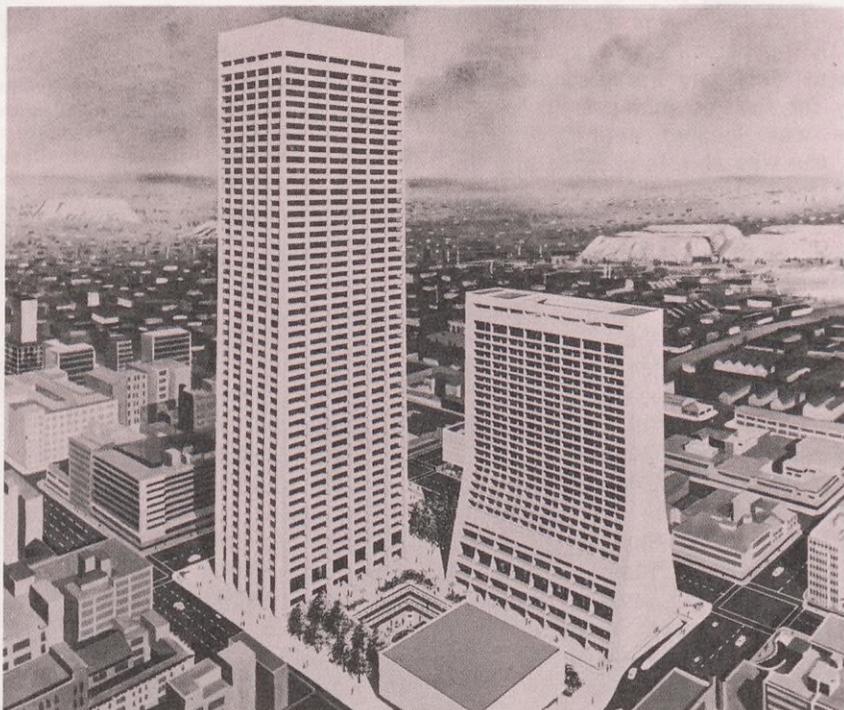




NOVEMBER, 1967

To Manage Hotel in South Africa

Western Spans Atlantic



Carlton Centre rising from downtown Johannesburg. Left is the proposed 50-story office tower. The 30-story, wedge shaped Carlton Hotel is at right in this architect's rendering.

WESTERN'S first leap across the Atlantic lands on the shores of the African continent and into the thriving heart of its largest city, Johannesburg.

FROM Johannesburg, South Africa, in late September, WIH President Edward E. Carlson announced that a contract had been concluded for the management of the 600-room Carlton Hotel now under construction. The hotel is part of a 75 million dollar project complex being constructed in the center of Johannesburg. The six acre site, besides the hotel, will include two major department stores, 150 shops, a 50-story office building and parking for 2,500 automobiles. Completion of the hotel itself is planned for 1970.

THE 30-STORY high Carlton Hotel, designed by Skidmore, Owens and Merrill of New York, will be the largest on the continent. It will have many

restaurants, a night club, convention facilities, and a health club to be operated by famed international golfer, Gary Player.

SOUTH AFRICA is a country of 18 million people with a land area three times the size of the state of Texas and enjoying a mild, temperate climate approximating that of California. Johannesburg itself has a population of 1.5 million, the largest city in Africa and is served by 17 airlines.

Front! welcomes this latest addition to the Western family.

"Idea Dollars" Contest

Are you one of the lucky cash prize winners?

Watch for the December issue of Front! for the announcement of the Grand Prize and the three runner-up winners with the winning entry story in this year's contest!

\$25 - \$15 For Your "Topper" Story!

AS FRONT! goes to press, the first entries in our "Western Topper" cash prize contest are being received.

The contest, as announced in the October issue, awards a \$25 first prize and a \$15 second prize for the best story describing the most interesting, most unusual or funniest thing to happen to you while working for Western. This is a continuing monthly contest and cash prizes are awarded to the two top entries from WIH employees each month.

ENTRIES for the December Contest must be postmarked not later than Thursday, November 30, so get your entries in NOW! Announcement of the two winners will be reported in December issue of Front! and both stories will be published in that issue.

ENTER as often as you wish, but be sure to follow the simple rules listed below:

WESTERN TOPPER CONTEST RULES

1. All contestants must be full time employees of WIH or its subsidiary companies.
2. Entries must not exceed 250 words in length.
3. Actual names of persons mentioned in the story need not be used — just use job titles.
4. Entries for each month's contest must be postmarked by the last day of the month to allow for judging and publishing.
5. The judging committee will consist of WIH Vice President, R. W. Dupar, Director of Advertising Willis Camp and your FRONT! editor.
6. All entries become the property of Western International Hotels. Western reserves the right to edit or use contest entries at its discretion and entries will not be returned.

Send your entry to:

WESTERN TOPPER
FRONT! Magazine
Western International Hotels
The Olympic
Seattle, Washington 98111

front!

A monthly publication for the employees of

Western International Hotels
Editorial Offices

The Olympic, Seattle, Washington 98111

Gabe Fonseca Editor

LJTHO IN U.S.A.

President's Corner



In September, Vice President Lynn Himmelman and myself flew to Johannesburg, South Africa to conclude a contract for the management of the 600-room Carlton Hotel now under construction. There we met with representatives of the Anglo-American Corporation of South Africa, Ltd., South African Breweries, Ltd. and Barclay's Bank, owners of the Carlton hotel complex. Each of these firms represents giants in the industry—the Anglo American Corporation, for instance, owns the famed DeBeers diamond companies and Barclay's has more world-wide branches than any other banking firm.

We feel it a great honor to have been selected to join such fine company in the management of this magnificent property.

This also marks the occasion of our first venture across the Atlantic and into the African Continent. We look forward toward the completion date in 1970 when the traveller as well as the good citizens of Johannesburg will be enjoying "Western hospitality" at the Carlton.

We will keep you informed from time to time with progress reports on the Carlton's construction in the pages of *Front!*

Edward E. Carlson
President
Western International Hotels

Meet Your Correspondents

PATSY RICE—Owyhee Hotel

A chance telephone call was responsible for Patsy Rice, Owyhee Front! correspondent from Boise, Idaho, joining the WIH family.



As a high school graduate contemplating her future college expenses, Patsy was out looking for a job when a friend on the Owyhee staff called her one day and informed her that there was a vacancy for a PBX operator. On a spur-of-the-moment decision, Patsy decided to apply for the job and got it. As her office was located near the front desk, she was able to observe and became increasingly interested in the hotel and guest activities.

Four months later, Patsy was transferred to the hotel's famed Gamekeeper Room working as part time cashier while she continued her college studies. When she returned for her second year of college, she arranged her schedule so that she could take on the added responsibilities as full time cashier and act as relief Room hostess.

Patsy's outside interests include music (specifically, playing the Oboe) and maintains an avid interest in tennis and horseback riding.

BONNIE MAUTZ—Caravan Inn

Bonnie Mautz, Front! correspondent for the Caravan Inn, may well bear the distinction of being the company's loveliest and most charming Director of Sales. The quality of charm, as a matter of fact, has held a special interest for Bonnie who once operated her own charm school in Phoenix and still instructs special classes in the art for airline stewardesses and others.



The woman's fashion world sparks another of Bonnie's many interests. She is the owner of the smart "Daisy Patch Dress Shop" located in the Caravan lobby and acts as a fashion consultant for a local TV show. The combination of these interests plus her natural warmth, business acumen and smartly groomed appearance have proven decided assets in her recently acquired position as the hotel's Director of Sales.

A busy mother of two youngsters, Bonnie manages to squeeze in a few extra curricular pursuits such as swimming, riding (she is a former rodeo queen) and doing TV commercials for local stations.

COMINGS AND GOINGS

Jack Elliott, formerly General Manager of the Finlen Hotel in Butte, has been appointed Resident Manager of the Benjamin Franklin . . . new International Sales Manager of the Camino Real in Mexico City is Mariano Muro . . . William C. Nuhn has been appointed Sales Manager for the Northern Hotel in Billings . . . Sadao Otsuka has been transferred from Western Service & Supply as a trainee to the Miyako Hotel in San Francisco as Executive

Steward . . . Rondy Dike has been appointed to the staff of Western Service & Supply as an Architectural Coordinator . . . John Rader, former Manager of the Top of the Ilikai restaurant has been appointed Manager of the Ilikai's two nightclubs, Hong Kong Junk and the Canoe House . . . Joseph McCann now assumes management of the Top of the Ilikai and Roy Hatfield assumes Assistant Manager responsibilities at the Ilikai's Pier 7 restaurant and the Coffee House in the Yacht Harbor addition.

Correspondents

This is the list of *Front!* correspondents. Please get in touch with your correspondent if you have any news for your paper:

Alameda, Michel Sauve; Anchorage-Westward, Bill Mueller; Antlers Plaza, Ollie Dodson; Avila, Mrs. S. Guzman Blanco; Bayshore Inn, Steve Halliday; Benjamin Franklin, Gerry Gravelle; Benson, Ruth Turner; Bonaventure; Baranof, Jerry Warnell; Calgary Inn, Ted Curtis; Camino Real, (Juarez), Miss Lourdes Lopez; Camino Real (Tampico), Elena Calderon; Caravan Inn, Bonnie Mautz; Carefree Inn, Julian Reveles; Century Plaza, Jayne Kear; Continental Plaza, Audri Adams; Conahuto-Western, Vioietta Klein; Cosmopolitan, Jack Gaines; Fairbanks Inn, Arlene Day; Georgia, Jack Scott; Guatemala-Biltmore, Tom Beykovsky; Metropolitan Airport Hotel, Jack Dallas; The Ilikai, Roberta Watson; Imperial Inn, Audrey Crawford; Leopold, Analee Brethour; The Miramar, Robert Yue; Myako, S. K. Kawana; Northern, Con Carter; Oasis, Carolyn Razzar; Olympic, Jo Braard; Owyhee, Patsy Rice; Palace, Y. Koya; St. Francis, Jane Dillon; Sir Francis Drake, Jane Dillon; Space Needle Restaurant, Leonard Erickson; Western International Hotels Executive Office, Ruth McCloy; Western Service, Rose Shaffer; WIH Credit and Accounting, Beverly Fricke and Karla Ostlund; HCA Executive Office, Martha Raho.

Front! News Pictorial



WELCOME ABOARD! During Vancouver's Sea Festival Week celebration, employees of the Georgia participated by wearing nautical costumes to the delight of hotel guests. The shipshape crew above are from left: Denis Forristal, Front Office Manager; Janet Kummer, Cashier; Werner Schoenberger, Room Clerk; Sheila Ewing, Information Clerk.

VISITING THE Ingledue Travel Publications display booth at a recent New York show are [left] Frederick A. Quanjer, Regional Sales Manager of the New York area for WIH and John A. Benus, WIH Sales Representative. The Ingledue Travel Publications are publishers of the Hotel and Travel Index whose current issue features the Ilikai Hotel on its cover.



IT IS MARITIME [Naval] Day at the Bonaventure's new Portage Show Bar where every day costumes and cuisine are changed to a different theme. Pictured [left to right] are Dino Vondjidis, Director of Food and Beverage, and looking fetchingly nautical are waitresses: Sandy Lau, Lillian Jensen, Nicole Desrosiers and Lise Cosette. Behind the service counter, General Manager, Warren Anderson, dons a chef's hat as he prepares to carve while Ernest Schmid, Assistant Manager [left] and Gino Montanari, Captain, look on.

WHILE WESTERN goes to South Africa [see story, page 1] South Africa comes to Western in the person of Gunter Schruppf [left above] Gunter received his training in Germany and Switzerland then spent five years at The Continental in Windoek, South Africa prior to moving to The Oasis in Palm Springs as Food and Beverage Manager. Above, Gunter checks out some wines with Busboy, Walter Carpenito [Center] and Waiter, Dan Ireson.



A SHOWER OF RICE sprays Bill Quinn, General Manager of the St. Francis, and his bride, Judith, as they leave the church immediately after wedding ceremonies in September. At left, triumphant over his "direct hit" is Gordon Bass, Vice President of WIH, who attended the occasion in San Francisco.



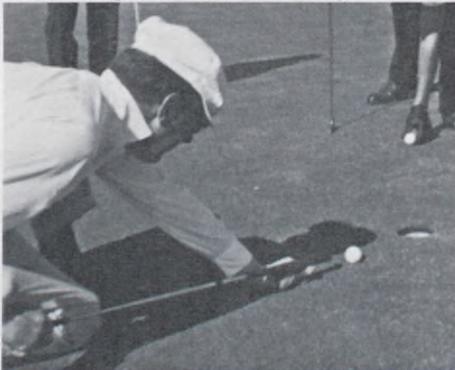
RECENT GUESTS at the Ilikai Hotel were Bill Murray, Bell Captain of the St. Francis Hotel, with his wife. Bill [at right] is currently in the process of writing a book titled, "Frantic Hotel" which is humorous take-off on his 25 years in the hotel business. The Murrays are shown above at the poolside with Peter Sagadraca, Ilikai Bell Captain.

Western News Notes

WIH Golf Classic (?) Wild Success

WESTERN'S Annual Employee Golf Tournament, held in early September, may have started off as a formal "Tee" party but by tourney's end it had taken on the relaxed atmosphere of a beer bust.

HOST for this year's event was the Benson Hotel who had acquired the facilities of the nearby Colwood Golf Course for this WIH weekender classic. The participating players, representing various WIH hotel staffers, ranged from rank beginners to



Sam Snead or Minnesota Fats?

Sunday regulars. Many had arrived at the Benson with their wives and families for a long Labor Day holiday of get-together fun and frolic.

CONVENIENTLY located at the junction of holes 2, 3, 6 and 7 was a large yellow truck, donated for the occasion by Hertz Rent-A-Car, loaded with beer and other emergency refreshments provided to sooth frayed nerves and shattered egos.

LATER in the afternoon, as the game pursued its erratic course, the truck was moved to another point where golfers would be passing frequently on the back 9. The last threesome came staggering — (it's a tiring game) — towards the 18th green about 5:20 p.m. and then joined at the clubhouse to tally scores.

"WESTERN FUN NIGHT" at the Benson that evening lived up to its theme with dancing to western music frequently interspersed with golf replay accounts for the benefit of admiring wives. The evening's highlight was the presentation of trophies and gifts and the announcement of game statistics.

LOW GROSS this year was won by Kim Chappell of the Sir Francis Drake with a nice 74. Bill Wright of the Benson got the prize for low net, with a beautiful 65. Honors for the best team went fairly to the Benson contrary to yet unproven rumors

that the tourney had been rigged. Bob Sparling of the Ben Franklin received special recognition for his championship game . . . even though he played on every fairway except on the ones he was supposed to be on! The Olympic's dual claim to fame was split (literally) between Chris Marker who received certain doubtful honors and a prize for the biggest rip in his trousers and Dave Christianson, who won the booby prize.

A surprise visitor was Lee Jenks from the Ilikai and was hands down winner for the "person who came the longest distance". Jenks announced that the Ilikai would be host for the 1968 Golf Tournament and invited everyone to Hawaii to participate.

HCA Doorman "Ambassador" on Bonaventure Visit



Bonaventure General Manager, Warren Anderson [left] with Plaza Doorman, Joseph Scorentini.

A FAMILY VISIT to Expo '67 became a diplomatic mission for Joseph Scorentini, doorman at the Plaza Hotel in New York.

Scorentini was delegated by Vice President and General Manager of the Plaza, Arthur Dooley, to carry greetings to the Hotel Bonaventure in Montreal — and to present a gold charm, a miniature of the Plaza, to the wife of the Bonaventure General Manager, Warren Anderson.

MR. AND MRS. Scorentini and their two daughters received a warm "Western" welcome as they fulfilled their mission at the Montreal hotel.

The Plaza Hotel property is managed by the Hotel Corporation of America.

HCA NEWS NOTES

News Items from Hotel Corporation of America

New Savannah Hotel

With the opening scheduled for November, HCA announces the addition of a new deluxe resort property to its roster, in Savannah, Georgia. Named The Savannah Inn and Country Club and featured as "one of the most outstanding resort complexes in the Southeast" the property will provide a wide range of services and facilities for individuals, families and business groups. It will include a total of 184 guest rooms in the main building plus two villas and five cottages. Sports and recreational facilities include a swimming pool, tennis course, skeet range, golf course, horseback riding, hunting, fishing and fully equipped marina.

Father-Son Team at Ben



Guests arriving at Seattle's Benjamin Franklin Hotel may be understandably confused when confronted by two staffers bearing identical names and a similarity of appearance.

The two, Don Masten senior and Don Masten Junior, are father and son and by now have become used to these occasional mixups. The senior Matsen has been a Bellman at the Ben for several years and began his hotel career 40 years ago in Bellingham, Washington where he worked for a time with the Leopold. Don Masten, junior, in his rakish early American costume, has been Doorman for the Ben Franklin for the last five years.

Pictured from left is Don Matsen, Jr., Ralph Van Noy, General Manager of the Benjamin Franklin, and Don Masten, Sr.

Benson "Love Affair"

With a quickening pulse, Benson General Manager, Dwight Call, hastily tore open the delicately scented note, found hidden in the stack of his morning mail. His face coloring matched the crimson floral pattern on the stationary when his eyes caught the first line, which unabashedly announced, "This is a love letter". It was with mixed emotions however, that Call then realized the letter was addressed, not to him, but to "Dear Benson:"

It went on to say: . . . "In behalf of my parents of Napa, California; and my sister and family of Anchorage, Alaska; and our friends of Fairbanks, Alaska, who all joined us at the Benson for our daughter's graduation last month, I want to tell you how much we all LOVED your hotel."

We LOVED the fine view we had of the Rose Festival Parade; the cooperation of the kind maid who cared for our room; and we LOVED the splendid meals in your Picadilly Lounge and London Grill, and the Fog-Cutter at Trader Vic's. We LOVED, too, the happy bartender who served our Bloody Mary's in the lounge on Parade Day morning. EVERYTHING was PERFECT, and I wanted to tell you so."

Lovingly,
(Mrs. _____)

Call's reply read in part, "It takes two people to have a love affair! On behalf of the entire staff of the Benson Hotel, may I express to you how much we LOVED having you and your party with us, over the Rose Festival weekend . . ."

It all seemed like a love affair that was destined to last!

"Roses Are Red
Violets Are Blue
We Have a Room
Waiting For You!"



A routine day for the Olympic Reservations Department was brightened considerably recently by the above request from a San Francisco resident.

The request, in the form of a cleverly original "greeting card", carried the hand lettered plea on the cover, "I need a roof over my head . . ." Inside, the message continued, ". . . And as a regular guest of the Olympic, I'd like to stay with you Wednesday, July 12 and Thursday, July 13. Hope you can squeeze me in! Bless you!"

P.S. He got his reservation.

Hotels WIIHCA?

WIIHCA, you will recognize as a combination of the initial abbreviations for Western International Hotels-Hotel Corporation of America.

The reason we've united them is to point up the combined room night referrals being exchanged monthly by both hotel companies. To the regular guest of either company, this combination has opened up a second world of fine hotel accommodations to add to his traveling schedule through this convenient reservation service. That this has been appreciated by Mr. Traveler is amply illustrated by a typical exchange for the month of August which totaled 8,918 room nights. Hotel WIIHCA? Yes indeed, Sir!

Guest Says It With Poetry

The following charming "poetic" expression of appreciation submitted by the Calgary Inn was left by a guest after vacating his room. It goes to show that it's not only the big things but the small extra touches that are among the many reasons people prefer Westerns hospitality.

DEAR NIGHT MAID . . .

When we got home from our meeting tonight

There was your greeting—so cheery and bright

Thank you for fixing the bed so nice and so neat

We soon rested our heads as well as our feet.

We've enjoyed Calgary Inn each day of our stay

But when Friday comes we'll be on our way

Missouri is our home - that's where we're from

And everyone from this Inn we'll gladly welcome

So you all come.

PERSONALITY PROFILE

BILLY MANN - Little Old Wine Steward of the Century Plaza

THE SWITCH from show biz to Sommelier, while seemingly far fetched, has offered its advantages to Billy Mann, Wine Steward for the Century Plaza's posh Westside Room.

BORN in New York, Billy pursued a career in show business and for several years appeared in vaudeville as well as in many Hollywood movies. As an avocation, he developed a keen interest in wines that steadily increased as his studies into the vintners art became more serious. In fact, this consuming interest finally got the upper hand and he decided to make the switch and learn the trade of the Sommelier.

In June of 1966, when the Century Plaza opened, Billy joined the Western family as appointed Sommelier of the Westside Room. Here, his show business background offered an advantage. One of the marks of a good wine steward lies in the manner of presentation of a wine to a customer. It must be subtle yet some-



what theatrical involving timing and skilled and coordinated movements. These showmanship qualities were naturally instinctive with Billy.

"I CHECK with the captain right after he's taken the food order and then go to the table and recommend to the guests the specific wine which will compliment their dining" says Billy, "and almost always they agree with my recommendation". Billy's costume consists of the traditional black leather apron, chain, silver tasting cup and wine cellar key. As a courtesy he pours a few drops of wine, when serving, into his silver tasting cup and tastes it in front of the customer.

"When the customer has sipped from his glass and is satisfied, I leave". But I do return to fill glasses and I'm always ready to sell a second bottle," Billy added with a smile.

WESTERN'S People in the News



Lightweight Ledger Clerk Is Heavyweight Hero

Slightly built Philip Lee, City Ledger Clerk for the St. Francis hotel, is no lightweight when it comes to subduing burglars.

Recently, Lee and his wife were awakened at one a.m. in the morning when they heard someone enter their room although their doors had been locked. Philip quietly arose and searched the house but could find no one. Apparently the intruder had heard him and remained hidden. However, Philip remained posted behind a door and waited. Sure enough, the would-be-burglar revealed himself and was accosted by Lee with a quick one-two "rabbit punch" that sank him to the floor. While he held the intruder down, he instructed his wife to call the police and was able to keep him subdued until help arrived. Philip is 5'4" tall, weighs 121 pounds . . . and packs a powerful wallop!

Tables Turned for Banquet Porter



Unknowingly, Garrett Gaines, Banquet Porter for the Anchorage Westward, helped turn the tables on himself in one of the greatest surprises of his life, recently.

Garrett, a five-year employee of the

A/W, puts in many long hours each day at the hotel to make sure that party and convention functions are properly set for these events. In spite of his many duties and long hours, he always seems to find time to be of assistance to his fellow employees. So when it was learned that Mrs. Gaines was soon due for her fifth child, Garrett's fellow workers got together and arranged a surprise baby shower in his honor and as a gesture of the appreciation. To alleviate any suspicion on Garrett's part, fellow staffers even included Garrett's assistance in setting up the party indicating that it was for someone else. It was a flabbergasted Mr. Gaines when some 50 fellow employees in attendance announced their surprise and offered their congratulations to the about to become fifth time father.

Garrett is shown above opening one of his many gifts he received for his expected child while Jeannette Gimmalva, Head Banquet Waitress, lends an assisting hand.

Waiter's Generous Actions Saves Stranded Seabee

Things couldn't have looked gloomier for Seabee Cecil Watkins on leave from Viet Nam as he sat desolately in his hotel room in Waikiki. The doctor insisted that his wife, who had flown to Honolulu to celebrate his R & R leave, return to California immediately for her personal physician's treatment for shock resulting from the robbery they suffered the night before.

They were penniless and had to borrow money from the Red Cross even to pay their hotel bill while the management had been "less than gracious" about suggesting they move on as soon as possible.

Cecil's gloom was interrupted by a phone call. A cheery voice on the other end of the line asked, "Can I come up to see you . . . I think maybe I can help you out! The dazed Watkins, not knowing what to expect, invited the caller to his room.

Gino Tom, an irrepressibly enthusiastic waiter at the Top of the "I" Restaurant of the Ilikai, arrived and identified himself then explained he had read the newspaper accounts of the Watkins' misfortune and felt badly about the treatment he had received.

He insisted that the couple come to the Ilikai where he had reserved a room and made arrangement for the balance of their stay in Honolulu including all meals at his personal expense. (The Ilikai management provided for the room and meals when they learned what Gino had done).

However, Tom provided transportation around the city to see the sights, and trips to Fort Shafter to deal with the Red Cross people and throughout Watkins' stay before he had to return to DongHa in Viet Nam.

Watkins' faith renewed in his fellow man made this comment as he left, "It's a shame it had to happen . . . but everyone's been so wonderful and I never would have met a friend like Gino unless it happened."

Front! salutes Gino Tom for his most generous action, another of our WIH staffers "who make the difference."



Seabee Cecil Watkins with his benefactor, Waiter, Gino Tom enjoys a luncheon at the Top of The Ilikai Restaurant.

FRONT! INTERNATIONAL

Mexico Properties Ad Plans discussed



ATTENDING a group luncheon to discuss the joint advertising program for all Mexican hotel properties are from left: (standing) Michel Sauve, General Sales Manager, WIH de Mexico; Fernando Guerrero, Manager of the Victoria, Oaxaca; Dr. Isidoro De Orta, Manager of the Majestic Hotel; Enrique Lozano, Project Manager, Hacienda Cocoyoc; Javier

Ortega, Manager Virrey de Mendoza, Morelia; Alejandro Hernandez, Manager of the De Cortes; John Berthelot, Manager of the Alameda; Goern Sroka, Executive Assistant Manager of the Alameda; Ramon Zapata, Manager of the Ritz. (Seated) from left: Raul Sanchez, Manager of the Francis; Peter Hemp, Vice President and Account Executive of the cor-

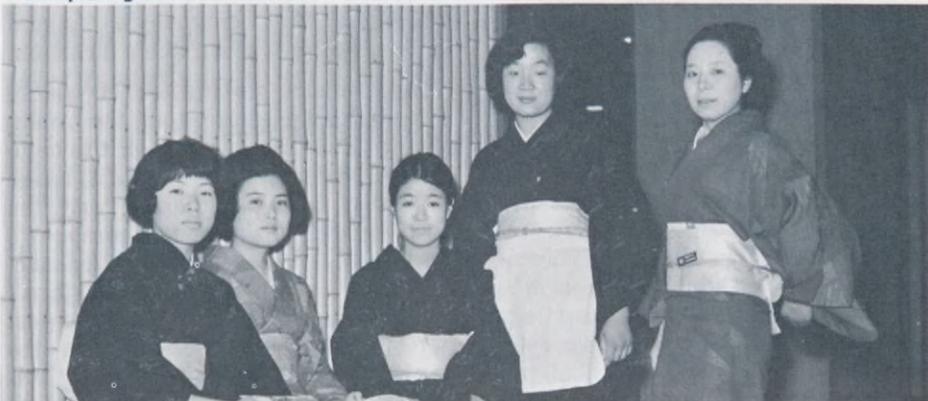
porate advertising agency, Cole & Weber; Ken Mallory, Vice President WIH de Mexico; Willis Camp, Director of Advertising and Public Relations for WIH; Rudy Casparious, General Manager; WIH de Mexico.

CAMP and Hemp had flown down from Seattle in late September for a series of ad programming discussions with the hotel managers and other WIH de Mexico executives that included Federico O'Farrill, (not shown in photo), Project Director and General Manager of the Mexico City Camino Real now under construction.

THEIR TEN-DAY stay allowed them to visit many of the Mexican properties including those now under construction. Both reported as being "tremendously impressed" with the construction and design plans for the Hacienda Cocoyoc and the new Camino Real in Mexico City. They also visited the site of the proposed Camino Real Hotel to be built in the developing resort community of Puerto Vallarta and visualized it as a "very exciting addition to our resort properties in that country."



The Accounting Department of the Hotel Camino Real in Guadalajara moves outdoors and relaxes under a shade tree while the Front! cameras capture this staff portrait. From left: Marco Antonio Landero, Carlos Herrera, Luz de Lourdez Martinez, Antonio Alvarez T. [Comptroller], Esther Nieto, Edmundo Urbina and Enrique Aguirre.



Five charming kimono-clad waitresses of the Palace Hotel's Wadakura restaurant pose for their group portrait. The Wadakura is a Japanese style restaurant where specialties such as Sukiyaki, Tempura and Sushi are served. From left: Yoko Matsuo, Fumiko Hayashi, Teiko Shimada, Motoko Komatsu and Sadako Kashihabara.



The Hotel Miramar's Mandarin Theatre Restaurant is noted as one of Hong Kong's most exotic showplaces. Adding to its colorful atmosphere is the restaurant's host staff who greet and usher diners to their tables. These ushers are dramatically attired in intricately detailed armor depicting that worn by the famous Mongolian conqueror, Genghis Kahn, as modeled above.



BEHIND THE SCENES AT WIH

FINANCE COMMITTEE

Part VII – “Purse String” Planning for Western’s Progress

WESTERN’S RAPID EXPANSION is obvious even to the newest family member. It seems that each issue of *Front!* announces a brand new hotel being planned or under construction while other fine existing hotels continue to join the Western ranks from many parts of the world.

IN EVERY CASE, we’ve become aware of a very important common characteristic shared by all these properties . . . they are all first-class and they are among the finest to be found in their respective communities!

This active, healthy growth while maintaining Western’s enviable quality image and international acceptance, is the basis of the company’s operational policy. It has become a source of pride and assurance among the WIH family members.

To have achieved this successful position has required a great deal of expert and imaginative long range planning in all areas of our operations. Most certainly it has required sound, carefully considered and expertly administered financial planning.

THIS ALL IMPORTANT role of financial planning which must provide the monetary “fuel” and financial direction of all Western’s activities is the responsibility of the company’s Finance Committee. This Committee studies and offers its authoritative recommendations upon the financial feasibility of all corporate activities. It is for this Committee to seek out and negotiate the best possible financial arrangements for the company.

CORPORATE ACTIVITIES presented to the Committee could include, for instance, consideration of going into an entirely new market area with a new property as in the case of the Bonaventure in Montreal, or consideration of the financial feasibility of a new property or addition to an existing property in an established market such as the Washington Plaza in Seattle, or the proposed Bayshore Inn project in Vancouver, B.C. Fees to be charged under Western’s many management contracts are reviewed by this committee.



Finance Committee Chairman, Harry Henke III [left] seeks some financial consultation from Committee member and Company Director, Charles Saunders.

THE FINANCE COMMITTEE reviews all budgets for all Western hotels. The Committee either approves the budgets as submitted or makes alternate recommendations. Whether or not a property has the ability to finance the budget itself is determined; if not, the property is given assistance in obtaining the necessary financing when possible.

IN ANY CASE, the recommendations of the Finance Committee have a direct bearing in determining the final course of action in Western projects. It is this Committee who is primarily responsible for the company’s “purse strings”. It is they who must fit new projects into financial planning consistent with the over-all development of Western.

Harry Henke III, vice president of Western International Hotels Company, is the chairman of the Finance Committee. Mr. Henke, who has been with Western since 1962 is a lawyer and is responsible for the preparation and interpretation of the many legal documents involved in each negotiation. Mr. Frank Reid, vice chairman of the Finance Committee, is also Western’s treasurer and is chairman of the Accounting Services Committee. Mr. Charles Saunders, a Western

director, is a member of the Committee and acts as financial consultant to the company. Remaining members of the Committee are: Edward E. Carlson, Frank A. Dupar, Jr., Robert W. Dupar and L. P. Himmelman. In addition, Marvin Chamberlain coordinates activities between operations and Finance Committees.

CORPORATE FINANCING in Canada is coordinated by Earl Larson, vice president of Western International Hotels Limited (a Canadian subsidiary of Western International Hotels Company).

International Western Hotels Ltd. President Willard E. Abel, with International Western’s Executive Vice President, Robert Dupar, share the responsibility for the coordination of Western’s International financing.

EACH NEW HOTEL proposal submitted by Western’s Executive Vice President, L. P. Himmelman, on behalf of the Development Committee is carefully studied by the Finance Committee to make certain that the new property meets the “financial” standard of Western before being recommended for Board of Directors approval.

The Finance Committee also coordinates the financial activities of the many wholly-owned Western subsidiary companies in which Western has a varying degree of financial interest.

WESTERN STOCKHOLDER affairs is another area of responsibility for this Committee. The Committee recommends to Western’s Board of Directors appropriate dividend schedules. The company’s Annual Report also falls under their direction.

The Finance Committee of course is primarily interested in the maintenance and improvement of the company’s profit picture, which is based on sound financial planning and the best possible usage of the company’s resources. That they have been successful is demonstrated by Western’s position today as the third largest hotel management company in the world. **It is also a tribute to this group that in achieving this position, Western’s operational philosophies of quality and service continue to be strengthened.**

Front! Family Features

RECIPES I LIKE BEST

"My compliments to the Chef," has become a well used expression heard throughout the Anchorage-Westward restaurant and dining areas these days.

This well deserved plaudit from pleased hotel diners is directed to its culinary artist, Chef Hans Lenz. It is the result of his "world of experience" and skills that is presented daily at the A/W tables.



CHEF LENZ

From 1952 to 1955, Swiss-born Lenz took his apprenticeship at the Hotel Bellevue in his hometown of Kreuzlingen. From there he went to Scandinavia and worked in the fine restaurants of Stockholm and Copenhagen. For yet another two years, he cooked his way, literally around the world on a Norwegian Flagship.

In 1949, Chef Lenz arrived in the United States and followed a cross-country culinary career working in various hotels and restaurants in New York, Philadelphia, Palm Springs, Seattle and finally to Anchorage in 1964 where he worked as Executive Chef for a local specialty restaurant.

Chef Lenz joined the staff of the Anchorage - Westward, and WIH, as Sous Chef for the hotel in 1965. Two years later, in July of this year, he was appointed Executive Chef.

Among his outside interests, Chef Lenz is a confirmed sports addict with soccer being the top of his list. He also enjoys foreign languages and has a fluent command of seven of them. He is married and the proud father of three daughters.

Here is one of his favorite recipes:

MINCED FILET VEAL SAUTE ALA RUSSE

INGREDIENTS:

1/3 cup shallots
1 lb. veal
1 cup sliced mushrooms
1 teaspoon paprika
1/2 cup of white wine
1 1/2 cup coffee cream
2 oz. butter
1 1/4 oz. flour
1/3 cup chopped parsley

PREPARATION:

Saute sliced meat to a golden brown in a pan. Add paprika and white wine. Melt butter with shallots in a separate pan; add flour, coffee cream, and mushrooms. Cook for few minutes and season the sauce to your taste. Mix the sauce with the meat, and let cook up for a few minutes more. Serves well with noodles or in rice ring. Sprinkle with parsley. Serves about six.



FRONT FUNNIES

Office Bore: "Have I told you all about my new grandchild?"

Bored Steno: "No, and you don't know how much I appreciate it."

* * *

Overheard in the kitchen, "To make a long story short, there is nothing like having the Chef walk in."

* * *

The boss was exasperated with his new secretary because she kept ignoring the telephone when it rang.

"You must answer the telephone," he told her irritably.

"O.K.," she replied, "but it seems so silly. Nine times out of ten it's for you."

LOBBY QUIZ

What's going on in Western's World as reported in this issue of FRONT!? Take this easy quiz and test how good a reader you are:

QUESTIONS:

1. What is the name of the new WIH hotel under construction in Johannesburg, South Africa?
2. What WIH Committee group is primarily responsible for the company's "purse strings?"
3. When are the "Idea Dollars" contest winners being announced?
4. Entries for December's "Western Topper" contest must be post-marked by what day?
5. What hotel is featured in this month's "Hotel Profile" story?

ANSWERS:

1. The Carlton
2. Finance Committee
3. December FRONT!
4. Thursday, November 30
5. The Northern



Back Of The House

with

Gina Tucker

Executive Housekeeper of the Cenutry Plaza

Housekeeping Hints.

Here's a simple way to remove fat from pan drippings — place a cold lettuce leaf on the drippings and let the fat cling to it, then discard the lettuce leaf.

* * *

Lost and Found is a busy department in all our hotels. So many items no one ever claims and heading the list of seemingly useless items is one earring. Don't throw them away. Use them to decorate a styrofoam Christmas tree . . . makes a beautiful "table topic" Holiday decoration. Use odd buttons and cuff links, too.

* * *

Tomato paste, if not used entirely, turns black in the can and you usually end up throwing out the unused portion. Now, a solution — cover tightly with foil and place in freezer compartment. Defrost when needed. No waste!

* * *

Recipe Ideas

What with the Holidays coming up, here is one of the simplest and best fruit cake recipes we've ever tried. It's called . . .

TROPICAL FRUIT CAKE

3 cups whole brazil nuts*
1 lb. pitted whole dates
1 cup drained whole marschino cherries

Sift and mix together: 3/4 cup flour, 3/4 cup sugar, 1/2 tsp. soda, 1/2 tsp. salt. Add to fruits and mix well to coat. Beat 3 eggs until light and foamy, add 1 tsp. vanilla and stir into fruit and flour mix. Put into greased pan lined with 3-4 layers of wax paper. Bake at 300 degrees F. for 1 hour and 45 minutes. Can be eaten at once or will keep well in the refrigerator wrapped in foil.

* * *

Here's a quick 'n easy party dessert: Melt 6 oz. Guava jelly, add 1/2 cup Sherry 1/2 cup lemon juice Serve over canned or fresh freestone peaches, top with toasted coconut.

* * *

* Brazil nuts can be easily cracked by boiling them in water 2 minutes, let stand overnight, crack and they will come out whole.

Front! Photo Album



Pausing for a moment at the kitchen entry is George Scudder, Assistant Restaurant Manager for the Space Needle.



Dapper Doorman of the Benson, and a most congenial fellow is Al Peterson.



Leola Bates, St. Francis hotel maid, models the attractive uniform used at the Bayshore Inn, complete with feather duster.



A Caravan Inn employee social function brings together [from left] Gene Thill, F. & B. Manager; Bonnie Mautz, Director of P.R. and Sales; and Norman Conkle, V.P. and Managing Director of the Caravan Inn.



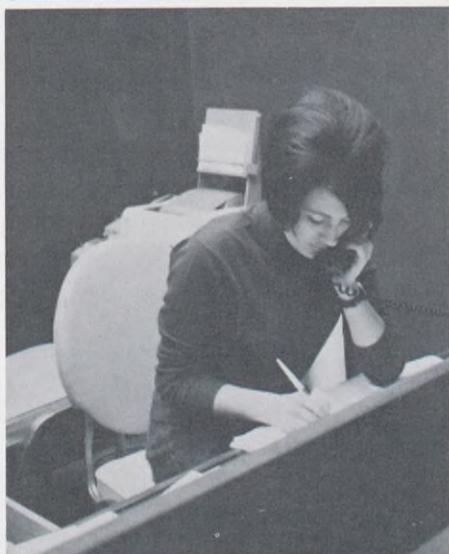
Two of the brightest smiles to be found in the Sir Francis Drake kitchen belong to, left, Mary Parker and [right] Mattie Mullen.



Part of the Cosmopolitan Food and Beverage group from left: Joe Connolly, F. & B. Director; Helen Manning, Catering Secretary; Ed Wells, Banquet Captain; and [seated] Helen Charron, Catering Manager.



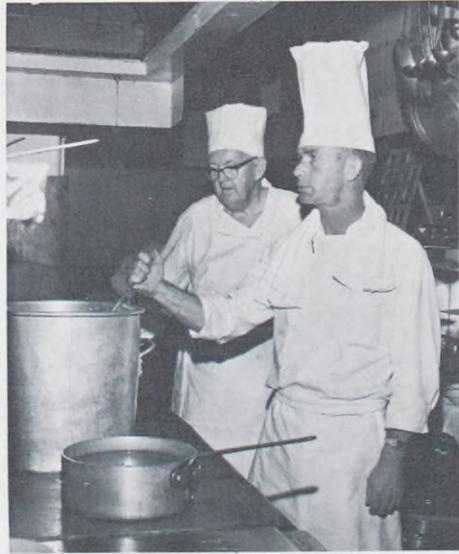
The bewitching season brings out these two bewitching staffers, Mary Barovich [left] and Billie Kraft at the Northern Hotel's Halloween Dance.



Mary-Anne Wayland of the Bonaventure reservations desk fills out another reservation request for this popular hotel.



Bill Strand, Assistant Manager of the Baranof catches up on some paper work.



Adding his touch to the Soup Du Jour right] is Chef of The Oasis, Jim Goss, while Cook, Ralph Pearson, waits to make a taste test.



Winner of one of the Anchorage-Westward's weekly "Dollars For Ideas" contests, Joe Murray, receives check prize from judge Rachel Robertson and congrats from judges Joe Snyder [left] and Scott Sherritt.



Chief of Security for the Century Plaza, Tom Noblitt, checks with his Secretary, Kitty McIntosh on a report.



Bowling 'em over at the Boise City League is this pretty line-up of the Gwyhee Hotels Gamekeeper bowling team. From left: Virginia Johnson, Kay Carter, Marge Mallory, Bea Kamp and Colleen Walter.



Carl Johnson, Doorman at the Georgia, flashes his "Irish" smile for the benefit of two Irish Airline stewardesses staying at the hotel.

Hotel Profile

NORTHERN... For over two decades the Northern Hotel in Billings, Montana has been recognized as one of the finest hostelrys in the great, sprawling Midland Empire.

EVEN FOR THE first time guest, the reasons for its popularity come through immediately and with satisfying clarity. It begins with his entry into the warm and gracious atmosphere of the Northern lobby that seems to extend its hand in genuine welcome. It is found in the friendly smiling faces of the enthusiastic staff who show an open sincerity in their efforts to serve. It is felt in the luxurious comforts of the room accommodations and tasted in the superb dining in the hotel's outstanding Golden Belle restaurant. It is a happy "happening" in traditional Western hospitality — Northern style!

THE PRESENT Northern Hotel opened on July 1942 completely rebuilt on the site where the previous hotel structure had been destroyed by a fire two years earlier. In 1949 it became a member of the WIH family. Since its opening it immediately established itself as the business and social activity center for the area. Today, it is the gathering place for regional meetings and conventions and is the leading convention center between the twin cities of Minneapolis-St. Paul to the East and Seattle to the West. Proudly, the Northern provides the leadership and sets the standards for service and accommodations in the area.

MEETING facilities include a vari-

ety of private rooms that will accommodate groups as large as 1400 for meetings and 1000 for banquets.

THE GOLDEN BELLE specialty restaurant and bar offers Billings' most delicious cuisine and cocktails amid an elegant, turn-of-the-century decor that reflects the area's colorful and robust past. It has received honorable mention in Holiday Magazine's "Distinctive Dining" surveys for the past five years. Excellent meals or light snacks are also served in the Coffee Shop, open for early breakfast and through the late dinner hour. The hotel provides 248 guest rooms and its central location in downtown Billings offers a pleasant convenience for shopping or business.

NORTHERN PEOPLE . . .

These are a few of the Northern staffers who have helped earn for the hotel its reputation as the "hospitality house" for the Midland Empire.



At the Front Desk are Gale Fellman, Bellman; Charles Marcus, Night Auditor and Susan Roods, Switchboard Operator.

NORTHERN



Wade "Red" Burnett, Golden Belle Manager cozys up to Cocktail Waitresses, Jerry Frank [left] and JoAnn Bice.



Madeline Schneider, Asst. Mgr.; Dan Hanchett, Busboy; Bernice Toldness, Hostess-Cashier of Golden Belle Dining Room.



Two of the hard working kitchen pantry crew are Josephine Moncado and Conception Romo.



Hotel Maids enjoy a leisurely lunch



A kitchen chorus-line of Northern Banquet Waitresses and Busboys.