

WORLD

Westin

HOLIDAY HAPPENINGS

Innovation is key to Westin's success: past, present and future



NEW AMENITIES



HEAVENLY BED LAUNCH



ARTS PARTNERSHIP



GRAND OPENINGS



WESTIN
HOTELS & RESORTS®

WESTIN

Holiday Celebrations

MILLENNIUM MAGIC AT WESTIN

Here are just a few of the many incredible options Westin properties offered guests worldwide.

- Millennium Masquerade gala, The Westin Tabor Center, Denver.
- Potlatch at The Westin Salishan Lodge & Golf Resort, Gleneden Beach, Oregon.
- Presidential Suite at The Westin Maui.
- Spectacular Union Station Gala at The Westin Crown Center, Kansas City.
- Black tie entertainment with a futuristic flair at The Westin La Cantera Resort, San Antonio.
- A week of millennium magic at Walt Disney World Swan and Dolphin, Orlando.
- \$99,000 Extreme Golf Outing at The Westin Mission Hills Resort, Rancho Mirage.
- Dancing at The Westin St. Francis, San Francisco.
- Savannah Symphony with The Westin Savannah Harbor Resort.
- Marriage at The Westin Fairfax, Washington, D.C.
- Personal training at The Westin Grand, Washington, D.C.
- Pool party in the Cayman Islands at The Westin Casuarina Resort.
- Sunrise at The Westin Chosun Beach, Pusan, Korea.
- Y2K, Portuguese style at The Westin Resort, Macau.
- Kids' pajama party at The Westin Regina Resort, Cancun.
- Humvee rental at The Westin Maui.
- Fireworks over the Brandenburg Gate at The Westin Grand, Berlin.
- Traditions of Japan at The Westin Tokyo. And many more!

Westin dressed up in celebration of the holidays and the Millennium, and several Westin associates have written to share holiday traditions in their corners of the world. In Mexico, the holidays are celebrated with parties called "posadas" starting on December 16th and running through December 24th on which day a pinata full of fruit of the season is broken.

Thailand celebrates three new years—the 31st of December, Chinese New Year and Thai New Year. The water ceremony, part of the Thai New Year festivities, goes from dawn to dusk and often escalates into city-wide water fights. Anyone who ventures outside is in for a major soaking.

In Scotland, during "Hogmanay," children traditionally go from house to house asking for presents on New Year's Eve.

"Potlatch" is a centuries-old tradition originating with the natives of the Pacific Northwest region of the United States. The Potlatch ceremony celebrates cultural events and often includes singing, dancing, stories and food.

In Japan, special foods are prepared and presented in a traditional Osechi Box meant to last through several days of celebrating.

KEYS TO THE MILLENNIUM



The photo on the cover of this issue of Westin World represents a small sample of a hotel key collection assembled by Ray Sylvester, Area Managing Director, Pre-Opening Operations, Starwood Hotels & Resorts. The collection spans the millennium and includes keys from several countries and continents. The keys are made of all sorts of materials from crude, hand-carved wood to elegant Mirano glass.

There are almost 350 keys in all including a complete collection of Westin keys. From the skeleton keys of old to the electronic keys of today, the evolution of these keys in shape, size, texture and functionality acts as a reminder that guest-pleasing innovations are key to our past success and future growth in the hospitality industry. For further information about the collection, contact ray.sylvester@westin.com.



1. The Westin Tokyo dressed up for the holidays in classic style.
2. Every year, Westin associates perform imitations of famous national and international groups and singers in Mexico at The Westin Brisas Ixtapa's annual Christmas party.
3. Members of the local community and associates of the different hotels in Ixtapa and Zihuatanejo walk to the church accompanied by a seasonal band.
4. The historic Westin St. Francis, San Francisco, annually hosts the largest Santa Convention in the world with over 3,000 Santas on display.
5. The Walt Disney World Swan and Dolphin, Orlando, Florida celebrate the holidays with a variety of activities including Santa's Workshop with stocking decorating, holiday face painting, card design and more.
6. The Westin Resort, St. John USVI lights up the Caribbean night in celebration of the holidays and the Millennium.
7. The Westin Salishan Lodge & Golf Resort, Gleneden Beach, Oregon puts on a traditional "Potlatch" for the Millennium with an Ocean Harvest buffet featuring alder roasted wild Chinook salmon, clams, mussels, Dungeness and King crab.



The Westin Copley Place, Boston recently completed a multi-million dollar renovation which features a new carriage entrance, lobby and front desk with a sleek, cosmopolitan feel and design.



TOURISM COUNCIL AWARDS ROSE



Jack Whitmer, an employee of The Westin Cincinnati, received a ROSE (Recognition of Service Excellence) award from the Tourism Council of Greater Cincinnati. Also honored were nominees Niko Iacobucci (pictured left) and Cathy Magruder (right). The award is given annually, and The Westin Cincinnati has had a winner for three years running.

The Westin Stamford and The Westin Plaza were appointed the Official Hotels for Cirque Du Soleil™ in Singapore for its Asia-Pacific tour of Saltimbanco™. The partnership will cover accommodations for the cast and crew on tour. The Westin Stamford and The Westin Plaza won the Distinguished Patron of the Arts Award from the National Arts Council in 1997 and 1998.



*Cultural
Tour de Force
in Asia Pacific*

K U D O S



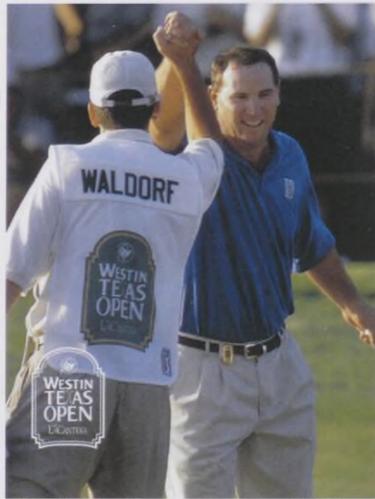
TROPHY PRESENTED

Course designers Robert Cupp and Sam Snead visited the Club at Savannah Harbor, part of The Westin Savannah Harbor Resort in Savannah, Georgia. Snead presented his 1949 Master's Trophy to Norman MacLeod, Executive Vice President of Hotel Operations and John Cottrill, General Manager of the property.

Pictured from left: Cupp, MacLeod, Snead, Cottrill.



Juan de Pablos, Las Brisas General Manager and Tangaxohan Cortes, Executive Chef, receive the "Five Star Diamond Award" from Ulrich Schwartz, Vice President of the American Academy of Hospitality Sciences. Also in attendance were Mr. Eduardo Marrón, Secretary of Tourism of the State of Guerrero, Oliver Lombard, President of the Vatel Club and Mr. Javier Vega, Under Secretary of Tourism.



Officials are hailing September's Westin Texas Open at The Westin La Cantera Resort as the best ever. A dramatic 45-foot birdie putt gave Duffy Waldorf his third career victory on the PGA Tour.

Record crowds and a sizzling theme added to the excitement. The golf tournament was held fiesta-style with all the colors, tastes, and sounds that have made San Antonio so alluring to tourists.

The 1999 event, sponsored by Westin Hotels & Resorts and USAA, saw some of the greatest names in golf history teeing up on the par-72 course which is part of The Westin La Cantera Resort. "This is the first year that the hotel is in full operation for the tournament, allowing the players on the tour to stay on property. This, coupled with a larger purse, and the involvement of Fairchild Aerospace to offer chartered flights, has made the tournament a lot more attractive to PGA players," said Tony Cherone, General Manager.



delicious innovation

Food and wine aficionados met in San Antonio last August to develop more than 30 recipes for "Nuevo Latino," Westin's latest innovation in food and beverage service. This vibrant, bold cuisine was introduced in the fall throughout Westins in North America. Industry innovators Mark Miller, pioneer of Modern Southwestern Cuisine; Doug Rodriguez, the "father of Nuevo Latino" and Andrea Immer, Starwood's Corporate Director of Beverage Programs and "Best Sommelier in America, 1997" were on the team.

HOW'S THIS FOR OPENERS?

Continuing its pace of opening one new hotel per month, Westin's development continues around the globe. Looking ahead to early 2000, hotel openings are being planned for Whistler, B.C., Palo Alto, California and Melbourne, Australia.



THE WESTIN RIVERWALK
SAN ANTONIO

The Westin Riverwalk opened in December on San Antonio's prestigious downtown waterfront walkway. This elegant 473-room hotel offers contemporary comfort while reflecting the history and flavor of this major tourist destination.



THE WESTIN SYDNEY
No.1 MARTIN PLACE

With strong ties to Sydney's future, The Westin Sydney is also permanently connected to the city's past with the integration of Sydney's historic General Post Office, a heritage-listed Victorian building which opened in 1887.



THE WESTIN
PORTLAND

The prototype of the new Westin 200 hotel concept, The Westin Portland caters to the individual traveler through its intimate environment and focus on guest services and amenities.



THE WESTIN
KUNMING

Set in the rapidly-developing central business district, The Westin Kunming is the first 5-star hotel in the city. The hotel is part of an integrated complex called Kai Wah Plaza, and boasts 554 beautifully appointed view rooms and suites.



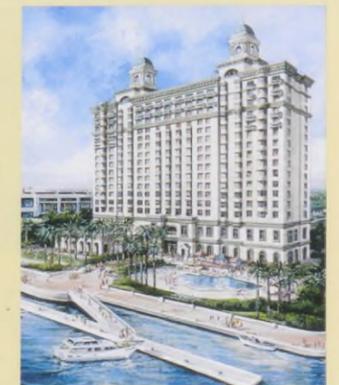
THE WESTIN
TAIPEI

The 15-story Westin Taipei is located in the most central site of the city's downtown business and financial districts. Every guest room features two-line speaker phones with data port for personal computer connections.



THE WESTIN RESORT,
TA SHEE

Just a short distance from Taipei, the hotel nestles in a country setting among rolling hills and spectacular gorges. The entire resort encompasses 500 acres including the 208-room hotel, a 27-hole championship golf course and sports plaza.



THE WESTIN
SAVANNAH HARBOR RESORT

Located on Hutchinson Island in the Savannah River, the hotel boasts its own marina for guests arriving by yacht. In early 2000, the resort will be connected by covered walkway to the Savannah International Trade and Convention Center.

THE HEAVENLY BED

has a king-sized launch



The Heavenly Bed launch was kicked off at The New York Stock Exchange and in New York's Grand Central Station. From there on out each property launched the Heavenly Bed in a unique way.

From coast-to-coast, the fall launch of the Heavenly Bed was nothing less than spectacular. The Westin Tabor Center & The Westin Westminster did a major roll out—literally. Their Heavenly Bed on Wheels, bus wheels, went straight to their customers' doorsteps. The Westin Indianapolis & The Westin Suites Indianapolis North collaborated to garner a grand total of 28 minutes of broadcast coverage in "Indianapolis," a CBS morning news show. Coverage took place over several days and keyed on a "Pajama Contest." The Westin Innisbrook Resort, Tampa Bay captured comprehensive front page news in the business section of their local paper generating approximately 1 million impressions. The Westin Savannah Harbor Resort floated a mock Westin guest room complete with Heavenly Bed on a river barge and had two "business type" skydivers "drop in."

NEW UPSCALE GUEST AMENITIES COMPLIMENT THE BRAND.

After three months of testing, new amenities products are being rolled-out throughout Westin. The new line sports a fresh look from top to bottom. The generous bottles hold 2.4 fluid ounces, compared to the previous 1.5 ounce bottles.

The new amenities are a custom formulation bound to please the most discriminating guest. The line consists of shampoo, separate conditioner, bath gel and body lotion. There are also two round bars of pleated, wrapped soap—one 3-ounce and one 2.2 ounce.

These new bathroom amenities will be accompanied by other in-room items all sporting a new, modern, sophisticated look for Westin. These include wastebasket, coffee maker, tray, telephone and radio.



CLASSIC



panache comes to Westin

From the front door to the front desk and beyond the service team at Westin will soon be wearing a whole new look. These artist sketches give you an idea of the sophisticated new direction Westin uniforms are taking. Included are front office styles in navy and green; doorman in charcoal gray and Service Express® attendants in black and white stripes. Resort options are also available.



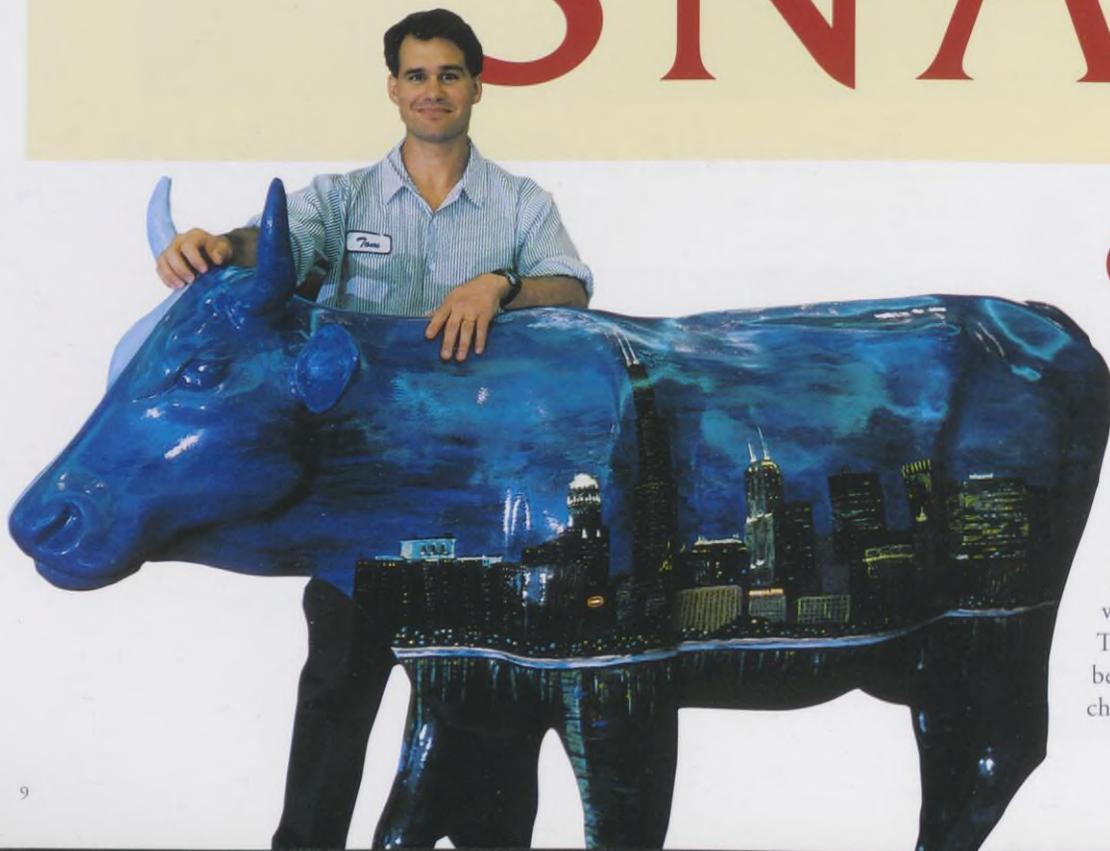
The Westin Stamford and The Westin Plaza announced the appointment of Chef Ivan Yeo Siak Thong as Executive Chef. Here he presents his award-winning creation, Roasted Lamb Loin Scented With Lemon Grass on Sautéed Baby Pea Shoot and Green Peppercorn Sauce. Together with three other culinarians, Executive Chef Yeo won the championship at the Black Box Culinary Challenge held at the Hilton International Singapore last June. Thirteen top teams competed in the event.

COMPLIMENTS TO THE CHEF

Restaurant Manager Gwen Butler, Williams-Sonoma founder Chuck Williams, and Executive Chef Christopher Leu toast moving into the Millennium with the opening of the new Mediterranean bistro, Bar 10 at The Westin Copley Place, Boston.



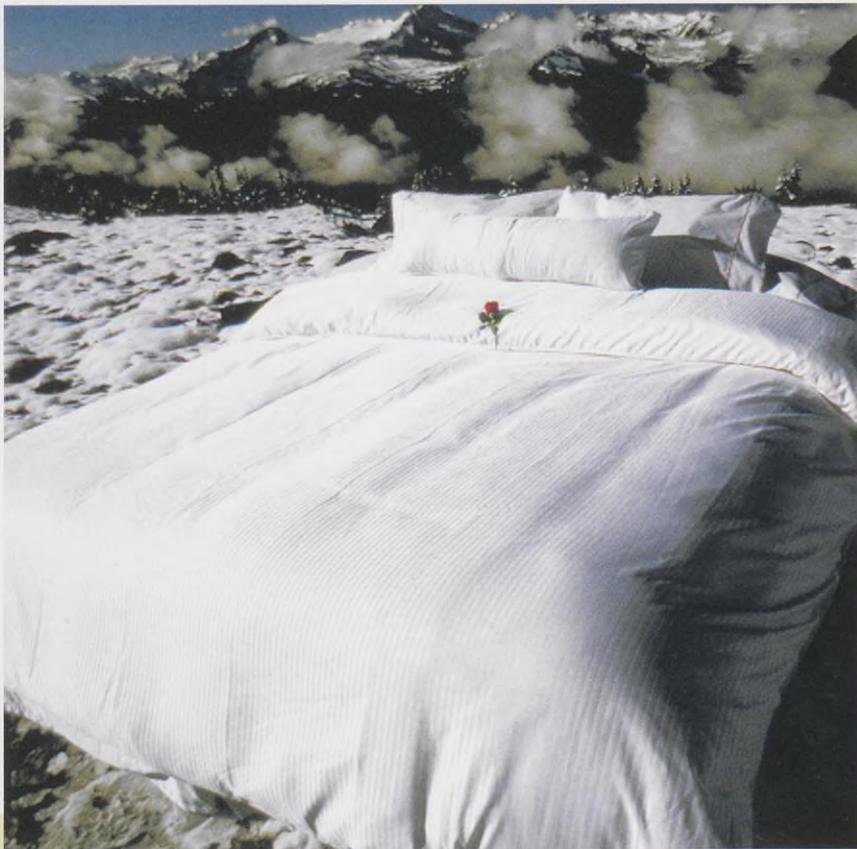
SNAPS



Tom McGarry, an apprentice engineer at The Westin Michigan Avenue, Chicago created art-on-the-hoof for a Summer Public Art Exhibition, part of the Chicago Public Art Program. The cow, displayed in the hotel's lobby, was one of about 300 "Cows On Parade" throughout Chicago which were auctioned off for charity. The "moo" beautiful cow really beefed up lobby traffic when it checked into the Westin.

The Heavenly Bed Goes to the Top

To introduce the Heavenly Bed, The Westin Resort & Spa, Whistler, B.C. (slated to open in April of 2000), took Westin's latest innovation right to the top. The Heavenly Bed is pictured here in all its glory at the top of the aptly named, Seventh Heaven chairlift.



HOTS



FAMOUS PEOPLE IN BOSTON

The National Conference of Community and Justice kicked off the Millennium early and had their annual breakfast at The Westin Copley Place, Boston featuring guest speaker, actor James Earl Jones pictured with Larry Kreiner, Director of Catering.

The Westin Grand, Berlin held a press conference for the Unicef "Check Out For Children"™ program. Pictured left, famous European actor, Pierre Brice from Paris, added some panache to the proceedings as well as a personal contribution of 500 Francs. Pictured right is General Manager Michael Schlueter.



THE WESTIN WELCOME

goes high tech



"Paperless check-in" eliminates the long wait at the front desk, speeding guests on their way to the many pleasures awaiting them at each hotel.

Westin is on the fast track to a paperless front desk. Several Westins have already eliminated registration cards at check-in paving the way for all Westin properties to move into "fast tech" check-in.

Reservations, front desk and accounting play key roles in the success of the paperless check-in process. It begins with the reservation. The information received during the reservation lays the groundwork for a fast, efficient check-in as well as all other guest interactions during and after a stay with Westin. Interaction with guests does not end at check out. Guests may call to inquire about charges and this is where accounting will need to have the tools necessary to research the guest history.

Westin has put together a full plan for implementation of the new system. Ultimately, the paperless check-in will be as easy for our own team to implement as it is for our guests to experience. It's going to be a welcome change for us all.

For further information, contact Eve Schremp at (914) 643-0377 or eve.schremp@starwoodhotels.com.

HEAVENLY GRADUATION

Graduation ceremonies were heavenly for the Master Trainers of Rhythms of Hospitality! On November 5, 1999 at The Westin Peachtree Plaza, seven outstanding trainers received the title of "Master Trainer."

Master Trainers will conduct the public workshops for Rhythms of Hospitality as well as oversee training for new Westin hotel openings and conversions. Master Trainer candidates were asked to send a video showcasing their presentation skills and a letter of recommendation from their Director of Human Resources, to the corporate office. Select candidates were then invited to attend a three-day workshop where they learned advanced facilitation skills, as well as their role and responsibilities as a Master Trainer.



Ceremony attendees pictured here include (back row left to right): Douglas Canterbury, Manager of Training and Development, Walt Disney World Swan and Dolphin; John

Devine, Director of Training and Quality Assurance, The Westin Mission Hills Resort; Josie Peterson, Director of Learning Systems, Westin Brand; Francis Tan, Divisional Director of Training, Asia Pacific. (Front row left to right): Sandy Murowchick, Service Express Manager, The Westin Mission Hills Resort; Gary Taylor, Director of Human Resources, The

Westin Ottawa; Kena Leak, Director of Training, Meristar Hotels & Resorts (Westin Franchised Hotels) and Regina Mort, Human Resources Manager, The Westin Indianapolis.