

# Front!



September 1977

WESTERN INTERNATIONAL HOTELS  
Partners in travel with United Airlines



**Bonaventure's LeCastillon does it again.**

(Details Page 3)

### Some thoughts on working relationships

I would like to share with you some thoughts on human relations that appeared recently in a very excellent article.

Since the article was quite long the text has been edited somewhat. But these basic truths still remain:

"Sooner or later most people will discover that their working relationships are a mixture of good days and bad, of victories and defeats, and of give and take. As we develop we also learn, among others things, that:

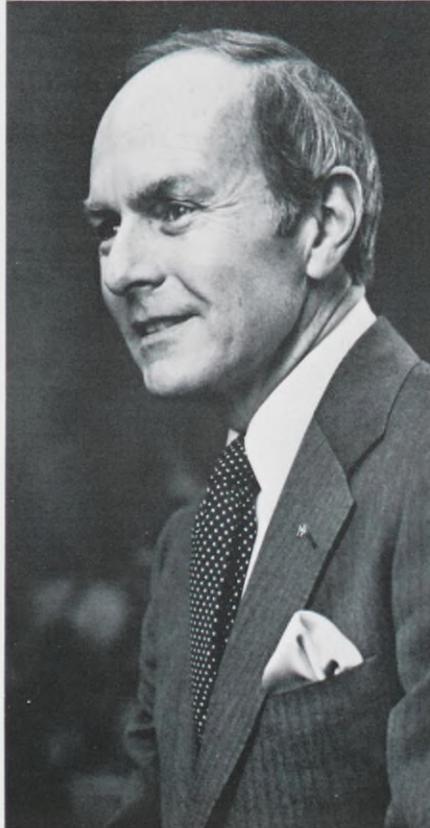
- It doesn't pay to be overly-sensitive. We must let some things go over our heads.
- Co-workers are no harder to get along with in one place than another, and 'getting along' depends about 98 percent on our own behavior.
- People who lose their temper usually tend to lose out.
- Everybody gets up 'on the wrong side of the bed' now and then. But that doesn't mean we should burden others with our 'grouch.'
- You can't do much about the weather, but even the gloomiest day looks brighter following a 'Good morning' smile.
- One of the biggest secrets to success is in enjoying doing what you're doing."

While these thoughts are not new to most of us, we all can benefit from being reminded of them on occasion. I found these human relationship reminders personally worthwhile.

It is our positive and friendly working relationships with our fellow employees that is part of our unique Western International Hotels' spirit.



**HARRY MULLIKIN**  
President and Chief Executive Officer



**FREDERICK BECK** from assistant controller Mayflower to assistant controller St. Francis.

**GEORGIA BOFYSL** from communications coordinator Houston Oaks to group reservations coordinator Galleria Plaza.

**MARKUS BOSIGER** from executive chef Hotel Toronto to executive chef Galleria Plaza.

**JAMES BRAY** from assistant catering director Crown Center to convention services manager Galleria Plaza.

**SUSAN BRAY** from Coffee Garden manager Crown Center to Cafe Plaza manager Galleria Plaza.

**RICARDO DaGAMA** from reservations manager Houston Oaks to reservations manager Galleria Plaza/Houston Oaks.

**BONNIE DAHLQUIST** from catering sales coordinator/public relations Houston Oaks to catering sales manager Galleria Plaza.

**KATHRYN DEHN** from accounting clerk Crown Center to payroll supervisor Houston Oaks.

**MICHAEL DEIGHTON** from employee relations manager St. Francis to administrative assistant of hotel management division Executive Offices.

**PEGGY EWING** from chief PBX operator Houston Oaks to chief operator Galleria Plaza.

**DANIEL GREGORY** from assistant controller Washington Plaza to assistant controller Galleria Plaza.

**JOHN HENDRIE** from assistant director of personnel Los Angeles Bonaventure to director of personnel St. Francis.

**RICHARD HESTER** from director of purchasing Houston Oaks to director of purchasing Galleria Plaza/Houston Oaks.

**CATHERINE HOAGLAND** from chief accountant Detroit Plaza to assistant controller Washington Plaza.

(Continued on page 3)

## Front!

A monthly publication by and  
for employees of  
**Western International Hotels**

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LITHO IN U.S.A.

## Le Castillion—other WIH restaurants—win Holiday dining recognition

Again this year, as in the past several years, the Bonaventure's Le Castillion was selected as a top award winner in Holiday magazine's 1978 listing of great North American restaurants.

In gourmet dining circles, the award recognition is not to be taken lightly.

Holiday's restaurant editor describes the recognition concept in this mouthful: "It (the award) seeks to honor the individual, talented, dedicated, quality-minded operator who, in the service of his patrons, contributes to the community a landmark known for dependable excellence, unequivocal honesty, and fairness."

In addition to its listing of award winners the magazine's annual "Guide to Fine Dining" report also features a recommended restaurant listing. These are restaurants that, "... may not be as elegant or as superior in inspiration, but are outstanding in performance to such a degree that we recommend them for your patronage."

Winning performers in this category were the Olympic's Golden Lion restaurant and the London Grill at the Benson. Two independently operated restaurants—Yamato's at the Century Plaza and Trader Vic's at the Bayshore Inn—were also awarded Holiday "Recommended" recognition.

### ON THE MOVE

(Continued from page 2)

**JAMES JOHNSON** from sales manager Washington, D.C. Regional Sales Office to sales manager St. Francis.

**TREVOR KENDALL** from assistant director of personnel Continental Plaza to director of personnel Space Needle Restaurant.

**BILLIE KING** from director of housekeeping Houston Oaks to director of housekeeping Galleria Plaza.

**WALTER LINDEMANN** from chief engineer/building superintendent Houston Oaks to building superintendent Galleria Plaza.

**JORG NEUENHAUS** from senior assistant manager Bayshore Inn to executive assistant manager Camino Real, Mexico City.

**BRUNO PATASSINI** from manager of Victor's, St. Francis to catering manager Bayshore Inn.

**PETER QUATTRONE** from assistant controller St. Francis to controller Wailea Beach.

## PR Seminar voted overwhelming success



Seminar attendees who took a familiarization tour of Seattle included (from left): Ken Kitchin (Detroit Plaza), Don Blum (St. Francis & Miyako), Valery Satin (Ilikai & Wailea Beach), Nancy Meyers (Washington Plaza), guest Walt Evans (Seattle Times feature columnist), Joy Metcalfe (Bayshore Inn), Diane Roch (Bonaventure), Elisabeth Weinberg (Space Needle), Ron LaRue (WIH director of advertising and public relations), Pat Samson, partially hidden (Hotel Toronto), Barbara Harlow (Crown Center), Gina Henry (The Plaza), Audri Adams (Continental Plaza), Bill Dugovich (WIH public relations manager), Barbara Sand (WIH advertising department manager).

The first public relations seminar in the history of Western International Hotels was held in Seattle recently.

The three-day program was attended by ten representatives of hotels ranging from the Ilikai in Honolulu to the Bonaventure in Montreal.

The sessions opened with an introductory report by Ron D. LaRue, corporate director of advertising and public relations, followed by Bill Dugovich, public relations manager, with a review of public relations responsibilities.

During the three-day event, productive and informative sessions included presentations by veteran speakers and writers from area-wide newspapers and magazines, radio and television stations.

Critiquing the unique seminar, Audri Adams, director of public relations at the Continental Plaza hotel in Chicago, said, "The conference made for a very provocative and creative climate." Pat Samson of the Hotel Toronto is "... bursting with ideas and enthusiasm." Joy Metcalfe, recently

appointed director of public relations at the Bayshore Inn in Vancouver, B.C., said, "The idea exchange was invaluable."

Ken Kitchin, director of public relations for the Detroit Plaza, wrote, "the value of programs far exceeded the cost." And all of the participants agreed that they would be able to return to their individual properties with a greater awareness of inter-hotel and corporate cooperation, as well as many new promotional ideas to help increase public awareness of their hotels.

Other attendees at the first public relations seminar were Sue Brush, Olympic; Gina Henry, The Plaza; Diane Roch, Bonaventure; Nancy Meyers, Washington Plaza; Barbara Harlow, Crown Center; Don Blum, St. Francis and Miyako; Elisabeth Weinberg, Space Needle; Valery Satin, Ilikai and Wailea Beach.

The seminar was coordinated by Nancy Vetter, assistant to the director of advertising and public relations and Cindy Trumble, public relations assistant.

**GERALD THOMPSON** from apprentice cook Olympic to saucier South Coast Plaza.

**ALBERT SCHLAEPFER** from executive sous chef Bayshore Inn to executive sous chef Peachtree Plaza.

**GEORGE WAY** from bartender Cen-

tury Plaza to assistant beverage manager Los Angeles Bonaventure.

**WILLIAM WEBB** from assistant banquet manager Michigan Inn to assistant restaurant manager of the Sidewalk Cafe, Los Angeles Bonaventure.

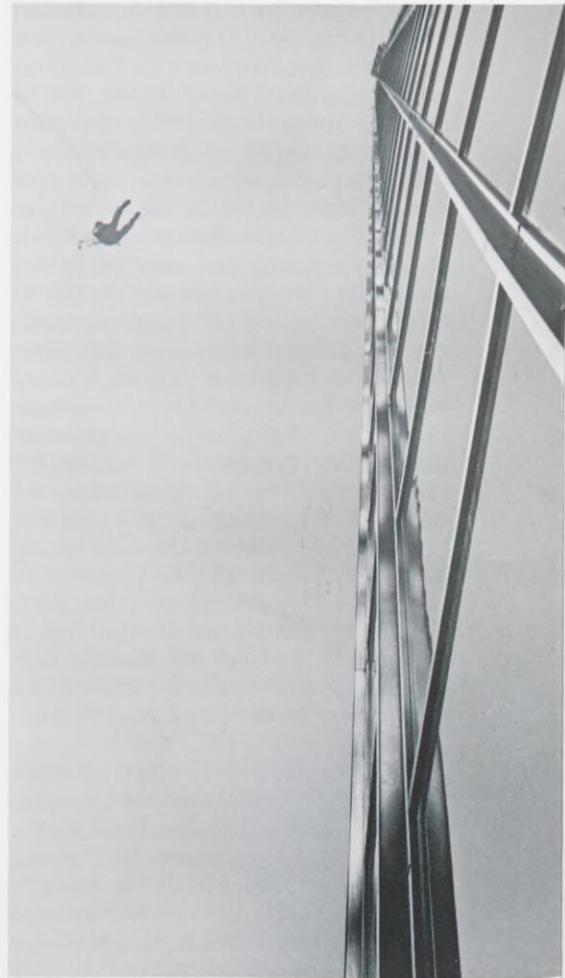


### < 'Face lifters'

**Honolulu** — Work is now underway on a face lift of the ILIKAI's outside Fountain Lanai. When completed, this popular guest rendezvous will not only have a new look, but also a new name—the Centre Court, in keeping with the Ilikai's tennis resort emphasis. Working on the project are maintenance workers Gary Toma (left) and Ernest Oya.

### 'It's a bird. It's a plane. It's . . .'

**Atlanta** — It wasn't Superman, but Atlanta businessman Ben Colli who on July 4th, jumped off the roof of the 70-story PEACHTREE PLAZA in a spine-chilling publicity stunt that left hundreds of spectators gasping and cheering. Colli's jump-by-degrees (pictured in flight at upper left) was accomplished with the aid of a rope extending 724 feet down the side of the building. Waiting to greet Colli with a chilled bottle of champagne upon his descent to ground level was the hotel's executive assistant manager Jim Treadway.



### Session in Chicago

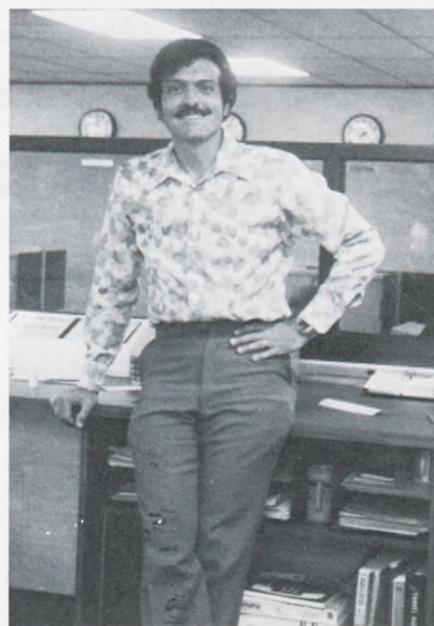
**Chicago** — Engineer and building superintendent attendees of the second of the two WIH regional Engineering Workshops gather for their group portrait on a CONTINENTAL PLAZA staircase prior to their three-day session in mid-July. As with the earlier regional workshop at the Washington Plaza, preventive maintenance and energy conservation topped the agenda-packed sessions. (First row, from left): Bob Jenkins, The Plaza; Marvin Glenn, St. Francis; Ray Sylvester, Director WIH Rooms Division; Tom Heder, Executive Assistant Manager Continental Plaza; Mack Griffiths, Crown Center. (Second row): Martin Carreira, Bonaventure; Frank Matarrese, Continental Plaza; Don McCutcheon, Management/Marketing Assoc. Inc.; Ted Schneider, Los Angeles Bonaventure. (Third row): Gus Newberry, Detroit Plaza; Bill Smith, Calgary Inn; Peter Kosky, Winnipeg Inn; Larry Johnson, Continental Plaza. (Fourth row): Bailey Settle, Carlton House; Bob Reil, Mayflower; Jim Green, Peachtree Plaza; Bob Smyth, Hotel Toronto.





## Tee(shirt)ing up for next time.

In an enthusiastic response to the first WIH public relations seminar, attendees (from left) Gina Henry (The Plaza, New York), Valery Satin (Ilikai, Honolulu), Diane Roch (Bonaventure, Montreal) made no bones about where the next seminar should be held. (Story on page 3).



## Room to smile

**Omaha** — Manager Harvey Cannova of the CENTRAL RESERVATIONS OFFICE has taken to smiling a lot more often since he and his crew relocated from their former, crowded quarters to their present newer and much roomier offices. Shown is a section of the supervisor's area.



## Partners in—mushball?

**Portland** — When members of the San Francisco Regional Sales Office of United Airlines visited the BENSON for an area orientation, they were challenged to a mushball (softball) game by a combined "partners" team of Benson sales staffers and sales members of United's Portland office. Victory went to the Portland combo. Mushballers of both teams were (back row,

from left): Paul Meszaros and Alan Kluge of the Benson; Bill Harrow, Gwen Pacarro, Jack Ingvaldson and Marshall Sherman of United (San Francisco). (Kneeling, from left): Ann Storbeck, Keith Phildius of United (Portland) Shirley Branch and Karne Walsdorf of the Benson.

# WI Here it's at, in Seattle

## Part II — 411 Seneca and Benjamin Franklin

Second in the current series of Front! articles orienting WIH family members on the whereabouts of the various Seattle corporate office locations through a words-and-pictures guided tour. The first article (June Front!) focused on the 12th floor of the Olympic, headquarters office address of Western International Hotels. With this installment our "tour" moves out of the Olympic and across the street to 411 Seneca, then five blocks down Seattle's 5th Avenue to the Benjamin Franklin section of the Washington Plaza.

Just across the street from the Olympic's Seneca Street entrance is a low-rise office building. Lettered on its glass door entry are the address numbers, "411."

Past this door and across the entry foyer is another door—a wooden one. And mounted on that door is an attractive sign that announces, "Western International Hotels — Development Division."

Left of the foyer entryway is a staircase leading to the building's second floor of business offices. Among them are the offices of the corporate Food & Beverage Division and the Personnel Division.

At one time these three division offices were housed on the Olympic's 12th floor. But, like a number of other 12th floor corporate office tenants, gradual expansion over the years forced a move to these roomier quarters.

Newest of the WIH tenants of 411 Seneca is the four-member Development Division headed by Director of Development Tom Ohrbeck. That division moved from its 12th floor "nest" last April, taking over part of the space which had been occupied by the



411 Seneca entrance opposite Olympic hotel.



At the Food & Beverage office, Vice President Peter Blyth (upper left) confers with F&B Cost

Control Supervisor Joe Huber. In foreground is Secretary Cat Regan.



Development Division's Tom Ohrbeck with Secretary Ramona Erickson.



The Personnel Division's general offices with members (from left, foreground): Receptionist/Secretary Karen Bennett, Secretary Rita Meyers, Manager of Management Development Dick

Blewett, Personnel Services Representative Joan McCrimmon, Equal Employment Manager Cherie Olson, and Corporate Personnel Manager Barry Flink.



WIH offices are located on the second floor of the Benjamin Franklin section of the Washington Plaza.



Corporate Insurance Manager Al Vettori (seated left) with staff members, Assistant Corporate

Insurance Manager Dee Lockwood and Secretary Kay Lockwood.



Corporate Real Estate Manager Chuck Krekas (right) with Secretary Merla Moody.

Rooms Division who, in turn, moved to enlarged quarters in the 2000 5th Avenue Building.

Oldest (but only by a matter of weeks) and largest of the current "411" WIH tenants is the 11-member Personnel Division which has occupied the second floor office since mid-1973.

The Division's office cluster—including that of Director of Personnel Jerry Gunderman—is located at the very end of the second floor corridor.

Located closer to the head of the second floor staircase is a smaller cluster of offices. This is home for the six-member Food & Beverage Division headed by Vice President Peter Blyth.

A brisk ten-minute walk (if traffic lights are with you) down 5th Avenue from the 411 Seneca Building is the Washington Plaza/Benjamin Franklin hotel complex.

On the second floor of the Benjamin Franklin section are the offices of our corporate Insurance and Real Estate Departments.

Most familiar of the two, perhaps, is the three-member Insurance Department headed by corporate Insurance Manager Al Vettori. Credit for this department's familiarity for most employees is very likely due to their activities concerning employee safety awareness and loss prevention.

A few doors down the corridor and around the corner from the Insurance offices is the two-member corporate Real Estate Department. Because of the nature of this department's activities, Manager Chuck Krekas' name is undoubtedly much more familiar to a hotel's tenants—the operators of a hotel's retail shops and other non-hotel operated services—than it is to the hotel's employees.

(Next in our series . . . a tour of the 2000 5th Avenue Building.)

## Hotel guide package helps blind 'see'



Barbara Anne Browning (right) and her guide dog, Dody, are welcomed to the Century Plaza

by Rooms Manager Robert Seddelmeyer and Administrative Assistant Penny Scott.

Blind guests will find their stay at the Century Plaza a lot more enjoyable thanks to the efforts of Administrative Assistant Penny Scott and blind hotel guest Barbara Anne Browning.

Penny, working with Barbara Anne and the Los Angeles Braille Institute, has developed a guest information package for blind people who can read Braille.

Key to the guide is a "map" of the guest room and bath with furnishings appearing in raised relief.

Braille identification of each object and locations of such equipment as heating and cooling controls, the hot and cold water taps, and such bathroom niceties as the bath oil beads, shower cap and laundry detergent, are also included on the map.

Upon rooming a guest, the luggage attendant acquaints the guest with room particulars and answers any questions. Along with the room map, the guest is given a welcome letter (or tape cassette for blind persons who do not read Braille) from General Manager Bill Bryant which also details those hotel services that have been designed to meet their particular needs.

In addition to these guest room information kits, each of the Century Plaza's four restaurants have had their menus transcribed into Braille. Restaurant staff members have been given special instructions on the service needs of non-sighted persons.

Also recently installed were raised floor number panels inside elevators and at each floor on walls next to elevators. Now, blind persons can, if they wish, reach out from an open elevator door to feel if they have reached their desired floor.

Inset number plaques on room doors can also be easily "read" by touch.

The program's instigator, Penny Scott, became interested in developing the project when a professional group to which she belongs made a financial contribution to the Braille Institute in Los Angeles last year.

Says Penny, "I would certainly hope that any hotel in our WIH family that might be interested in a similar program will feel free to borrow from our experiences. We'd be pleased to help in any way we can."

## 'Participation' key to success in reservations workshop

Professional reservations management has been a part of Western International Hotels for more than 30 years.

Recently reservation managers/supervisors from all hotels in the United States, Canada, the Camino Real and Alameda in Mexico City, as well as the managers of our three central reservations offices in Canada, United States and Mexico, attended a three-day workshop at the Crown Center in Kansas City.

Purpose of the workshop was to update the attendees on room inventory management through Westron. This included small group discussions on case studies concerned with inventory management.

In his opening remarks at the first general session, Senior Vice President

Joe Mogush told the group that he had accepted the invitation to attend . . . "because I feel this activity is one of the most important in terms of direct profit for the hotels and Western International." He cited the attendees for their truly professional performance and assured them that . . . "your contribution does show and is well-recognized."

Other subjects covered were reports on the three central reservations offices given by Harvey Cannova (United States), Maruca Toussaint (Mexico) and Robin MacKay (Canada). There were panel discussions dealing with sales and reservations department relationships, training programs, and forecasting techniques and systems.

Of the 36 attendees, 23 participated

during the workshop as discussion group leaders or panelists and this was considered to be one of the keys to the success of the workshop.

Director of Rooms Division Ray Sylvester said, "Effective control of room inventory has tremendous impact on the occupancy and average rate enjoyed by our company. Continued professional management in this area will ensure WIH of its continued share of success in the hospitality marketplace."

All of the attendees were given the opportunity to visit the central reservations office in Omaha prior to, or immediately after, the workshop.

Assisting the workshop chairman Jim Wilson were Crown Center hosts Larry Sayward (senior assistant manager) and Patti Herndon (reservations manager).



## Outstanding employee

**Bangkok** — Khun Churatana Markpol (left) of the DUSIT THANI's Room Service department was recently named "Outstanding Employee" and winner of the hotel's current employee recognition program. In presenting Ms. Markpol with her cash award, Dusit Thani General Manager Gilbert Moss (right) especially commended her for "... showing exceptional service to the hotel as well as a cooperative spirit toward staff colleagues."



## Meeting in Mazatlan

**Mazatlan** — Host for the Hoteles Camino Real Board of Directors meeting in June was the CAMINO REAL. Enjoying a stroll around the resort hotel's beachfront grounds are meeting attendees (from left): Al Freudenthaler, vice president/Mexico; Hector Perez, vice president/Hoteles Camino Real S.A.; and Ken Mallory, WIH vice president.

## Improvements in 'paradise'

Las Brisas, Western International's 700-acre resort 'paradise' in Acapulco, is scheduled for some extensive improvements.

Plans for a major face lift of this world-famed hotel, to take place over the next 18 months, were announced on July 12. The announcement date coincided with the Las Brisas hotel's first anniversary as a WIH-operated property.

According to General Man-

ager Willi Dietz, the plans will include a complete renovation of all the 250 casitas (guest bungalows) and the resort's 200 swimming pools.

New jeeps are now being added to its famed "pink fleet," and a completely new dining room facility is planned.

Already under construction are six super-deluxe suites which will include indoor/outdoor swimming pools.



## Health Plan (#1)

**Oslo** — The HOTEL SCANDINAVIA, OSLO recently enlarged its Pool and Sauna Club facilities to include a solarium, extensive exercise equipment and a room service menu. Pool and Sauna Club Manager Jan Ivar Dohlen (left) demonstrates one of the exercise units to club member M. Hult, general manager for Nordic Rent-a-Car.



## Health Plan (#2)

**Manila** — Health/Resort Club Manager Joe Velasco recently announced two new staff additions to the PHILIPPINE PLAZA's PlazaSpa. They are international award-winning Tennis Pro Alex Marcial and the PlazaSpa's Health Club instructor, Starlet Ramierez (pictured). Starlet assists club members and other guests in their exercise programs, supervises the massage attendants, and aids in the health club's management.

## Culinary graduate's 'Summer to remember'



Rory Dempster (right) with Executive Chef Hans Lenz.

For Rory Dempster of the St. Francis, it's been a summer to remember. In June she completed the 36-month

WIH Culinary Apprenticeship Program, winning top examination honors in her finals. That achievement also

won Rory the honor of being the first woman to successfully complete the WIH culinary training program.

At the St. Francis, Western International's Culinary Apprenticeship Program is administered in conjunction with the San Francisco Bay Area Culinary Apprenticeship Program. As an additional point of distinction, Rory was the only woman scheduled to complete the Bay Area Program this year.

July was highlighted for Rory by the presentation of her WIH course completion certificate. She also received her Certificate of Completion from the California State Apprenticeship Agency qualifying her status as a journey person and professional cook.

Then, in August, following a well-deserved vacation, the 23-year-old Rory accepted a transfer to The Plaza to begin another chapter in her budding culinary career as assistant cook/saucier.

In reviewing her career achievement progress, Rory enthused, "It's been a lot of hard work and long days, but I've enjoyed every minute of it. I feel I've really been privileged to train with such professionals as Executive Chef Hans Lenz and others on the St. Francis staff."

As to her newest assignment, Rory added, "I'm really looking forward to the challenges at The Plaza."



## Council's first function

**San Francisco** — For its first social function, the recently organized MIYAKO Employee Council held a "Summer Picnic in the Park" for hotel staff members and their families in early July. The Council, organized by Acting Director of Personnel and Controller Trudy Razon, was so encouraged by the success of their first affair that a number of other similar employee events are being planned.



## Everybody dance

**Chicago** — The persuasive rhythm of the theme from "Zorba the Greek" brought CONTINENTAL PLAZA diners to their feet at the hotel's recent Service Awards Dinner. Dancers (from left): Doris Bakos, assistant manager, Chelsea Restaurant; Ted Lialios, assistant catering manager; Frank Matarrese, building superintendent; and Mae Caldwell, room attendant.

## Quick thinking saves a child's life

It was just an ordinary busy evening at The Summit, the Detroit Plaza's rooftop, tri-level restaurant lounge complex.

At the lower restaurant level, Assistant Room Manager Dave Robinson was checking the room activity. All was going well. Then, Dave's eyes wandered upward to the top level cocktail lounge area some 25-feet above the restaurant floor.

In the cocktail lounge, meanwhile, a two-and-a-half-year-old toddler, who had wandered away from her parents, had managed to squeeze through a small opening between two pillars.

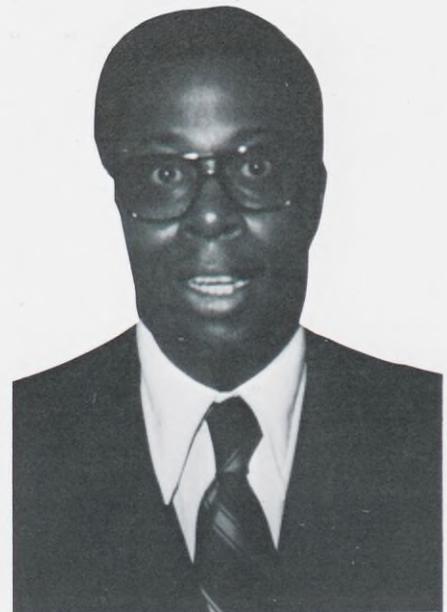
At the moment of David's upward glance, she fell.

Horrified, David rushed to the spot on the restaurant floor where the child landed. He made a quick check, no-

ting that she had lost color and seemed to have stopped breathing. He immediately began to administer mouth-to-mouth resuscitation.

A few minutes later a doctor arrived to assist David. The child soon began to resume normal breathing, oxygen was administered and her condition stabilized. The youngster had suffered a small hairline skull fracture, but, after a brief hospitalization, she was reported "good as new."

Said hero David when he was later commended for saving the child's life, "I just reacted to a situation that required my immediate attention. I guess any room employee would have done the same thing if I'd not reached her first. Anyway, I'm sure glad I've had resuscitation training."



## A Front! 'Narrow World of Sports' report

The softball game of the century (or, at least, of that evening) took place in mid-July when the WIH "Plans" (corporate 12th Floor and 411 Seneca personnel) squared off against the WIH "Actuals" (corporate UAL Building and 2000 5th Avenue Building personnel).

The game—since referred to by the winning team as "Baseball's Greatest Moment"—was held at the University of Washington's softball field.

About 50 people participated on the opposing teams though not necessarily all at the same time or as assigned position players. Almost the same number of spectators packed a gallery that included some fans and three scouts from Motel 6.

The Actuals, captained by Doug Humphreys of Data Processing, never reached their planned level of performance and it was up to the Plans, captained by Byron Brady of Corporate Planning, to actually clinch the title with a 22 to 15 victory. However, in interviewing some of the players from both teams over pizza and suds after the game, all claimed "most valuable player" recognition.

A future rematch is threatened.

**Famed Arizona Biltmore (Phoenix) has joined our WIH family. Details next month.**



"Actuals" team captain Doug Humphreys (right), programmer analyst for WIH Data Processing, congratulates "Plans" team catcher Gay Anshell, secretary to WIH director of personnel. "Plans" team captain Byron Brady (left), corporate planner, WIH Executive Offices, and "Actuals" catcher Napua Knight, senior account clerk for WIH Financial Services, smile their approval.

## WS&S-ians



Front! correspondent for Western Service & Supply is Nancy Newman. Call Nancy on Extension 5245 and give her your input for Front! (All other WIH people: submit Front! items to your hotel correspondent listed below.)

Alameda, **Gina De Zalce**. Bayshore Inn, **Pat Wyman**. Benson, **Anne Shawcross**. Bonaventure, **Antoine Khoury**. Calgary Inn, **Kay Artinian**. Camino Real, Cancun, **Mary Clare Wisner**. Camino Real, Guadalajara, **Gloria Sagastegui**. Camino Real, Mazatlan, **Rodolfo Negrete**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Rosa Mendez**. Camino Real, Saltillo, **Roberto Flores**. Camino Real, San Salvador, **Ana Maria Vides**. Camino Real, Tampico, **Enrique Meyer**. Carlton House, **Arlene Pobicki**. Carlton, **Laura Davis**. Century Plaza, **Blake Chatfield**. Crown Center, **Barbara Harlow**. Continental Plaza, **Audri Adams**. Detroit Plaza, **Ken Thomas Kitchin**. Dusit Thani, **Duangphorn Thanasathitaya**. Edmonton Plaza, **Debbie Duffy**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandinavia, Oslo, **Kirsti Brekke**. Hotel Toronto, **Pat Samson**. Houston Oaks, **Linda Hancock**. Los Angeles Bonaventure, **Sharyn Cole**. Ilikai, **Valery Satin**. Las Brisas, **Derek Gore**. Mayflower, **Carol Barnes**. Michigan Inn, **Bruce Salanger**. Miramar, **Melinda Howell**. Miyako, S.F., **Hiro Tanaka**. Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Llantada**. South Coast Plaza, **Pat Milnor**. St. Francis, **Mike Deighton**. Shangri-La, **Yap Cheng Tong**. The Plaza, **Gina Henry**. Washington Plaza, **Sandy Novak**. Winnipeg Inn, **Eileen Warren**. WIH hotels in Guatemala, **Evangelina Amezquita**. WIH Reservations Center, **Denise Nilius**. WIH Executive Office, **Dorothy Stauffer**. WIH Financial Services, **Bob Graves**.



No doubt about it—eggs are making it big!

Restaurants specializing in omelets or similar egg concoctions have been hatching all over the country during the past few years.

Among the newest to join the scramble are two of our hotel restaurants, both of which are featuring omelet menus almost eggs-clusively (and that's no yoke!).

These restaurants are the Washington Plaza's Oak Room "Eggs-hibition," and the Crown Center's Treetops "Omelette Bar."

The Oak Room's Eggs-hibition is strictly a lunchtime menu presentation. Featured are a dozen omelet choices ranging from a simple eggs only dish to an exotic concoction that includes red caviar and sour cream. The clever, egg-shaped menu also lists a chef's-inspiration daily change item labeled "The Rotator."

A concession to non-egg eaters is a soup and salad plate, served with a roll and wedge of Cheddar cheese.

Treetops, the Crown Center's newest food outlet, is located next to the fifth-floor swimming pool terrace. From the dining area, guests can look down on the lobby waterfall and the tree-landscaped gardens—hence the name, Treetops.

While hamburgers and hotdogs are available on the menu, it's the do-it-yourself Omelette Bar attraction that's



Treetops Omelette Bar — Cook Chuck Paterson displays his flair for omelet-flipping showmanship.

been drawing the heavy breakfast and luncheon crowd.

Procedure for the Omelette Bar patron is to walk through a buffet line display of omelet filler ingredients with plate in hand. As the diner gets to the end of the line, the plate of selected omelet fillers is handed to the chef who tucks the items into the partially cooked omelet. A minute or so of cooking and the folded and finished omelet is served piping hot accompanied with a roll and a crisp green salad.

According to reports both restaurants are very popular and are doing (what else?) eggs-ceptional business.



Eggs-hibition — Prior to opening, Executive Sous Chef Hans Engler (left) and Cook Margaret Snowden check omelet ingredient containers with menu listings.