer slides.

Individual reports are made for each room, with all repair needs for each room so indicated.

The completed reports are given to the housekeeping department which, in turn, checks the reports and assembles them in groups by floor for work assignment convenience. Copies of reports for rooms needing work are sent to the engineering department.

As the repair work is completed, the engineering department returns the checklists to housekeeping. Housekeeping verifies the work as satisfactorily completed, then transfers the room checklist information onto a permanent guest room history record.

Room history record

Says Dittler, "The permanent guest room history will be a great help to us in the future in our maintenance program efforts. Not only will it give us an updated and detailed room condition record, but if some item keeps repeatedly popping up, it's a good clue that the item should be replaced or have some extra work done to take care of the problem."

Commenting on the new program, Ray Sylvester, Rooms Division director, observed, "We think the 'Maintaining the Product' program is one more illustration of our leadership in the hospitality industry. It requires a lot of work and effort by a lot of people, but the results will be well worth it. Guest satisfaction is our company goal and we feel this systematic room maintenance program will go a long way to doing just that. Our objective is to minimize any negative 'little irritants'. We are the quality operator, and as such, our guests have come to expect that quality in every hotel detail."

Sylvester smiled as he added, "Basically what all that means is that we never, ever want to see a frowning guest in one of our hotels."



Welcome aboard

Tulsa - Rick Layton (left) welcomes the newest members to the WILLIAMS PLAZA staff with a hard-hat tour of the 400-room hotel, scheduled for an early July opening. Members (from Layton's left): Walter Kohlross, F&B director; Nancy Lebrecht, assistant personnel director; Michel Clavelin, executive chef; Tore Nordal, senior assistant manager; and Rick Jones, FF&E coordinator.



Promotion prompts a party

New York - When accountant Leon McCrimmon (second from left) was transferred and promoted to assistant controller at the Mayflower recently, his fellow staff members at THE PLAZA celebrated the occasion with a surprise party in his honor. Among the well-wishing party attendees (from left): Controller Bill Reis, McCrimmon, General Manager J. Philip Hughes and Resident Manager Hermann Gammeter.



Waiter's way with wine

Chicago - Waiter Sabu Khan (center) of the CONTINENTAL PLAZA's Chelsea Restaurant smiles his pleasure as he receives plaudits—and prizes—from Hans Burland (left), director of restaurants, and Sloba Radin, Chelsea Restaurant manager, honoring him for his way with wine. Khan's super selling efforts earned him the top spot in the Chelsea Restaurant's recent wine selling contest.



Welcome to the team

Los Angeles - Newest member to the LOS ANGELES BONAVENTURE's front office assistant managers team is Marje Benetts. Marje began her WIH career at the St. Francis in 1974, and was one of the first employees to work for the 1500-room Los Angeles Bonaventure, which, incidentally, celebrated its first-year anniversary in March.

celebrities



Los Angeles - Old Blue Eyes himself, Frank Sinatra, visited the Century Plaza recently and took a few moments to chat with Director of Sales Tom Hurley (right) and his wife, Pat. The trio shared at least one thing in common—they were all formerly from New Jersey.



Chicago - President Jimmy Carter's well-known brother, Billy Carter, popped into Chicago recently, checking into the Continental Plaza where he received a warm VIP welcome from David Wit, (left), assistant front office manager.



Edmonton - Baroness Maria von Trapp, on whose memoirs was based "The Sound of Music" story, chats with Edmonton Plaza F&B director, Peter Jacoby, during her recent visit to the hotel.



energy = money
savings = savings

FUTURE SHOCK?

What will things be like 25 or 30 years from now as a direct result of heavy cutbacks in our current energy-use and wasteful lifestyle?

According to some projections, there's gonna' be some changes made—though not necessarily all bad.

Gone, for instance, will be such commonly accepted things as planned obsolescence, throw-away bottles, crowded super-freeways, uninsulated, cheaply built homes, and polyester fabrics which are derived from oil.

More wood will be used to produce heat; houses will be heavily insulated, insect and fire proofed, and better built. Wind and sun will be used to produce energy and more of us will ride buses, or else we will live closer to our work and walk or bicycle. We'll waste less food and water and we'll be healthier.

Someday we'll tell our grandchildren what living was like before they were born. We'll tell how in the 50's through the 70's we drove huge cars—often with no passengers—and averaged eight or nine miles to a gallon of gas. We will talk about all those throw-away containers and gadgets, blazing electric signs and enormous motor homes. And we will recount an era of three cars per family and filling stations on all four corners of streets. Garbage cans overflowed with aluminum cans, bottles and paper cartons. These were all the excesses of a wasteful, heedless, and energy-gobbling lifestyle.

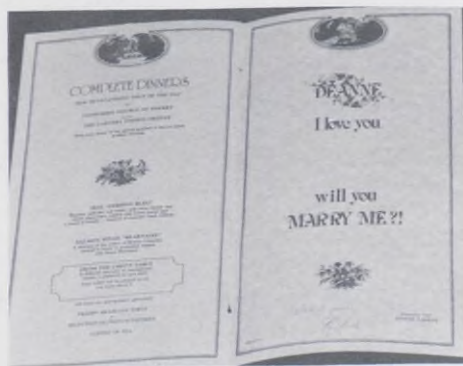
You can almost picture a wide-eyed youngster, raised comfortably in a waste-conscious, energy-aware society, peering at his parents in disbelief: "You really did live like that? Sounds crazy . . . but why were you so wasteful?"

And that's a question we all might have a tough time answering some day.

inn basket

HORSE - According to the Chinese calendar, this is the Year of the Horse, and according to Trader Vic's Chinese Fortune Calendar, people born during a Horse year (recent Horse years include: 1930, 1942, 1954, 1966 and 1978) are "... popular, cheerful, skillful with money, and perceptive, even though they sometimes talk too much. They are also wise, talented, good with their hands, confident and clever looking and have a weakness for members of the opposite sex. And they are impatient and hot-blooded about everything except their daily work." In other words, they are real thoroughbreds!

* * *



LOVE MENU - If the way to a man's heart is through his stomach, the way to a woman's is through a menu. Or so it was for a romantically inspired young gentleman diner at the Edmonton Plaza's Carvery restaurant who had arranged for a specially printed room menu to help him pop the question to his sweetheart. The facing page to the rooms "Complete Dinner" menu listing carried this printed message, "Deanne, I love you. Will you marry me?!" The hand-written closure read, "Forever yours, Richard." It worked!

* * *

IMPRESARIO - "The Impresario of Peachtree Street" is the title FORTUNE magazine attached to Peachtree Plaza General Manager Larry May, who was featured in the February, 13, issue of the magazine's continuing "Indispensable People" profile series. According to Webster's dictionary, impresario is defined in part as an "organizer, manager, or director". The title refers to May's talent for organizing, managing and directing the Peachtree Plaza's operations with a sharp eye for cutting costs without cutting down on guest service. As the article writer put it, "He spends what he must to maintain the sumptuous front, but he is constantly paring away pennies where the cuts won't show." Speaking of the position in general—and these qualifications apply as well to those in top management positions of any WIH hotel—the writer continued, "He must supervise, coordinate, and motivate as many as 1,500 employees. He needs a better-than-passing knowledge of engineering, finance, marketing, oenology (wine expertise), architecture, and interior decorating. He must have a diplomat's poise, a showman's flair, and the all-enduring patience to haggle over the cost of a light bulb."

* * *

INN-DINGS - Congrats to Ron LaRue, WIH director of advertising and public relations, who has been appointed as chairman of the Public Relations Advisory Board of the American Hotel & Motel Association... What price indifference? According to a recent business survey report appearing in U.S. NEWS AND WORLD REPORT to determine reasons for losing customers, the "attitude of indifference toward the customer by some employees" was, by far, the response most often mentioned. The report (according to response percentages) listed these customer-losing reasons: Attitude of Indifference (68%); Product or Service Dissatisfaction (14%); Competitive Reasons (9%); Other Friendships (5%); Move Away (3%); and Death (1%)... Last month this column reported on a number of St. Francis historic "firsts." Now, their in-hotel publication, ROOMER, adds one more "first"—at least for WIH—for the record. For the benefit of its Filipino employees, one section of the publication had been translated into Tagalog, a native language of the Philippine Islands.

CALGARY INN-ers and EDMONTON PLAZA-ans



Front! correspondent for both the Calgary Inn and the Edmonton Plaza is advertising and public relations manager Gail Montgomery. You can contact Gail at the Calgary Inn on extension 245 and the Edmonton Plaza on extension 333 with your input for Front! (All other WIH people: submit Front! items to your local correspondent listed below.)

Alameda, **Elena Ruiz**. Bayshore Inn, **Joy Metcalfe**. The Arizona Biltmore, **Anne Mello**. Benson, **Debbie Spellecy**. Bonaventure, **Claudia Coture**. Calgary Inn, **Gail Montgomery**. Camino Real, Cancun, **Mary Clare Wisner**. Camino Real, Guadalajara, **Gloria Sagastegui**. Camino Real, Mazatlan, **Rodolfo Negrete**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Carlos Pizano**. Camino Real, Saltillo, **Roberto Flores**. Camino Real, San Salvador, **Ana Maria Vides**. Camino Real, Tampico, **Enrique Meyer**. Carlton House, **Cynthia Sambrock**. Carlton, **Laura Davis**. Century Plaza, **Diane Dixon**. Crown Center, **Barbara Harlow**. Continental Plaza, **Audri Adams**. Detroit Plaza, **Deborah Hawkins**. Edmonton Plaza, **Gail Montgomery**. Galleria Plaza, **Bonny Miller**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandinavia, Oslo, **Kirsti Brekke**. Hotel Toronto, **Pat Samson**. Houston Oaks, **Bonny Miller**. Los Angeles Bonaventure, **Bill Buffington**. Ilikai, **Valery Satin**. Las Brisas, **Derek Gore**. Mauna Kea Beach Hotel, **Stella Akana**. Mayflower, **Carol Barnes**. Michigan Inn, **Maris Brenner**. Miyako, S.F., **Hiro Tanaka**. Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Llantada**. South Coast Plaza, **Sandie Pratt**. St. Francis, **Lynn Kelly**. Shangri-La, **Yap Cheng Tong**. Space Needle, **Trevor Kendall**. The Plaza, **Gina Henry**. Washington Plaza, **Sandy Novak**. Winnipeg Inn, **Eileen Warren**. Camino Real, Guatemala, **Evangelina Amezaquita**. WIH Reservations Center, **Carolyn Clemens/Patty Molloy**. WIH Executive Offices, **Dorothy Stauffer**. WIH Financial Services, **Bob Graves**. WS&S, **Nancy Newman**.