



WESTIN HOTELS

JULY 1982

Honoree

They "turned the tables" on Diane

The challenge — to get Diane Taniguchi, Development Division secretary, to attend the corporate offices Awards Banquet.

Unbeknownst to her, she had been selected as winner of the Thurston-Dupar Inspirational Award for the corporate offices. Traditionally, the Award winner's name is not revealed until the actual moment of presentation at the banquet. But, because Diane had less than five years service with Westin, she was not eligible to attend.

Appropriately, it was one of the many admirable qualities that earned her the nomination that provided the solution.

Diane's willingness to volunteer her services and talents to almost any employee activity is almost legendary. Among her talents is a flair for calligraphy. On several past occasions, such as last year's Christmas Party, she had volunteered to hand-letter all attendee name tags.

This was the clue Nancy Barthlow, corporate personnel assistant, needed to work out her strategy.

She asked Diane if she could be available to letter name tags for those attendees who had not responded to the banquet invitation and for whom no tags had been prepared.

Diane cheerfully and readily accepted.

Nancy followed up by casually suggesting that since Diane would be there why didn't she just plan to join the group for dinner. Diane declined, protesting that she was ineligible, but with Nancy's persistence, she finally agreed.

At the dinner's conclusion and following the service awards presentations, Chairman Harry Mullikin took the lectern.

Almost simultaneously, Diane saw the picture of herself projected onto a large screen. She gasped in surprise and bewilderment.

The explanation came as Mullikin began to cite the many attributes that

qualified her for this most prestigious employee honor.

He spoke of her deep involvement in community affairs, in particular her work as a recreational therapy volunteer with the Children's Orthopedic Hospital. Her involvement in several employee activities arranging for discounted movie and Husky football tickets were highlighted. And her personable, cheerful disposition and willingness to provide assistance to fellow employees as well as her strong job dedication were acknowledged.

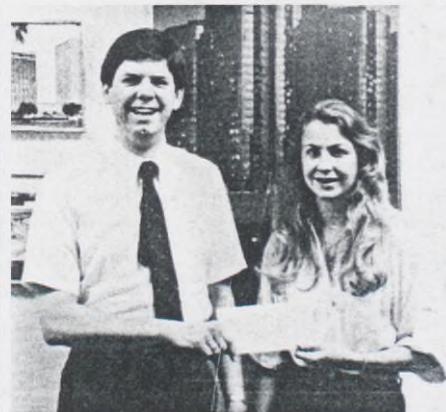
The sum of Mullikin's accolades was that Diane Taniguchi was a "giver" of her time, talents, and her friendship. It was therefore most fitting, on this occasion, that the tables be turned and she become the "receiver."

Along with the honor, Diane also received a check for \$250 and her Thurston-Dupar Inspirational Award pin.



Chairman Harry Mullikin shares in Diane Taniguchi's surprise and delight at receiving the top employee award.

Scholarship Awarded



Mike David, Central Reservations Office manager; the Award check; Kathleen Kiely, reservations agent.

Kathleen Kiely, reservations agent with the Central Reservations Office in Omaha, has been selected as the recipient of this year's \$1,000 Bruce Pierce Memorial Scholarship Award.

Currently, Kathleen is enrolled at the University of Nebraska in Omaha where she is pursuing courses in civil engineering. Her goal, after she has gained career experience in the field, is to teach civil engineering classes.

It's very likely that she will succeed in that goal.

As the vice chairman of the University's Department of Civil Engineering noted in her scholarship application form, "She's a straight 'A' student; highly motivated. She will undoubtedly find a successful career in civil engineering — or any other profession of her choice."

Though Kathleen lives with her grandparents while attending the University (she's from the West Coast), she is largely self-supporting. Her means of self-support comes from her position as a reservation agent at the Omaha office.

Kathleen has been employed there since last January averaging 20-24 hours a week working on the night shift.

The Award, established by Westin Hotels in 1964, was created in memory of Bruce Pierce, vice president of Westin Hotels.

Job and salary study scheduled

"It wasn't planned that way," said Cliff Slade, Westin's compensation manager, but the Syn-Cronamics study of the corporate offices couldn't have been better timed.

"Some particulars of that study will dovetail neatly with our upcoming corporate job evaluation and salary administration project."

Cliff notes that before Westin's management had made the decision to retain the Syn-Cronamics group, plans were being made to do a job evaluation that would assure all corporate positions are assigned salary grades to fairly reflect their job functions.

Considerable research had been done in contacting outside professional evaluation firms. The services of Hay Associates, management consultants, which Cliff evaluates as "probably the best in the business," were selected.

"A lot of the data being gathered by the Syn-Cronamics people," says Cliff, "will be used as basis for the Hay study.

Consequently, the Hay study will begin with those areas completed by Syn-Cronamics as the information relevant to the Hay project is made available.

As far as background on the "why" of the Hay study, Cliff explains:

"Our current systems for job evaluation rely heavily on over-all position responsibilities as interpreted by the compensation office and division or unit manager. Great weight is also given to competitive pay levels for similar positions. While that may work out well within a particular division or unit, those rankings do not measure the relative "weight" of jobs between different units.

For example, it doesn't measure the relative values of jobs in data processing, interior design, accounting or marketing."

"Results from the Hay evaluations," Cliff concluded, "will give us a much more consistent and equitable approach to determining the relative worth of every employee's job—across the board—for pay purposes."

He cites four major factors involved in the "job value" analysis:

- Know How: Involves all the types of knowledge necessary to do the job—technical, special, practical, managerial, etc.

- Problem Solving: Measures the limits on the problem solving resources both organizational and physical and the challenge or nature of the problems to be solved.

- Accountability: Defines the individual's freedom to act on decisions, the job's impact on operations and its magnitude in terms of budgets, sales and expenses.

- Working Conditions: Describes the nature of the physical working environment and the physical demands made on the individual.

All positions will be documented with a written position description based on the Syn-Cronamics questionnaires and with follow-up questions. These will be reviewed by the job holder and supervisor for completeness and accuracy.

Once these steps are completed, each job will be evaluated by a selected committee to determine an overall point rating. From this a salary structure will be established based on or above industry averages of like ranking positions.

"We hope to be able to complete the entire project by late 1983," Cliff says. "But it is going to depend a lot on budget restraints and personnel availability to do the work. It's a big project and there's an awful lot of work involved."

Already involved in setting up the mechanics of the study in addition to Cliff, are Barbara Ogle, corporate offices personnel manager; Nancy Barthlow, personnel assistant; and Sandy Porter, compensation analyst.

Picnic date set

The Second Annual Corporate Offices Picnic is scheduled for Sunday, August 8, at the Nile Temple picnic grounds, Area "B". It starts at 10 a.m. and goes non-stop until 6 p.m. or until the last piece of cold fried chicken and bottle of brew is gone (whichever comes first). Everybody and their family and friends are invited. More details about the day's schedule of activities will be forthcoming. Meanwhile, circle Sunday, August 8, and be prepared for a First-Class fun time.

Westron links Tokyo RSO

As of June 21, the Tokyo Regional Sales Office has been linked with the Westron reservations system. It's no longer necessary, notes the Central Reservations Office, to utilize Telex service for this location.

Westron hookups to other overseas Westin offices and properties will be announced over the next few months as they come on line.

OUTBASKET

SPORTSCENE #1 — Run, swim, toss, tug, swat and sweat. Whether you're joining 'em or watching 'em, it's all happening on the weekend of July 23-25 when Westin joins 31 other local companies in the 1982 Corporate Fitness Challenge. It's being held at the brand new facilities of the Downtown Seattle Athletic Club and it's for a great cause — Muscular Dystrophy.

PLEDGE NIGHT A WINNER — So HOMERONT's June edition didn't make it in time to remind you that you still had time to volunteer your service for Westin Hotels pledge night for KCTS Channel 9. But for the 14 or so of you who had marked your calendars to be there and take pledges, many thanks. As it turned out, it was one of Westin's most successful pledge nights on record. Pledges taken exceeded \$15,000. Past Westin nights have been averaging around \$11,000. Good show!

SPORTSCENE #2 — If golf is your bag, you ought not to miss the Westin Hotel's Twelfth Annual Golf Classic. It's set for Sunday, July 18 at the Mt. Si Golf Course in North Bend. Promised is lots of fun, prizes, drinks 'n' eats and weather (some sort). Thursday, July 8 is your deadline for registration to include your \$10 registration fee.

"NOONERS" SPARKED AN ENTHUSIASTIC RESPONSE — according to a report from Dorothy Doe who initiated the noon-time program concept as an Employee Council activity.

"We've received over 30 responses to the feedback flyer" (inserted in the June HOMERONT), says Dorothy. "including a lot of write-in program ideas along the hobby/craft line."

Topics checked most often were "Communications Techniques" and "Stress Management." As to the latter, Dorothy notes that the Virginia Mason Medical Center offers some excellent programs on stress management-related topics as presented by their staff physicians which could be scheduled during the lunch hour. Virginia Mason is also geared to present other programs focusing on such career problems as work/parenting relationships and behavior modification sessions on fitness and weight control.

The season may be the reason, but there was also good feedback to sessions on bicycle maintenance and biking tours around the Sound.

The Awards Banquet . . . it was a real winner!

Hey, thanks, Frank (Rodriguez), Linda (Blossey), Rick (Jones), Sandy (Porter), and Employee Awards Banquet committee chairperson, Nancy (Barthlow). You people really know how to put on a first-class party!

Great hors d' Oeuvres (Thanks, Trader Vic's) to nibble along with the drinks at the reception. Terrific banquet menu, and cheers for your choice of wines.

Good show, Frank (Rodriguez), for putting together that photo flash-back slide-show tribute to Bob Lindquist. Fun, and well done.

Also fun and well-done was the audio-visual presentation "The Westin Story." The multi-projection visuals on the giant screen were very impressive.

Nice to visit with a lot of the folks you don't see that often even though we're all in the same building. Also nice to renew acquaintances with the retired family members including those members who had been with the Olympic and the Space Needle.

Good MC job, Pat (O'Brien). Special thanks to the catering staff of The Westin Hotel, Seattle who helped make the festivities in the Cascade Ballroom such a smoothly-run event. Definitely First-Class!

And, of course, bouquets to all the Service Award pin recipients and to our Thurston-Dupar Inspirational Award winner, Diane (Taniguchi).

The 1982 Corporate Office Employee Awards Banquet will be remembered as a real winner — thanks to a lot of First-Class people!



20-YEAR AWARD *Hanne Dittler, Warren Sakai.*



5-YEAR AWARD *(Back row, from left): Ike Funis, Jim Kennedy, Jim Luke, Frank Rodriguez, Ed Snow, Ray Whitty. (Front row, from left): Agnes Murray, Linda Berndt, Ramona Erikson, Dennis Dobbs, Jerry Gunderman, Robert Jenks, Linda Plumb.*



10 YEAR AWARD *(From left): Debbie Sturza, Loren Pratt, Elaine Harfst, Jon Ballard.*



15-YEAR AWARD *(From left): Chris Marker, Barbara Sand, Erik Erlandsen, Al Anderson*



30-YEAR AWARD *(From left): W.D. Ellis, Dorothy Stauffer, Ken Mallory, Dave Christianson.*

Fund Raiser a rousing First-Class success

For a few hours one day in late June, Harry's-On-Sixth took on all the festive air of an old-fashioned country fair. There were balloons and carnival music and milling crowds. Packed display tables exhibited prized plants, gorgeous homemade cakes and mouth-watering baked goods. And at one table it was "step right up folks for the world's greatest collection of white elephants!"

Employees nibbled on slices of cake; stood in line for hot dogs and lemonade or slabs of pizza; investigated the display tables, and generally had a good time.

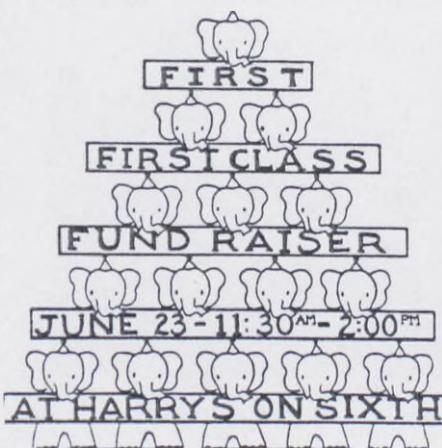
And they bought — some \$367.00 worth according to Barbara Ogle, Employee Council advisor.

Westin's "First First-Class Fund Raiser" was, indeed, a rousing success, thanks to a first-class effort on the part of a lot of people.

Sharing the credits: Charlotte Mirick (Design & Construction) and Jan Hagen (Operations) who master-minded the affair; other Employee Council members, representatives of the Westin corporate softball team and the Golf Classic committee and a lot of other willing volunteers who lent their considerable assistance.

And, of course, to all those who bought and, especially those who brought — the white-thumbed bakers, the green-thumbed plant growers and the smudge-thumbed attic scavengers who contributed so generously to the event.

Here's some shots of how it went:



The long line-up for hot dogs and pizza ended at the lemonade stand punchbowl.



The "let 'em eat cake" cake-contest judges (from left): Jamie Miller (Office Services), Ward Wallau (Development), and Chris Marker (Group Vice President), resolutely chomped their way through samplings of the 17 entries.



The first-prize winner, JoAnn Walkowski (Legal) displays her cleverly decorated "First-Class Calories" entry that won her a brunch for two at The Westin Hotel, Seattle's Palm Court. Second prize went to Kirk Newman, son of Bill Newman (Senior VP, Marketing), and third prize went to Eileen Powelson (Group Benefits).

HOW'RE WE DOING?

This issue of "Homefront" marks the end of our 2nd year of publication -- 24 issues of news and features about Westin Hotels' Corporate Offices. Before we begin our 3rd year with issue #25 in August, we thought we'd take stock of where we've been, and ask you -- our readers -- the big question: "How're we doing? How can we do better? Please answer the following questions, and return the form by July 16 to: Charlie Peppler, Internal Communications, COM-13, Seattle.

1. When you receive "Homefront," do you read . . . (circle one)
a. Every issue b. Most issues c. Few issues d. None
2. When you read an issue, do you read . . . (circle one)
a. All of it b. Most of it c. Scan it, and read a little
3. Are the "news" items timely and significant? (For example, announcements of staff appointments, employee activities, etc.)
a. YES b. NO

COMMENTS: _____

4. Are the "feature" articles interesting and informative? (For example, the departmental profiles, the personality profiles, the opinion polls, such as the "First-Class Fantasies," and the "Best Buys in Town," etc.)
a. YES b. NO

COMMENTS: _____

5. How would you rate "Homefront" overall?
a. Excellent b. Good c. Fair d. Poor

COMMENTS: _____

6. Would you like to continue receiving "Homefront"?
a. YES b. NO c. Don't Care
7. What else do you have to say about "Homefront" that we haven't asked you? (For example, should we have a "Letters to the Editor" column? Would you write one? Should we run classified ads? Would you submit any? Stories you'd like to read . . .)

Thanks for your help. . . . We'll let you know the results!

With a good interest in "Nooners" indicated, what happens now? Says Dorothy, "I'm going to start scheduling programs to begin this month (July). Then we'll be cranking out flyers and bulletin board notices telling everybody 'what,' 'where,' and 'when' details."

CARPOOLERS, TAKE NOTE — All carpoolers who park at The Westin Building garage are requested to complete an "Application for Carpool Parking" form. According to Westin Building management, all carpoolers should turn in the completed application form even though a regular monthly parking application may have already been submitted. Need an application? Get one at the garage, or check with Edith Ford, OS-6.

SPORTSCENE #3 — Not exactly of World Series proportions, but it should be a lot more fun when the Westin corporate softball team swings into action against The Westin Hotel, Seattle team at the corporate picnic, Sunday, August 8. To take a little of each other's measure, the two teams have scheduled a couple of friendly practice games before this big event.

To this we add this "no comment" comment: Tom Bennetts of Westin Service reports to **HOMEFRONT** that in the Food Facilities team opener with the Westin corporate team, they whupped 'em 26-8. Postscripted Tom, "Wow!"

REACH OUT AND TOUCH — your floor telephone counsellor if you run into any problems operationally or mechanically with your telephone. Didn't know you had a telephone counsellor? Well you do, says Christy Smith, assistant manager for corporate office services. Individuals have been selected from each floor and trained by Ma Bell experts to trouble-shoot telephone operation problems and to train employee newcomers in the system. If you feel the need to reach out, here's the dial-a-counsellor people you can call (listed by floor): Floor 14, Marguerite Pritchard. Floor 13, Lynda Marks. Floor 12, Diane Taniguchi. Floor 9, Joni James. Floor 8, Tina Wollaston. Floor 7, Lydia Kyle. Floor 6, Edith Ford. Floor 5, Ingrid Kotzerke. Floor 4, Fran Santini. And if all else fails, you can reach out to Christie or Warren Sakai and lay your problems (phone type) on 'em.



IT WAS "BYE-BYE DEE" — in early June for retiring Employee Administration System (EAS) manager, Dee Marchant, who, in turn, said bye-bye to all that and "hello Tonasket," where she and family will be retiring. Actually, the move to the Eastern Washington community will be a home town homecoming for Dee who was born and raised in Tonasket.

Dee joined Westin 15 years ago as a payroll clerk. Along the way she acquired countless friends among Westin family members, many of whom came to offer their best wishes and fond farewells at her office retirement party.

Replacing Dee is Marlyn Adams, transferred from The Westin Hotel, Renaissance Center, Detroit.



"ACTUALLY, I MAKE IT A RULE NEVER TO WRITE OFF THE JOB," says Gabe Fonseca, publications editor, winner of the corporate offices third cartoon Caption Contest. "I don't know what came over me this time," he lamely explains, "except that every time I passed the posted cartoon at Harry's-On-Sixth, I kept seeing a \$100 check!"

"YOUR CLOTHES SEND OUT SIGNALS ABOUT YOU — they make the first impression." So affirmed Karrie Olson, manager of Nordstrom's "Personal Touch" department, who conducted a recent noon-time seminar on office dress for corporate office staffers.

The dual-audience event — one session for women, the other for men — drew a fair-sized crowd to Harry's-On-Sixth, to gain some office wardrobe advice from the fashion-wise expert.



Women learned that it made style and economic sense to purchase items that could be used in two or three different combinations, achieving different effects and extending their wardrobes. That blazers not only served versatile usage, but that wearing them "lent authority." And that a basic suit of good quality could be "dressed up or down," is a wardrobe essential.

Men were informed that a dark blue blazer, to be worn with either grey or tan slacks, was recommended as a basic wardrobe stretcher. That brown shoes are de rigueur for day-time wear and are compatible with almost any suit except for such more formal attire as a dark blue pinstripe. And that silk, or predominantly silk ties (tied so that the tip just reached the top of the belt) in solid or subtle patterns, projects a quality touch.

For both sexes, Karrie stressed that natural fabrics should predominate a wardrobe to enhance the look of quality and that clothes purchases should be planned to "achieve as many looks out of your wardrobe as you can."

Commenting on Westin's Dress Code, Olson noted that it was a "very good one" and if adhered to would help project a very positive business office image for the company and for its people.

Profile brief

For Reet Pritchard — the roar of the typewriter, the smell of greasepaint

"I'm really a very shy person," says Marguerite Pritchard with a shy smile. But you would never believe it seeing her on stage in a recent production of "Godspell" as she belts out one of the show's songs with all the extroverted confidence of a Broadway veteran.

During the day, Marguerite — or "Reet" as she is known to family and friends — is dedicated to her real-life business world role as secretary to Byron Brady (Corporate Planning), Jon Ballard (Project Finance), and Duane Knapp (Westin Enterprises).

But most evenings and weekends, she has been taking on an entirely different role. Several, as a matter of fact.

Switching from behind her desk to front of the footlights, Reet enters the make-believe world of the theater, where, with equal dedication, she may be found rehearsing or performing with some area musical theater group.

Reet's on-stage experience goes back to her high school days where she sang in school musicals. But, her association with the theater actually goes back to her earliest childhood.

Her mother, a professional singer, performed with the Seattle Opera Chorus and other groups including the Seattle Gilbert and Sullivan Society. Reet would often accompany her on rehearsals and "make myself useful by helping out backstage."

Later, she struck out on her own working odd jobs with other theater groups. As a matter of fact, it was this backstage activity that led to her on-stage "debut." "I was helping backstage working on costumes during a production of 'Carnival,'" she relates, "and singing along to myself with the on-stage chorus. The director overheard me, took the costume I was working with out of my hands, and told me to go on stage and join the group."

Shortly after this legitimate theater "experience," Reet began taking professional singing lessons. She also became involved with various theatrical groups around the area.

Her first part was with a church little-theater group in the Greenwood area. Incidentally, the group was putting on a production of "Carnival."



Reet as Lucy in "You're A Good Man Charlie Brown," gives brother Linus a bad time.

This time around, Reet jumped from her chorus role in the earlier production to understudy for the lead role of Rosalie — "the part Kaye Ballard did on Broadway." (In a later production of the show with a Bainbridge Island group, she did play the star role.)

Her first "Godspell" part was with the Driftwood Players in Edmonds in 1975. Following a very successful run, Reet got the part of Lucy in the Players' follow-up production of "You're a Good Man, Charlie Brown."

Reet laughed as she said, "I always seem to get the big mouth parts. One thing about my singing," she continued, "I'm loud. I remember once when I played the lead in 'Funny Girl,' one reviewer said I sounded more like a young Ethel Merman than a Fanny Brice."

Reviewing her more than ten years of theater-hobby "career," Reet noted, "I've never gone after the big parts, but yet I've done some wonderful roles; parts that a lot of others would have given anything to do."

Then with a certain modesty not necessarily associated with show people, she added, "I guess I've just been lucky; being in the right place at the right time."

Aside from her voice training, Reet has not had any formal training in acting or dance, both essential

ingredients of the musical theater performer. However, she seems to exhibit a natural talent in these areas. When the current production of "Godspell" closed (it was Reet's fourth time around with that show) earlier this Spring, Reet decided to take her final curtain call — at least for the summer.

"I loved every minute of it," she says, "but it's very demanding of my time. There's all those months of rehearsal every weekend, and as we get closer to opening, it's rehearsals almost every night. Then, there's the actual performances and more rehearsing in between."

Now, I'm just going to take this time off mostly to catch up with all those things I've been neglecting."

But plans for her return behind the footlights are already brewing. She's been booked for early August for one segment of a concert series now being formed by the Crossroads Ecumenical Theater Company.

Moving In — Moving On

WELCOME TO . . .

Patricia Chavey, Secretary II, Rooms Division

Barbara Jainga, Clerk, Accounts Payable

Dolores James, Clerk, Payroll

Betsy Newhouse, Secretary, Development Division

Kathy Null, Receptionist, Westin Service

Charlotte Ohashi, Assistant Purchasing Manager, Westin Service

Patrice Tang, Buyer, Westin Service

AND MOVING ON . . .

Marilyn Adams, from Payroll Manager, The Westin Hotel, Renaissance Center Detroit, to EAS Manager, Financial Services.

Patty Mayer, from Secretary, Development Division, to Secretary, Financial Services.

Mary Young, from Auditor, Internal Audit, to Coordinator, Syn-Cronomics.

CORRECTION . . .

Last month's HOMEFRONT should have listed **Alfred "Pete" Jensen** as new Assistant Construction Manager, Design and Construction.

HOMEFRONT is a monthly publication for the employees of Westin Hotels corporate offices and Westin Services and is produced by the Internal Communications department.

Gabe Fonseca, publications editor

Debi Lenart, communications intern