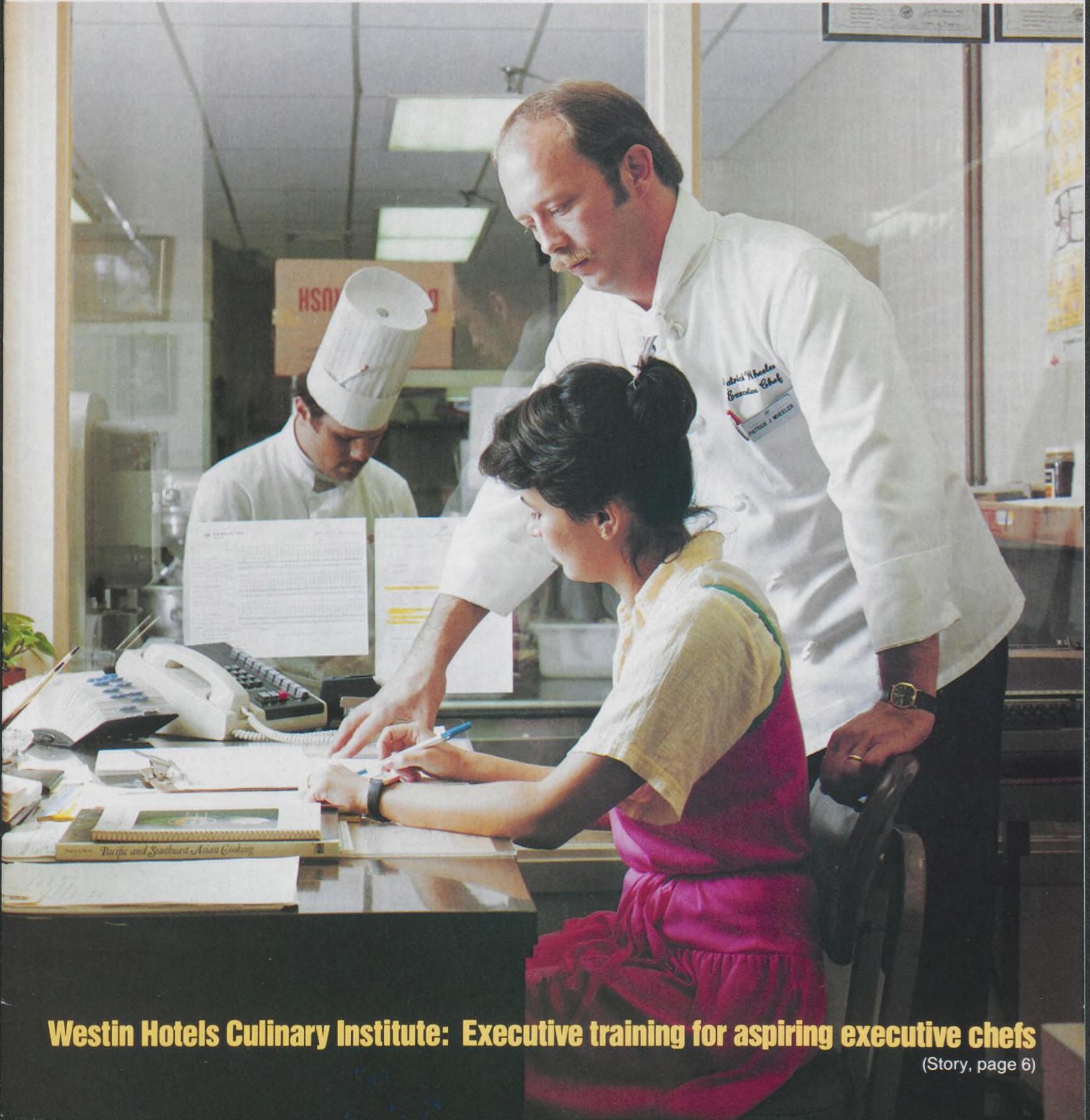




WESTIN HOTELS

SEPTEMBER 1983

# Front!



**Westin Hotels Culinary Institute: Executive training for aspiring executive chefs**

(Story, page 6)

*COVER: Pat Wheeler, executive chef at The Westin Oaks, Houston, is one of some 30 culinarians whose career growth has been boosted through participation in the Westin Hotels Culinary Institute — a workshop program with a focus on the management side of kitchen operations.*

*The 30-year-old chef's career success story is a totally Westin one. It began at The Westin Hotel, Seattle in 1972 where Wheeler enrolled in Westin's three-year Culinary Apprenticeship Program. Shortly after his graduation from the program in 1975, he was hired at The Westin St. Francis as a dinner cook. A year later, he transferred to The Westin Bonaventure, Los Angeles where he worked as second cook/saucier.*

*In December 1980, he moved on to a new hotel, The Westin Hotel, Cincinnati, and up to a new title, executive sous chef. His executive chef appointment at The Westin Oaks came in 1982 just ten years after his apprenticeship program began.*

*With Wheeler is department secretary, Linda Luft and (in background) garde manger, Jose Moreno.*

*Story details on Westin's Culinary Institute — a training program unique in the hotel industry — begins on page 6.*

## Front!

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

**Gabe Fonseca,**  
Publications Editor  
The Westin Building  
Seattle, WA 98121

Printed in U.S.A.

### Moving on Moving up

**Marie Anthes**, reservations manager, The Westin Bonaventure, Montreal to reservations manager The Westin Hotel, Ottawa.

**Don Blakesley**, national sales manager, The Westin Hotel, Chicago to director of sales The Westin Oaks, Houston.

**Trevor Dear**, senior assistant manager, The Westin Hotel, Toronto to director of rooms The Westin Hotel, Ottawa.

**Sue Forbes**, Director of housekeeping, The Westin Hotel, Galleria Dallas to housekeeping manager The Westin Hotel, O'Hare.

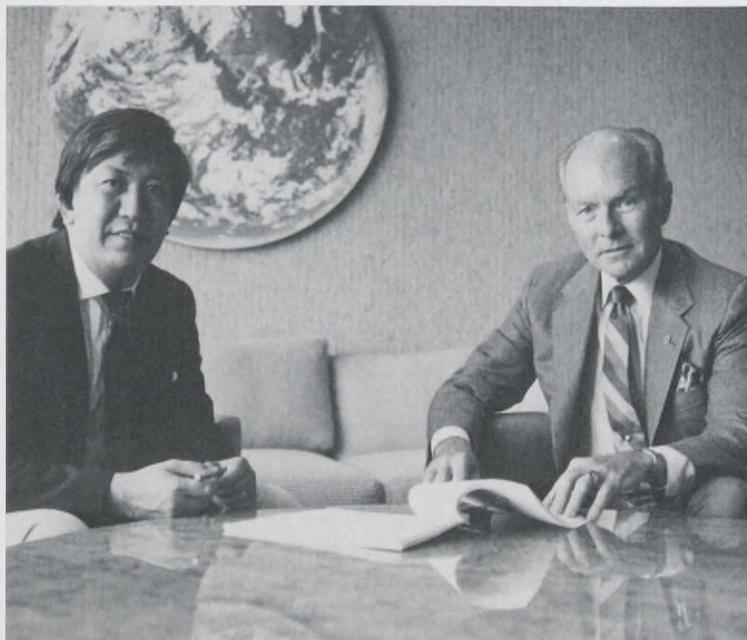
**Steve Holden**, front office manager, Century Plaza to front office manager The Westin Hotel, O'Hare.

**Xavier Lividini**, sales manager, Westin Sales Office/ New York to national sales manager The Westin Hotel, Chicago.

**Tony Meek**, director of sales Arizona Biltmore, to director of marketing The Westin Hotel, Tucson.

**Scott Picker**, sales manager, The Westin Bonaventure, Los Angeles, to director of convention services, The Westin South Coast Plaza.

**Edgar Suarez**, assistant director of housekeeping, The Westin St. Francis, to director of housekeeping The Westin Hotel, Galleria Dallas.



*Henry Onggo (left) president of P.T. Penenemas Makmur, Indonesia's most prominent real estate development firm, and Harry Mullikin, chairman and president of Westin Hotels, sign management agreement documents in Seattle on the proposed Jakarta hotel.*

## JAKARTA Indonesia is newest Westin site

Jakarta, Indonesia, is slated to join the ranks of Westin's Great Destination cities.

Announced in late July, was Westin's intent to manage a new 20-story, 625-room luxury hotel in Indonesia's capital city.

To be named The Westin Landmark Hotel, Jakarta, the new property is designed by the architectural firm of John Portman and Associates who also designed The Westin Hotel, Renaissance Center, Detroit; The Westin Peachtree Plaza, Atlanta, and The Westin Bonaventure, Los Angeles.

The hotel will feature extensive business and convention facilities with 35,000 square feet of meeting space. These facilities will include 20 meeting rooms with a main and junior ballroom.

The main ballroom will seat 1,000 for banquets.

Also featured will be a fully-equipped health club operated by Westin, two tennis and four squash courts and an outdoor swimming pool.

Food and beverage outlets will include three restaurants, two lounges, a pool-side snack bar, a nightclub and 24-hour room service.

Covered parking adjacent to the hotel will accommodate 1,200 automobiles.

The hotel is part of the Landmark City Development project which, in addition to the hotel, will locate two 32-story office towers and a high quality residential apartment complex.

Groundbreaking is set for July 1984 with projected opening scheduled for July, 1987.

## PERSONNEL CONFERENCE

**'GOING WHERE IT OUGHT TO GO'**

In response to a reaction feedback poll of a half-dozen or so attendees to the 1983 Personnel Conference, similar words and phrases repeatedly popped up.

Enthusiastically expressed they included statements as "very encouraging", "positive direction" and "a real awareness of human resources management."

More succinctly put was this comment from a veteran of a number of past conferences, "It was the best (conference) I've ever attended. I really felt the company and the Division was going where it ought to go and doing what it ought to do."

The specific reference was to

the Conference's focus on three major areas of employee impact: affirmative action, compensation equitability and a more valid approach to performance appraisals.

These basically educational presentations were conducted by Personnel Division staff members. As a matter of fact, the entire conference was primarily a training one.

This was in keeping, as Walker Williams, corporate director of personnel and Conference chairperson noted to the group, with the company's emphasis on human resources management. An emphasis, he added, that is strongly supported and



encouraged by corporate management.

Accordingly, Walker pointed out, the personnel director's role is certain to become an increasingly more involving one in the hotel's operations particularly in regard to one of its major assets — its employees. Professional development training, he further noted, was key to that involvement challenge.

Other Conference highlights included Division update reports from its various members; a labor relations presentation by an outside authority, and sessions on risk management and liability.

Sparking a lot of interest was the presentation by Diana Ronk, personnel director for The Westin Benson, who joined with the hotel's general manager, Paul Himmelman, for a report on the hotel's very successful alcoholism Employee Assistance Program.

This year's week-long conference was held at The Westin Hotel, Seattle in early August. Attending were some 38 directors of personnel from U.S. and Canadian properties as well as from some Mexican and offshore hotels.

*Diana Ronk's, (right) Employee Assistance Program presentation draws the rapt attention of Lindsay Geyer, (below) personnel director for The Westin South Coast Plaza.*



## Latest hassle-free break for Westin's guests

While life in general may be getting increasingly more complex, for many Westin Hotel guests it's getting simpler.

A recently introduced, "cut out the hassle" procedure makes waiting in check-out lines a thing of the past — at least for those guests holding any one of six major international credit cards.

The new procedure, a first for the hospitality industry, is a very simple one according to David Ling, Westin's Rooms Division director, who worked with a group of major international card companies to reach an agreement on the concept.

"Before departure, guests are delivered their itemized charges to their rooms where they can review them in privacy," Ling explains. "Then they simply sign it, insert it into their no delay check-out packet along with the key and drop it off at the front desk as they leave the hotel. That's it." (An impression is taken of the applicable credit card upon check-in for later billing).

Companies participating in the program include American Express; Visa; Mastercard (including Eurocard); Citicorp Diners Club and Carte Blanche.

According to Bill Newman, senior vice president/marketing, the program offers the additional benefit of extending Westin's guaranteed reservations program.

Previously, guaranteed reservations could be made at Westin hotels on Diners Club, Carte Blanche and American Express Cards. With their agreement to participate in the no delay check-out program, guaranteed reservations service is also available with Mastercard and Visa.



*The sharing of similar concerns and the search for solutions through small group sessions was a key to the Workshop's success.*

## Workshop teams loss control/security groups

The necessary interaction that occurs between a hotel's Loss Control and Security people is a common place. Both share a similar concern in areas ranging from fire safety to guest and employee security.

It was a logical consequence, therefore, that this year's Loss Control Workshop evolved as a combined Loss Control/Security hotel staff gathering to the mutual benefit of each.

The four-day meeting at The Westin Crown Center in late July, brought together 25 loss control managers and security directors mostly from the U.S. and Canadian hotels. Its agenda provided both for combined sessions as well as separate interest sessions as applicable to each group.

Most sessions borrowed heavily on outside speakers of particular subject expertise. These ranged from The International Loss Control Institute's George Germain's

presentations on "Safety Performance Management" and "Problem Solving Techniques for Loss Control" to the enlightening "Effective Strategies for Containing Costly Back Injuries" as presented by Rob Rideout, director of Fitness Resources. Outside speakers also included representatives of three Westin Hotels casualty insurance carriers — Johnson and Higgins, Aetna Casualty and Kemper Insurance.

From Westin, Ray Goad, associate general counsel, discoursed on "Legal Liability". Jim Durham, managing director of The Westin Crown center and Ray Sylvester resident manager The Westin Peachtree Plaza, presented a revealing joint session on "Loss Control as Viewed by Hotel Management."

Security related topics were highlighted in presentations by directors of security Bill Augugliaro, The Westin St. Francis; Charles Wilson, Century Plaza; Tom Byrne, The

Westin Hotel, Chicago; and Cliff Winkfield, The Westin Peachtree Plaza and Corporate Security Consultant.

A major workshop attraction for all attendees was the safety and security products and services display hall in which some 28 suppliers and manufacturers displayed and demonstrated their wares.

The Loss Control/Security Workshop was developed by the corporate Risk Management Department under the direction of Herb Poulson, corporate loss control manager with the assistance of Cliff Winkfield, corporate security consultant.



### 'Go for #1'

ATLANTA—The "go for #1" optimism ran high with these participants and supporters from The Westin Peachtree Plaza prior to the local Hotel Sales Management Association-sponsored Waiter's Race. The annual race, a benefit event for the Muscular Dystrophy Association, invites food and beverage servers from hotels

and restaurants throughout Atlanta to participate for a \$10 registration fee donation. Entrants run a quarter-mile course balancing glasses of water on a tray. Speed and the amount of water remaining in the glasses at race conclusion are among the judging criteria.

The 15-runner hotel contingent, the largest group to participate, came in with two winners in the top ten in the field of 96 participants. The real winners were those who couldn't run, the victims of muscular dystrophy who benefited from the over \$2,000 raised from the event.



### A taste of New Zealand

LOS ANGELES—Faiz Qureshi (right) manager of Top of Five restaurant at The Westin Bona-venture, Los Angeles, along with David Chapman, New Zealand Trade Commissioner have good reason to smile. The restaurant's month-long New Zealand Food Festival's attendance — attracting over 15,000 guests — zoomed beyond their expectations.

Special items featured during the festival included a wide variety of New Zealand seafood, fruits, venison and lamb, as well as an array of award-winning wines, beers and liqueurs. Already in planning for 1984, another "down under" food festival — this to feature Australian cuisine.



### A taste of Sweden

SAN FRANCISCO—The English Grill at The Westin St. Francis has taken on an international flavor with an on-going series of foreign food festivals that began in August with a "Sweden Month" promotion. "Holland Days" followed in September with the restaurant featuring a special Dutch Menu. And in December, the English Grill will feature an appropriately British menu to include special Christmas fare for the holidays.

Kicking off Swedish month in early August was a food tasting reception for the press under the supervision of (from left); Rolf Durr, guest chef from Sweden; Joe Elmiger, the hotel's F & B director, and the hotel's executive chef, Norbert Brandt.

# Culinary Institute

As with any profession, a career goal for many culinarians is to make it to the top. For hotel culinarians, that usually means becoming the executive chef of a hotel's kitchens.

But, because the typical culinarian's career climb demands an almost single-minded dedication to the perfection of the culinary art, there is little time or opportunity to train for such a management role.

That many aspiring executive chefs lack a working knowledge of modern kitchen management is of great concern to the industry.

It was a concern to Westin Hotels. In particular, to Jacques Bourgeois, vice president of Westin's F & B Division, and Walter Roth, corporate executive chef.

Roth, trained in the European culinary tradition and a 30-year veteran of Westin's kitchens, was closest to the situation. Over the years he observed that culinarians were making it to the top at an increasingly earlier age. At the same time the administrative responsibilities required for the executive chef position was increasingly broadening. Not only were chefs expected to produce the best possible product, but they

were also expected to be the ablest of administrators. An expert manager of people. The manager of a profit center.

Out of that concern, and in a collaborative effort, Roth and Bourgeois developed the Westin Hotels Culinary Institute concept.

The Institute, the first in-company training program of its kind in the hotel industry — at least in the United States — is now in its third highly successful year of operation.

Held annually at The Westin South Coast Plaza under Roth's direction, the Institute program focuses on an intensive three-week training workshop.

Its two major objectives are (1) to provide qualified candidates with a working knowledge of the management of culinary arts, and (2) to expose participants to the newest developments in food service concepts.

Qualified candidates are defined as executive sous chefs

and sous chefs of advanced training with potential for executive chef assignment. Further, Institute candidates must have been employed by Westin for a minimum of three years and have held executive sous chef or sous chef positions for a minimum of one year. Enrollment over the past three years has averaged around ten participants.

The regular teaching "faculty" in addition to Roth, includes consultant Don McCutcheon (basic management techniques), and Chuck Agnew, cost control manager for the F & B Division (cost control analysis).

As might be expected, the comprehensive curriculum strongly focuses on management classes. But not just that. Participants are also exposed to the latest in cooking techniques; are taken on field trips

to local fish, meat and produce wholesalers, and taught the how-to's for developing "marketable" menus.

Also included are classes on nutrition, kitchen safety, employee relations, purchasing, refrigeration and food testing.

Quality is emphasized throughout and individual creativity is encouraged. Also encouraged is role modeling. That is, the point is made that the most effective executive chef is not the one who sticks to his desk but the individual who utilizes every opportunity to work side by side with his culinary staff.

Similar emphasis is placed on profitability concepts.

As Bourgeois notes, "Each Westin food and beverage outlet is a profit center and not just an add-on guest service. Quality is uppermost, but we must also look at all food outlet operations, from room service to the fine dining room, as competitive, efficient and well-managed operations."

Roth is first to admit that even though the Institute program is a comprehensive one, it's not possible in three weeks time to turn out the expert executive chef candidate.

He notes however, "It does



Westin's executive chef, Walter Roth and vice president Jacques Bourgeois of the F&B Division gather with the most recent group of graduates of the Westin Hotels Culinary Institute.

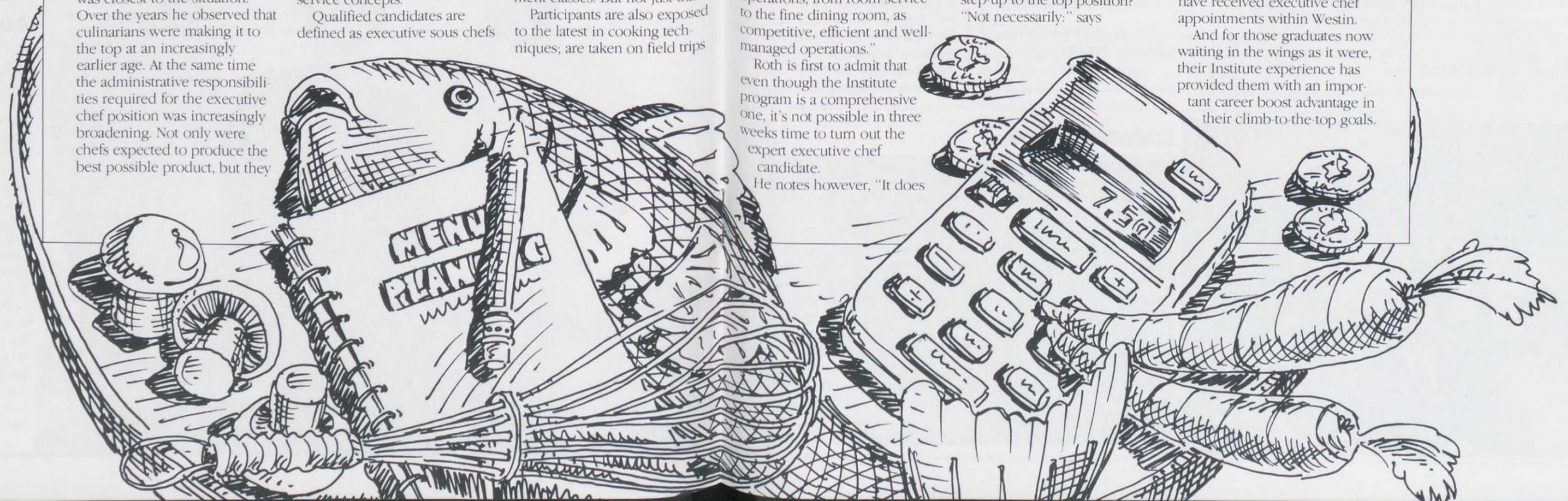
give them a good, solid background for their further management development and they do get a real insight into the scope and responsibility that comes with the executive chef position."

Does taking the Institute course guarantee an automatic step-up to the top position? "Not necessarily," says

Bourgeois, "but when a spot does open, an Institute graduate would be the most likely considered candidate for the position."

Thus far, seven graduates of the Westin Culinary Institute — including Pat Wheeler who is featured on this issue's cover — have received executive chef appointments within Westin.

And for those graduates now waiting in the wings as it were, their Institute experience has provided them with an important career boost advantage in their climb-to-the-top goals.





### Marathon man

MANILA—A major event sponsored by the Philippine Plaza's Employees Social and Athletic Council is the annual Sportsfest, a day-long athletic meet that ranges from marathon races to dart game competitions. Almost the entire hotel staff participates in at least one event and the day culminates with an awards ceremony and party at a local restaurant.

Here, Eduardo Badilla of the hotel's guest activities department receives his trophy for winning the 10-Km. marathon and the congratulations of Ester Garcia, personnel director. Applauding Badilla is General Manager Paul Ross.



### 'Thanks for five great years'

TULSA—When the Williams Plaza hotel celebrated its fifth anniversary in early July it was with a community party built on a "Thank You Tulsa for Five Great Years" theme for the week-long affair. Events included an all-day Taxi-Driver's Buffet, a luncheon for 70 boys from the Tulsa Boys' Home and a civic luncheon. Special room rate and restaurant luncheons were promoted throughout the week.

The celebration was kicked off with the cutting of a hotel replica birthday cake, created by Pastry Chef Hans Strzyso, slices of which were distributed to the public. Cutting the first slice (right) was Tulsa's Mayor, James Inhofe. At left is Williams Plaza general manager, Andy Maclellan.



### Graduates celebrate

DALLAS—An intensive, five-day Interaction Management Workshop, held at The Westin Hotel, Galleria Dallas in early July, culminated with a celebration dinner for class graduates at the hotel's Blom's restaurant. The training program, presented by Reed Sehon, corporate training manager, focuses on developing supervisor skills for effective, positive interaction with employees.

Front row (from left): Dianne Anderson, director of restaurants, Galleria Dallas; Michael Karr, superintendent of guest

services, Galleria Dallas; Wendy Blight, front office manager, The Westin Hotel, Cincinnati.

Back row (from left): Ethel Ann Roome, catering sales manager, The Westin South Coast Plaza; Bruce Hamilton, asst. director of personnel, The Westin Hotel, Cincinnati; Dianne Young, Training manager, Galleria Dallas; Reed Sehon, corporate training manager; Karen Crouch, asst. director of personnel, Galleria Dallas.



### Royal leave-taking

EDMONTON—For Steve Halliday, general manager of The Westin Hotel, Edmonton, it was "...the highlight of my hotel career." The occasion, the hosting of Prince Charles and Princess Diana at the hotel during their stay in Edmonton to open the 1983 Universiade Games in early July. The royal couple occupied the hotel's recently refurbished Crown Suite during their three-day stay with other members of the party taking over the top three floors of the hotel.

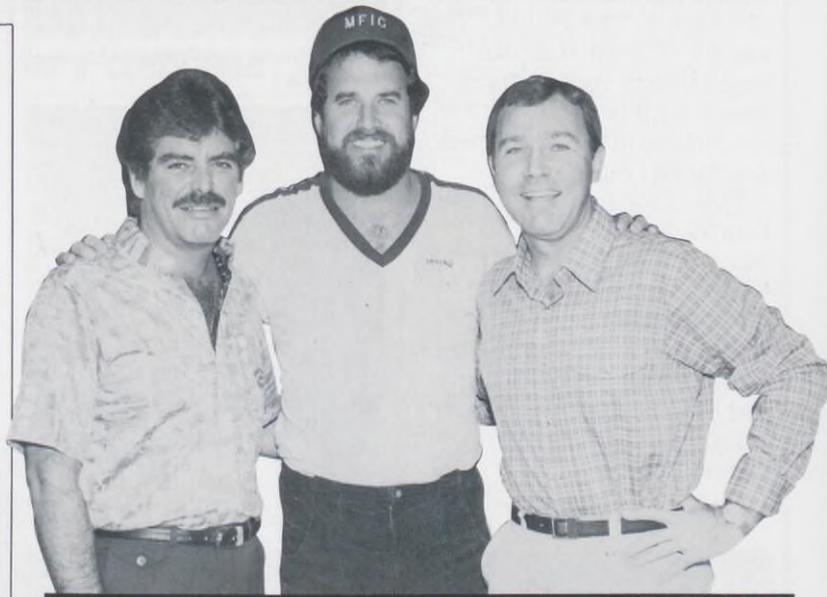
At the royal leave-taking, Princess Di flashes the stunning smile that has charmed millions world-wide, as she offers her hand in farewell to Halliday. (A member of the royal entourage later told Halliday that The Westin was one of the finest hotels they had stayed in.)

### Reagan slept here

PHOENIX—Thirty-one years ago when he was just a plain old movie star, Ronald Reagan checked into the Arizona Biltmore for his honeymoon. Recently, and this time in the role of U.S. President, Reagan again visited the resort hotel for an overnight stay and to appear at a private hotel luncheon. His visit also made history of sorts.

Though the hotel had hosted U.S. presidents in the past, Reagan was the first to stay overnight.

Here Reagan shares a handshake with Dick Holtzman, executive assistant manager, while Jay Wold, senior assistant manager and Toni Harris, front office manager, await their turns to greet the President.



### Pro football's home in Hawaii

HONOLULU—Dan Fouts (center), quarterback with the San Diego Chargers, is welcomed to The Westin Ilkai by general manager, Thomas Gurtner (right) and Jim O'Connell (left), director of sales. The Waikiki resort hotel recently renewed contracts with the National Football League to be a headquarters hotel for the next four years for the Pro Bowl, the NFL's all-star game played annually in Hawaii one week after the Super Bowl. The Westin Ilkai is also the site of the annual reception for former pro football players inducted into the Hall of Fame.

# WESTINPEOPLE

## 'DON'T LOOK NOW, but isn't that....'

**W**ill the real 'Miss Maui' please stand."

Make that request at The Westin Wailea Beach Hotel today, and three young women employees will respond.

And, if that request was made last summer, a fourth 'Miss Maui' beauty queen would have joined the titled trio.

In what may be a distinction unique to that resort hotel, four former aspirants to the coveted "Miss America" crown are now or have been on its employee roster.

Adding further regal luster, one member of the foursome, Sheron Leihuanani "Leihua" Bissen, can also claim the title of a former "Miss Hawaii." This was for 1979 when, as that State's beauty queen winner, Bissen went on to Atlantic City to compete in the Miss America Scholarship Pageant.

First of the four to hold the Miss Maui title is Charlene Iwata, who won it in 1977. Now the hotel's guest activities director, Iwata joined the hotel's staff over two years ago working both in front office and executive office positions before appointment to her current position.

Iwata is also a professional

hula dancer and performs in the cast of the hotel sponsored weekly luau show, "A Hawaiian Hula Revue."

Also in the cast and employed by the hotel is Vanderlynn Mi Nei Fernandez who stars as a featured soloist.



*Vanderlynn Mi Nei Fernandez, Miss Maui 1981*



*Sheron Leihua Bissen, Miss Hawaii 1979*



*Charlene Iwata, Miss Maui 1977*

Fernandez won the Miss Maui title in 1981.

Beth Ann Cuthrell, the Miss Maui for 1980, has worked at the resort during the summer months in the guest activities department assisting mostly with children's programs. Currently, she is attending the University of Hawaii.

While it might appear as though it was the hotel that made overtures to recruit the beauty queens to its staff, just the opposite was true.

Explains Bissen, "The hotel's reputation for its first-class quality, the beauty of its natural setting and as a great place to work is well-known throughout Maui. Lots of people want to work here. For the four of us, I guess we were just lucky to have our job talents suited to job openings when we applied."

Bissen is pleased with the fact that she was the first person to hold the position of an on-site director of public relations for the hotel. A graduate of the University of Hawaii with a degree in journalism and a minor in public relations, her goal is to develop the department to its fullest potential.

Iwata's aim is to pursue her hotel career, "... particularly in those areas that deal directly with guests such as in convention sales." For now, she looks to expanding the guest activities department to include activities reflecting Hawaiian culture.

Fernandez, who credits her Miss Maui experience as a springboard to her professional singing career, hopes to someday "... cut an album that would promote the 'aloha spirit' worldwide."

And Cuthrell, following her graduation from the University this year, is looking forward to a career as a physical therapist.

Do they miss the glamor and excitement of reigning beauty queen limelight? The consensus: not really. All do

agree it was a fun, exciting and a maturing experience that they wouldn't have missed for anything, but it was also one of the most hectic and demanding periods of their lives. As Iwata puts it, "You could never go out in public without always taking special care of your appearance. People always expected you to look the beauty queen role."

Echoing a general sentiment however Bissen notes, "I must confess I still get a thrill when strangers recognize me or when standing in a movie line, for instance, and you notice that 'don't look now, but isn't that ...' expression from passers-by."

## Dream trip like a 'FAMILY REUNION'

**P**ortia Manthata finally made it.

A native South African of Xhosa heritage, Manthata nurtured a dream for years to visit the United States.

That dream was heightened through staff contacts with people from the U.S. when she began working as Personnel Department secretary at The Carlton hotel in Johannesburg shortly before it opened in 1972. Shortly thereafter she was named to her present personnel officer position.

Meanwhile, she shared with her husband in the support of a growing family of four children.

But neither job, family status nor certain restrictive foreign travel obstacles dimmed the persistence of her travel dream.

That persistence finally paid off.

That came about through

Operation Crossroads/Africa, a cultural and educational exchange program underwritten by the United States Information Service. The program invites African blacks in managerial positions to the U.S. largely to observe and learn procedures of occupationally-related businesses.

Manthata applied — and scored! In January this year, she was notified that she was one of 11 South Africans qualifying for the program with the trip scheduled for July. She was ecstatic.

Though travel costs were being shared by the U.S.I.S. and The Carlton, Manthata worked nights as a beverage server on a casual basis at the hotel for several weeks to help pay for her personal expenses.

Her six weeks of business visitations throughout the U.S. (and to Calgary in Canada) took her to a number of Westin cities where she had the opportunity to stay at Westin properties. Part of her program included a week in Seattle learning the operations of Westin's Corporate Personnel Division. (She later returned to

attend the Personnel Conference held during the first week of August at The Westin Hotel, Seattle just prior to her return to Johannesburg.)

As to finally making her travel dream come true, Manthata beamingly rates it, "... a fantastic learning and broadening experience. While it was exhausting, it was everything I had hoped it would be."

A special highlight of her trip were the "family reunions" as she puts it.

"It seems that every Westin hotel I visited — and especially so at the corporate offices — I ran into someone I knew. Either the person had been transferred from The Carlton or had visited there on business. These reunions made me really appreciate our Westin family ties wherever I went."

Now that she's had a taste of foreign travel, is Manthata content to leave it at that? Not in the least! She's already dreaming of plans for a trip some day to Europe.

"But next time" she says, "I want to take my husband with me."



At corporate personnel offices, Portia Manthata (right) confers with Cherie Ohlson (center) director of personnel services and Joan Mincy, manager personnel services.



Tom Wagner

## HERO'S CITATION for a 'crazy man'

**T**om Wagner, luggage attendant at The Plaza, is known as "crazy man" at New York City Police headquarters. But that tag is mentioned in tones that suggest considerable respect and admiration.

It's in reference to an heroic act on Wagner's part that even the mild mannered Clark Kent might have approached with some trepidation.

It all happened on a Saturday night recently when Wagner, just off his shift at the hotel,

was headed home via the subway.

As he waited for his train, he heard screams of distress from the other side of the station. Impulsively he hotfooted it to the rescue.

What he came upon were three burley types in the process of assaulting and robbing a lone woman. When they saw Wagner, the trio, with one member clutching the woman's purse, fled upstairs to the darkened street. Wagner took chase.

After a few blocks, the muggers split up; two ran into Central Park leaving the purse carrier continuing on down Lexington Avenue. Wagner quickened his pace and, as the distance shortened between the two, the culprit dropped the purse and darted down a side street.

Wagner retrieved the purse and went back to the subway station to return it to the victim. Then he offered his aid until the arrival of an emergency medical unit accompanied by Transit police. The next few hours were spent driving around the area with the police in a search for the three men. Neither that search nor a follow-up session pouring over suspect mug shots produced any results, however.

For his act of heroism, Wagner was later awarded a civilian citation from the New York Transit Authority and presented with a public transportation pass good for a year.

Tom Wagner may be the "crazy man" in the eyes of the New York Transit Authority, but in the eyes of his friends and co-workers, and especially of the woman he rescued, he's no less than first-class.

MOBIL FIVE STAR AWARDS • THURSTON-DUPAR INSPIRATIONAL AWARDS • PALM COURT • EXPRESS CHECK-IN • 24-HOUR ROOM SERVICE • AAA FIVE DIAMOND AWARDS • CONSISTENT PERFORMANCE • VICTOR'S • IMMEDIATE, CONFIRMED RESERVATIONS • ATTENTION TO DETAIL • TRAVEL/HOLIDAY FINE DINING AWARDS • BEAUDRY'S • **EXCELLENCE IS** • EMPLOYEES OF THE MONTH • SILVER SPOON AWARDS • LE CASTILLION • CHAIRMAN'S AWARD OF MERIT • FIRST-CLASS SERVICE • DELMONICO'S • SPIRITED STYLE • CHEF REINHOLD KELLER AWARDS • NO DELAY CHECKOUT • CONCIERGE SERVICE • GOLDEN CHALICE AWARDS • CLEAN, ATTRACTIVE ROOMS • LONDON GRILL • RAFFLES • WESTIN CORPS • CARING ATTITUDES • TRAVEL/HOLIDAY NATIONAL TRAVEL POLL'S TOP RATING • 24-HOUR ROOM SERVICE • AAA FIVE DIAMOND AWARD • CARLSON-HIMMELMAN AWARDS • DOORKNOCKER AWARDS • PHYSICAL FITNESS FACILITIES • WARM, FRIENDLY SMILES • THE CARVERY • MEETINGS AND CONVENTIONS GOLD KEY AWARDS • VELVET GLOVE • SPIRITED STYLE • EMPLOYEES OF THE YEAR • ACADEMY OF MASTER CHEFS • COMMUNITY INVOLVEMENT • ABELARDO'S • VALUE RECEIVED • QUARTER-CENTURY CLUB • CHAMPEAUX'S • GOLDEN GAVEL • LES CLIFS D'OR • BEING THE BEST • MOBIL FIVE STAR AWARDS • THURSTON-DUPAR INSPIRATIONAL AWARDS • PALM COURT • EXPRESS CHECK-IN • SPIRITED STYLE • EXPRESS CHECK-IN • **WESTIN** • VALUE RECEIVED • CONCIERGE SERVICE • **HOTELS** • LE CASTILLION • CLEAN, ATTRACTIVE ROOMS • PHYSICAL FITNESS FACILI

(WATCH FOR THE OCTOBER ISSUE OF FRONT!)