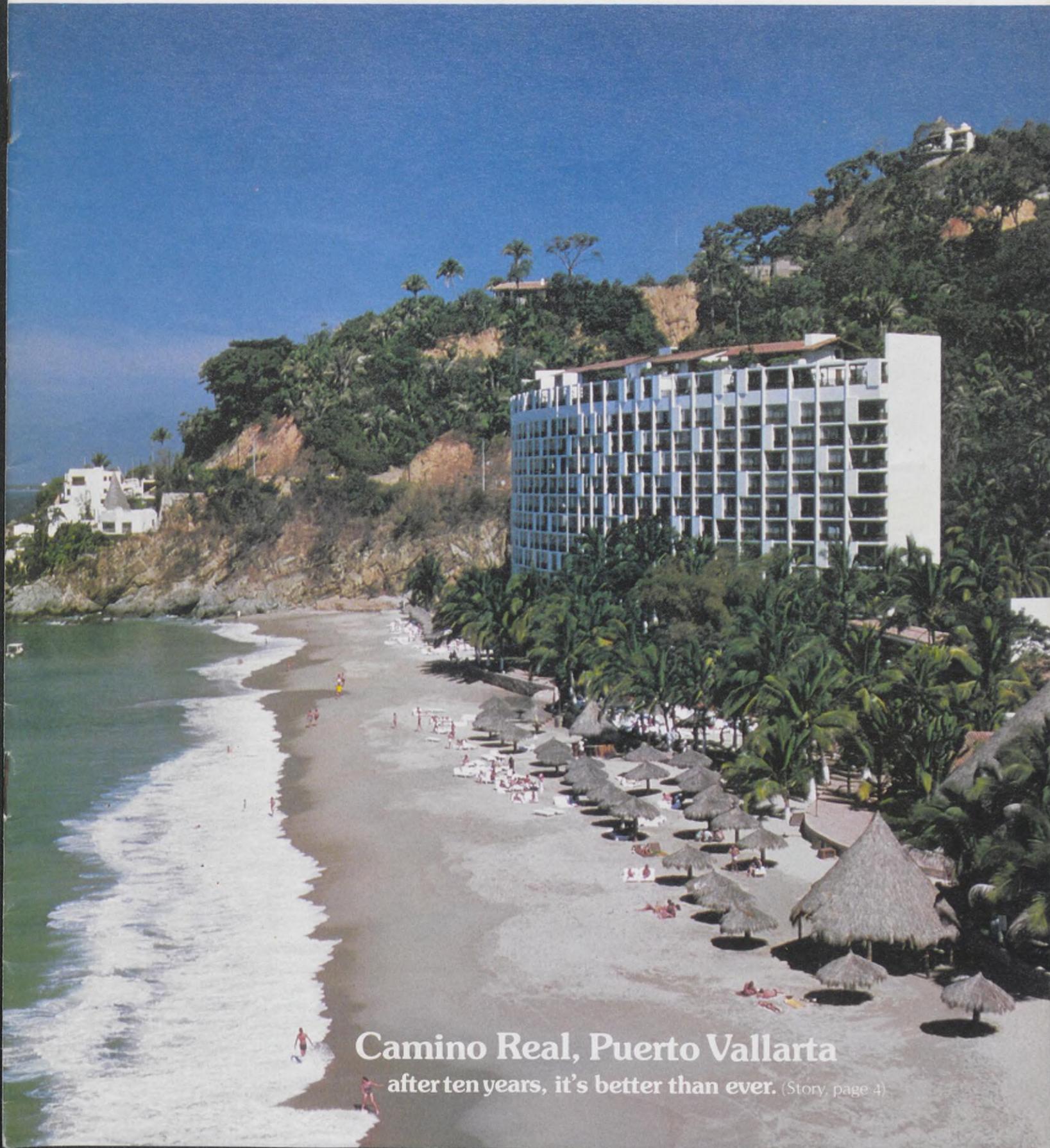


# Front!

April, 1979

WESTERN INTERNATIONAL HOTELS



**Camino Real, Puerto Vallarta**  
after ten years, it's better than ever. (Story, page 4)

## As we grow...

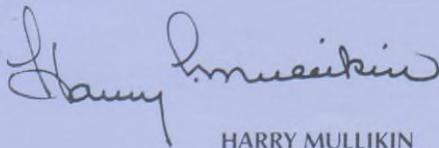
As our company grows, new positions are created and existing jobs open up.

When this happens, we look first within the company for someone to fill the job.

Our preference—in fact, our policy—is to fill vacancies from within whenever possible. There will be times, however, when a need cannot be met internally, and we must hire someone new.

We believe this is good too. Including new people in our family brings new ideas or new skills to the job. This helps make us stronger to meet the challenges of tomorrow.

But our greatest strength is in the people of our Western International family who have grown along with our company. This has always been so and will continue to be so as we look forward to more exciting growing-together years ahead.



**HARRY MULLIKIN**  
President and Chief Executive Officer



## on the move

**RICK LAYTON** from executive assistant manager, Williams Plaza to executive assistant manager, Hotel Scandinavia, Copenhagen.

**ANDY MACLELLAN** from senior assistant manager, Los Angeles Bonaventure to executive assistant manager, Williams Plaza.

**RICHARD RANSOME** from executive assistant manager, Edmonton Plaza to executive assistant manager, Bayshore Inn.

**MARTIN ASTENGO** from director of property management, St. Francis to executive assistant manager, Benson.

**ULRICH WALL** from executive assistant manager to senior assistant manager, Edmonton Plaza.

**FLOYD JENKS** from data processing manager, Crown Center to EDP manager, Los Angeles Bonaventure.

**WALTER KOHLROSS** from director of food & beverage, Williams Plaza to director of food & beverage, Century Plaza.

**DAVID MAFFIT** from food service supervisor, Space Needle to administrative assistant, WIH Design & Construction.

**WILLIAM McCREARY** from executive assistant manager of Wailea Beach Hotel to resident manager, Century Plaza.

**JORGE E. PLAZA** from accounts manager, Century Plaza to assistant manager-front office, Detroit Plaza.

**VOLKER ULRICH** from director of food & beverage, Century Plaza to executive assistant manager, Wailea Beach Hotel.

## Front!

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

**GABE FONSECA** ..... Editor

2000 Fifth Ave. Bldg.,  
Seattle, WA 98121

## Management position changes

Changes in management positions, as announced by WIH executive offices in mid-March, finds these familiar faces in these new places:

Tom Hosea, formerly general manager of the South Coast Plaza, has been appointed general manager of the now-under-construction **Cincinnati Plaza** hotel.

Randy Guthrie moves to the **South Coast Plaza** as general manager from his former position as resident manager of the Century Plaza.

Charles O'Leary, general manager of the Space Needle Restaurant, has been appointed general manager of Cherry Creek Townhouse. (See story below.)

James France, executive assistant manager of the Hotel Toronto, has been named general manager of the **Space Needle Restaurant**.

Steve Halliday, executive assistant manager of the Bayshore Inn, is now manager of the **Hotel Toronto**.



Tim Oppenheim (right), Victory Over Energy contest winner, receives his 10-speed bike and helmet prize from Steve Harper (left), Mayflower executive assistant manager. At center is Merrell Bergin, purchasing agent and Energy Action Committee member.

## O'Leary to manage Denver property

Western International Hotels has entered into an agreement providing for a wholly-owned subsidiary, Townhouse Management, Inc., to purchase and manage the 115-room Cherry Creek Inn in Glendale, Colorado, a suburb of Denver. A 185-room addition will be constructed this year pending approval by the city.

The property will be committed to the needs of United Airlines as a housing facility, primarily in connection with its pilot training activity in Denver, with Charles O'Leary as general manager.

The property's restaurant and lounge, The Red Slipper, will continue to be open to the public.

## Energy 'took a holiday'

Energy took a holiday at the **Mayflower** one day last February and missed the party.

But that's the way it was planned.

The "party" was a "Victory Over Energy" lunch in the employee cafeteria that climaxed a month-long employee energy awareness and slogan contest.

The promotion was developed by the Mayflower's Energy Action Committee under the direction of committee member Merrell Bergin, purchasing agent. Prizes were offered for the four best energy conservation slogans submitted by employees.

The prizes were presented at the special energy savings lunch at The Galley employee cafeteria in mid-February.

To emphasize the energy conservation/dollar savings theme of the promotion, power usage for the lunch had been cut to a minimum. Candle-lit tables replaced overhead lighting. Cooking units, steam tables and even the ice cream freezer had been turned off.

The special low-energy-preparation menu featured six-foot-long submarine sandwiches cut into serving-size wedges, a variety of cold salads and fresh fruit for dessert. The only hot dish was an all-in-one beef-vegetable soup kept warm in covered pots.

At each table were menu cards listing the day's lunch items and the energy, in

kilowatts, used in their preparation—in comparison with energy used for a regular lunch menu.

During the lunch, a movie on energy-saving hints for the home was shown and the contest winners were announced.

To Tim Oppenheim, purchasing department employee, went the first prize—an energy-saving 10-speed bike and helmet. Taking a cue from the hotel's proposed renovation plans, Oppenheim came up with this winner, "Energy Conservation is an innovation that could help pay for the Mayflower renovation."

Other winners included a second place to Pete Pille, security, who was presented with a touring skate board, crash helmet and gloves. Angelo Stravropoloulos, banquets, took the third prize of two public transportation passes. Louis Holly, accounting, came off in fourth place earning one public transportation pass for his entry.

At the conclusion of the contest, Mayflower general manager, Gerald Wolsborn, noted, "As far as heightening energy conservation awareness throughout the hotel, I think we all came up winners as a result of the promotion. For that, special thanks go to Bergin and the other hard-working members of the Energy Action Committee."

## Camino Real, Puerto Vallarta—after ten years, it's better than ever.

Last year, the **Camino Real, Puerto Vallarta** was rated Mexico's Hotel of the Year—"Most outstanding in the country"—by the Mexico Hotel & Motel Association.

The recognition was well deserved. When the hotel opened in 1969, it promised a whole new world of resort-life enjoyment for the visitor to this tropical paradise on Mexico's Pacific Coast.

This year, as the Camino Real celebrates its tenth anniversary, general manager Werner Eisen and his staff can look back over the past decade with pride and satisfaction. The promise has been kept.

The hotel's fantastic setting on a private stretch of white sand beach edging beautiful Banderas Bay is as stunning as ever.

From its 250 guest rooms, guests continue to delight in their own sweeping views of the ocean. And the five deluxe rooftop suites with their own private pools are still pretty special.

Expanded over the years has been the hotel's leisure attractions. Resort-life activities in and around the hotel abound, from burro polo on the beach to scuba diving in the bay.

On the grounds are tennis courts and a freshwater pool with a swim-up bar.

Off the grounds, fun-time choices range from deep-sea fishing and jungle tours to golf and horseback riding.

Continuing on into the night, there is lively disco dancing or a quiet piano bar to suit the mood. And the pleasures of dining range from the sophisticated cuisine of La Perla to informal outdoor buffets at the swimming pool.

And if all this were not enough, the Camino Real regularly schedules beach parties, Mexican fiestas and cultural events featuring some of the country's top concert artists.

As the Camino Real, Puerto Vallarta begins its second decade, its world of resort-life enjoyment is indeed better than ever.



Los Angeles Bonaventure employees (from left) Elaina Quintana, Hosea Jones, Sandra Brady, Judy Contreras and Lewis Darden, anxiously check their Safety Bingo cards for that one winning number.

## 'Safety Bingo' is a winner

Everyone knows that safety is smart.

But at the **Los Angeles Bonaventure**, everyone also knows that maintaining a good safety record can be profitable—and fun.

Last December, the hotel introduced a new safety awareness program—Safety Bingo. It was a simple idea, but it caught on immediately. Best of all, since its inception, employee accidents have decreased considerably according to Bill Buffington, director of personnel.

Each employee is given a bingo card on the first of each month. Every day thereafter, a number is drawn and posted in the employee cafeteria. And, every day, the hotel deposits five dollars in the Safety Bingo kitty.

The object is to match five of the drawn numbers on a card to bingo. The first person to do so collects the accumulated cash.

There's one hitch, however. Whenever an employee accident occurs, no number is drawn nor is any money contributed to the kitty.

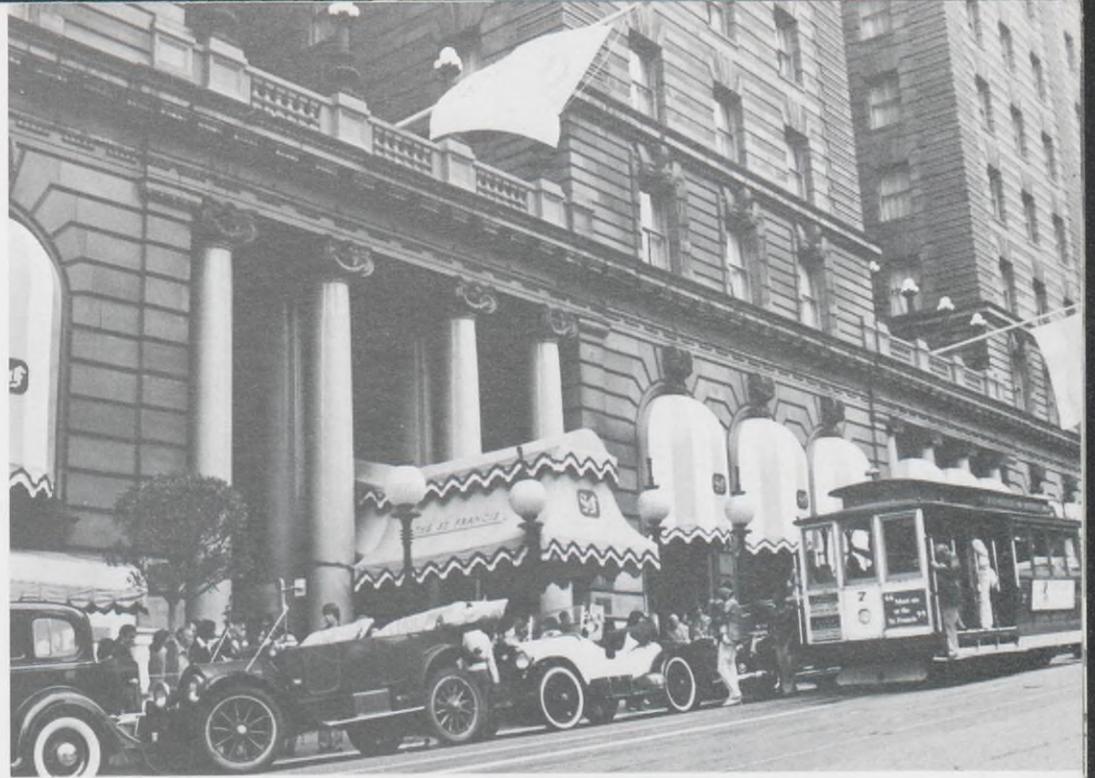
Says Buffington, "An accident day delay can be very frustrating, especially if you're looking for that one last number that will make you a winner."

In assessing employee response to the promotion thus far, Buffington noted, "Where safety awareness may have been a now-and-then thing before Safety Bingo, it's now becoming a daily habit."

## photo news

### Anniversary rally

**San Francisco**—The gala round of events celebrating the 75th anniversary of the ST. FRANCIS in mid-March ranged from an "As We Were" champagne ball to this vintage automobile rally. Even the city's famed cable cars got into the act—note the "Meet me at the St. Francis" signboard on the front of the car.



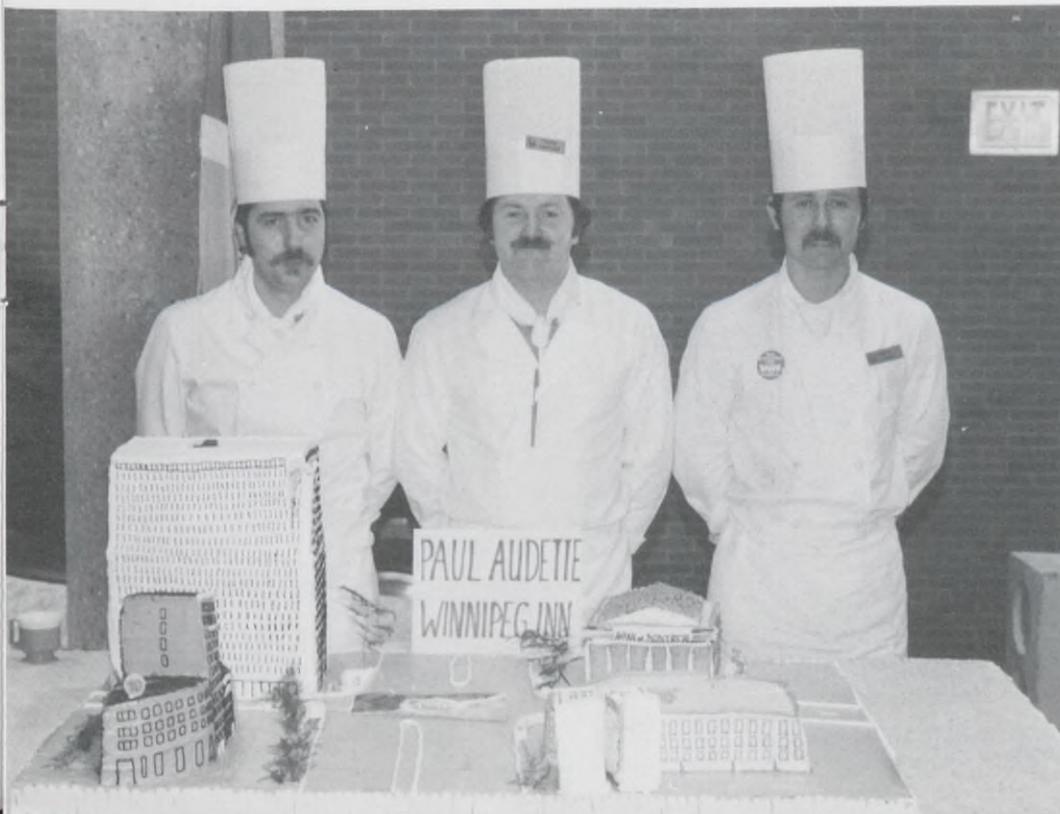
### Over achievers

**Seattle**—Doug Blair, assistant corporate insurance manager, displays the pen-set trophy presented to a WIH fund-raising team by the Seattle Junior Achievement Chapter for their record 158 percent over-goal collection effort. The team, comprised of WIH CORPORATE OFFICE members Jim Gildenvan, Joan McCrimmon, Gary Fletcher, Bob Hansen, Mike Deighton, Jerry McDaniel and captain, Doug Blair, was assigned to contact prominent members of the business community for contributions in support of Junior Achievement, a national youth economic education program. With an assigned goal of \$765, the hard-working WIH crew raised a total of \$1,210 to win highest over-goal honors among participating teams throughout the Seattle area.



### Winning with wine

**New York**—Winner of the 26th Wine Selling Contest, sponsored by the WIH F&B Division, was the Edwardian Room at THE PLAZA with a record-breaking 128.36 percent gain in sales during the contest period. Accepting the award plaque on behalf of his staff from hotel general manager, Phil Hughes (left), is Edwardian Room manager, Vittorio Tiburzi.



### Concourse opening takes the cake

**Winnipeg**—A recently completed underground concourse linking the four sides of Winnipeg's most famous corner, Portage and Main, now links the WINNIPEG INN with the Richardson Building (Winnipeg's tallest) and three major banks. To celebrate the occasion, the hotel's chefs baked a cake—actually a pastry model of the Portage and Main intersection, complete with the buildings fronting each corner. The Winnipeg Inn is at left front. The "architects" (from left): Paul Audette, executive chef and chefs Franz Hoefler and Brian Lewicki.

## photo news



### New Chaine members

**Seattle**—Lynn P. Himmelman (left), chairman of the Executive Committee of the WIH Board, proudly welcomes three new WIH members to the Seattle Chapter of Chaine Des Rotisseurs gourmet society. Himmelman is Past Bailli. The three (from Himmelman's left): Tony Ruegg, executive chef, Olympic; Karl Hutter, executive chef, Washington Plaza; T. Peter Blyth, vice president F&B Division. The WASHINGTON PLAZA was the scene of the initiation ceremonies.

### Comings and goings

**Guadalajara**—A reception at the CAMINO REAL, GUADALAJARA for the press and travel agency representatives was the occasion to introduce the new manager of the Guadalajara regional reservations office Monica Rios (right), and to bid farewell to former manager, German Ongay (left). Ongay is being transferred to Monterrey to manage the regional reservations office in that city. Officiating at the ceremony was Ulrich Schwartz (center), vice president/marketing for WIH in Mexico.



### Career advice

**Mexico City**—Not having objectives in life is a crime—have goals and try to reach them. These were some of the words of advice offered by WIH vice president and managing director of the Mexico hotel operations, Alfred Freudenthaler. He lectured on career planning to the students of the American School in Mexico City recently. A highlight of Freudenthaler's presentation was an insight into the hotel industry and the career opportunities the industry offered.

### Rooftop enchantment

**San Francisco**—Enchanting San Franciscans and hotel guests is the delightfully fanciful world of OZ, the recently-opened private club located on the tower-topping 32nd floor of the ST. FRANCIS. This view of the room pictures the white onyx dance floor which is surrounded by a leafy glen, sculptured "boulder" tables and plush pillow seating.



### Light work

**Tulsa**—Changing the dozens of light bulbs of the huge crystal chandelier in the WILLIAMS PLAZA lobby atrium is a major undertaking involving special scaffolding and a delicate touch for handling the over 600 pieces of suspended crystals. That task was completed recently by hotel maintenance members (from left): Gene See, carpenter; Nam Kang, electrician, and Bob Byrnes, lead engineer.



### Grand Prize for "pop-up"

**Singapore**—Winner of the Grand Award in Advertising prize in a world-wide competition organized by the Hotel Sales Management Association, was the SHANGRI-LA for its unique mailing piece invitation to the hotel's Garden Wing official opening. The piece is shown on the table. When opened, a cut-out of the Garden Wing pops up to greet the invitation recipient. Public relations director, Yap Cheng Tong (left) and sales director, Michael Tan, display the hotel's award.

### Double winner

**Honolulu**—It was a double win for THE ILIKAI's decorated bed entry in this year's Carole Kai Bed Race, an annual Honolulu fund-raising event for handicapped children. The entry was awarded the "Best Sponsor's Theme" prize for its promotion of the hotel as Waikiki's tennis resort by depicting comic strip characters Snoopy and Woodstock playing tennis on top of Snoopy's doghouse. Additionally, the entry, which was covered with over 4,000 individually applied carnation petals, was awarded the "Celebrity Sweepstakes—Best Decorated Bed" perpetual trophy. Bed pushers, dressed in tennis attire, made a good showing in the competition but were out-pushed in the semi-finals.



### Tea for forty, or...

**Toronto**—An extension to the HOTEL TORONTO Terrace Grill has created an additional 40 seats for the busy lunch period, an afternoon tea room, and cocktail seating from 5 p.m. on. A fountain (left) decorates the new area, and the banquettes, chairs and tables are adjustable to three different heights.



It was a little after 9 a.m. when floor supervisor, Annie Lewis, stepped off the service elevator on to the 29th floor at the **Washington Plaza**.

Tucked in the daily log book she always carried, were several slips of paper. Each listed the name of one of the room attendants under her supervision and some room numbers.

In the guest corridor, Lewis encountered the room attendant for that floor. Following an exchange of good-morning greetings, the attendant was handed one of the slips.

This exchange was repeated on nine more floors.

As with all Washington Plaza floor supervisors, Annie Lewis was making her "floater" room assignment rounds. Floaters are rooms on other floors to be made up by the attendant in addition to those on their pre-assigned floor. (Attendants are assigned 16 rooms per shift, and there are 13 rooms per floor in the hotel tower.)

## Floor supervisors — the 'eyes' of housekeeping



The task completed, Lewis started in on her major job activity. That is, the inspection of made-up rooms. Having been a room attendant herself for six years prior to her appointment as a floor supervisor, Lewis is well aware of the hotel's standards for the "perfect" guest room. And these years of experience have developed a sharp eye for detail.

As she entered a recently vacated and made-up room, she switched on the lights (they worked), checked the temperature and fan controls with a quick glance (they were set correctly), then headed for the clothes closet. A check showed no items left behind by the former occupant and that everything was in order.

### Room details noted

She then switched on the TV to let it warm up while she inspected the bathroom. A single hair under the vanity caught her eye and was quickly scooped up with her dust cloth. With a sweeping glance, she noted that soaps, tissues and linens were all in order. The room sparkled. She smiled her approval. Then ... she noticed. There was no shower cap. Making a mental note of the fact, she returned to the bedroom.

First to the dresser drawers to check for left-behind guest items. Then a look under the bed for the same. While there, Lewis checked the bed frame and pulled up the spread to see if the sheets were properly fitted.

A spot of dust on the picture above the bed was removed with a swipe of her dust cloth.

The color TV set, now warmed up, was showing a morning soap opera—but in black and white. When working with the control knob for a few moments did not produce any color, Lewis turned off the set and made a notation in her log book. That information would be passed on to the engineering department for their repair of the malfunctioning set.

Some minutes later, as she was about to complete her room check, Lewis noted that one of the waste baskets had not been emptied. From her log book she removed a "please do" sheet. She wrote down the room number and made note of two items—the missing shower cap and the unemptied waste basket. The form would be given to the floor room attendant for follow through on the activity requests as marked.

Some new procedures are discussed with Stephanie Panesko (left), director of housekeeping.



Lewis makes a "please do" notation.



Some words of encouragement for a new room attendant.



A guest bathroom gets a linen check.

The next room entered was occupied, but the guest was out. While closets and dresser drawers are never opened and the guest's belongings are left untouched, these rooms are as thoroughly cleaned, resupplied and checked as is an unoccupied room.

**Checks trainee's progress**

Moving on to another floor, Lewis entered a guest room being made up by a new room attendant. The two chatted a few moments, mostly about the trainee's progress. A point was made that the trainee's cart was improperly "parked" and blocking the hallway.

Then with an approving glance around the room and some friendly words of encouragement, Lewis was once again on her way.

This is one of five personal checks Annie Lewis would be making with the new employee throughout the day. Similar checks, five times daily, would continue during the new room attendant's first four weeks on the job, diminishing in frequency as the new employee's training period progressed.

According to Washington Plaza director of housekeeping, Stephanie

Panesko, all guest rooms must be inspected every third day. In Lewis' case, this means 10 floors of 13 rooms or 130 rooms. Along with her other responsibilities, these room checks, averaging 50 a day, keep her hopping.

As she sees it, "A lot of people think it's easier to be a supervisor than an attendant. I've done both and I know that's not so." She smiled as she added, "It's hard both ways."

Panesko calls her floor supervisory staff the "eyes" of the department, and with good reason.

Says Panesko, "I can have meetings, training sessions and even one-to-one contact with the staff, but like anyone else in my position in a hotel of this size, I need to rely on someone who can work more closely with them than I have time to. Someone right on the floors to see that things are carried through in every detail and that our basic product—the guest room—is maintained in line with the hotel's standards."

**Also engineering 'eyes'**

To keep the high standards of the basic product, Panesko also looks upon the floor supervisory staff as the "eyes" of the engineering department.

"When a TV needs repair, drapery pulls aren't working properly, or painting is needed, most often it is the floor supervisor who catches it and passes that information on to engineering," Panesko said.

The "hotel's standards," as mentioned by the director of housekeeping, are a reflection of similar-quality standards of guest room maintenance practiced throughout Western International.

Says WIH Director of Property Services Hanne Dittler, "The responsibilities performed by the floor supervisors at the Washington Plaza are standard procedure throughout all our hotels. It's part of our company's on-going program of providing and maintaining a top quality product in room accommodations at all times.

"Our guests expect it at the Washington Plaza as they do at the Continental Plaza, or at the Hotel Toronto as they do at the Hotel Scandinavia."

**...and still the champ**

**Johannesburg**—In 1977, Hudson & Knight (Pty) Limited of Durban, South Africa, conducted a nation-wide original recipe competition promoting its Marvella margarine product. The grand prize winner was Victor Gielisse, former CARLTON sous chef. Last year the company again sponsored a similar competition. The winner—again, Victor Gielisse of the Carlton. Gielisse's entry, a Dutch Indonesian concoction which he called "Nassi Goreng Kota Radja" is shown being tasted by W. S. Kirkwood of Hudson & Knight. Vanessa Wanenburg, "Miss South Africa, 1977" (center), awaits her turn at the dish. And, at left, is the two-time champ, Victor Gielisse, who now serves as sous chef at The Space Needle Restaurant in Seattle.

**Rewarding**

**San Francisco**—Being selected "Employee of the Year" at the ST. FRANCIS has its rewards. For Gale Perlow, the 1978 winner, such rewards included an appropriately engraved silver platter, a mini-vacation with complimentary accommodations plus incidentals at any one of the three WIH hotels in Southern California—and the admiring congratulations from her fellow employees. Perlow, Dewey's Bar cocktail server, was cited in particular for her sparkling personality and friendly, outgoing nature. At left is St. Francis general manager, Bob Wilhelm, who made the award presentation.



**Jeepney welcome for new G.M.**

**Manila**—When Jeffrey Flowers arrived in Manila to assume his new responsibilities as general manager of the PHILIPPINE PLAZA, he was welcomed with a truly Filipino treat—a jeepney ride from the airport to the hotel. At left is David Paulon, the hotel's former general manager and now general manager of the new Shangri-La hotel being constructed in Hong Kong.



**A graduate's toast**

**Atlanta**—Waldo Brun, PEACHTREE PLAZA executive chef (center), beams with pride at the graduation of the hotel's first two culinary apprentices. The two fledgling chefs, Steve Childress (left), and Lisa Carmichael (right), join in a mutual toast to their achievement.

**Attendance record**

**Los Angeles**—Perfect attendance throughout 1978 won 64-year-old Andre Fuentes, LOS ANGELES BONAVENTURE house attendant, a five-day holiday with pay. Fuentes' bonus vacation resulted from a hotel housekeeping incentive program initiated by executive housekeeper, Inge Krieg (right), that rewards department employees with five days off with pay for a perfect attendance record for a full year.

## celebrities



### '...a feeling of confidence'

Pat Hall, hostess at **The Arizona Biltmore's** Orangerie dining room, had the occasion recently to know how well she reacts in a crisis.

It happened in the dining room when she noted a woman guest experiencing some sort of difficulty. After watching the woman struggling for a moment, it became obvious to Hall that she really needed some help.

Approaching the table, she asked the woman if she could speak. The woman's answer was a distressed head shake and a clutching at her throat.

Hall immediately asked the woman to rise and handed her a napkin to put over her mouth. She then applied the Heimlich maneuver which dislodged some food that had been caught in the guest's throat.

Upon regaining her composure, the grateful guest remarked, "I hope you realize that you saved my life."

For her life-saving action, Hall was presented with the WIH President's Award of Merit and a letter of thanks from president and chief executive officer, Harry Mullikin.

Looking back on the incident, Hall was pleased most of all with her response. She said, "It's a great feeling to discover that you are capable of doing the right thing at a time like that. It really gives you a feeling of confidence."

**Seattle**—U.S. Ambassador to the United Nations Andrew Young, in Seattle recently to make an address to a local group, is welcomed to the OLYMPIC by the hotel's general manager, James Treadway.



**Guadalajara**—Their Majesties, King Juan Carlos I and Queen Sofia of Spain, were guests of the CAMINO REAL, GUADALAJARA during their recent visit to Mexico. Andres Rosetto (left), hotel general manager, welcomes the royal couple who were accompanied (in background) by the Spanish Minister of State.



**Atlanta**—Julia Child, "The French Chef" of television fame, once made the comment that hotel food was "consistently bad wherever I travel." But after a visit to the PEACHTREE PLAZA and dining in the hotel's Terrace Grill, Child ate her words, so to speak, and pronounced her meal a delight. In appreciation, she invited Terrace Room captain, Phil Scales (left) to be her guest at her cooking demonstration at an Atlanta department store the next day.

**Oslo**—In Oslo to accept the Nobel Peace Prize last year, Israel Prime Minister Menachem Begin (right) checks in at the HOTEL SCANDINAVIA. With Begin is the hotel's director of catering, Tom Fossengen.



# inn basket

**UP FRONT**—Congrats to Jean Spaulding, New York Regional sales manager, who was elected to the Allied Advisory Committee of the National Tour Brokers Association... to Ron LaRue, WIH director of advertising and public relations, elected to the AH&MA Public Relations Advisory Board... to Ken Kitchin, WIH public relations manager, named chairman of the AH&MA Awards Committee... and to Xavier Hetzman, Bayshore Inn executive chef, for being named "Chef of the Year" the second time around by the British Columbia Chef's Association—the first chef ever to win this honor twice.

\* \* \*

**THEY SAID**—Writing in the February MAINLINER magazine, San Diego newspaper editor, Neil Morgan, investigates hotel smells and how they may consciously or subconsciously influence public judgement—his in particular. For instance, to Morgan the St. Francis, "...exudes the faint but expensive scent of an almost unattainable woman, a very romantic one, old enough to be quite sure of herself, and me." A heady compliment to this grand "lady" who is celebrating her 75th anniversary this year!... "The paragon of private screened patios and pools sprinkled with hibiscus petals." That's how travel writer, Ian Keown, begins his descriptive praises of Las Brisas, in an article in the February, 1979, issue of TRAVEL & LEISURE magazine featuring the writer's choice of the "Great Places to Get Away from it All" around the world... And in its February 26, issue, FORTUNE magazine focused on the South Coast Plaza in an article by writer Pamela Sherrid, illustrated with some stunning color photos. Writer Sherrid gives high praise to the hotel's staff, noting, "From reservations clerk to bellhops, the staff is young, efficient, and eager to please."

\* \* \*

**DINING WISE**—An acquaintance, a friend of yours, or a guest at your own hotel is visiting another WIH property. Since you are in the know, comes the inevitable question, "What's the best place to dine in the hotel?" If that question was asked about any of the hotels listed on the left column below, would you know the answers as selected from the column on the right? Try matching 'em up. You might surprise yourself:

1. St. Francis
2. South Coast Plaza
3. Continental Plaza
4. Carlton
5. Camino Real, Guadalajara
6. Philippine Plaza
7. Bonaventure
8. Calgary Inn
9. Los Angeles Bonaventure
10. Houston Oaks
11. The Ilikai
12. Detroit Plaza

- A. Lafayette Restaurant
- B. Beaudry's
- C. Champeaux's
- D. Le Castillion
- E. La Fontaine
- F. Victor's
- G. Albelardo's
- H. Three Ships
- I. The Consort
- J. Alfredo's
- K. Owl's Nest
- L. Savoy Room

ANSWERS: 1-F, 2-J, 3-I, 4-H, 5-A, 6-G, 7-D, 8-K, 9-B, 10-L, 11-C, 12-E.

\* \* \*



**FOLLOW UP**—A feature in the February issue of FRONT! pictured Bernard Awenenti, Bonaventure general manager, receiving the 1978 Western International Hotels Safety Award plaque during Management Conference ceremonies. Upon his return to the hotel, Awenenti (left) passed on the plaque award to the individual largely responsible for the hotel's notable safety record, Arnel Luzon (right), the hotel's chief of security and head of the Bonaventure's active and effective Safety Committee. And to the hotel's employee council went the \$1,000 award prize money.



## GALLERIA PLAZA HOUSTON OAKS

FRONT correspondent for the Galleria Plaza and the Houston Oaks is public relations director, Esther Feinerman. You can contact Esther on extension 6367 from either hotel with your input for FRONT! (All other WIH people, submit FRONT! items to your local correspondent listed below:)

Alameda, **Pablo Torres**. Bayshore Inn. **Gordon Stewart**. Benson, **Debbie Spellecky**. Bonaventure, **Claudia Couture**. Calgary Inn, **Michelle Wall**. Camino Real, Cancun, **William Sproul**. Camino Real, Guadalajara, **Nelly de Garcia**. Camino Real, Guatemala, **Evelyn Davidson**. Camino Real, Mazatlan, **Carlos Claverie**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Eduardo de Lima**. Camino Real, Saltillo, **Roberto Flores**. Camino Real, San Salvador, **Ana Maria Vides**. Carlton, **Lydia Wissing**. Carlton House, **Cynthia Durler**. Continental Plaza, **Audri Adams**. Crown Center, **Becky Gapp**. Detroit Plaza, **Carole Schultz**. Edmonton Plaza, **Joanne Cass**. Galleria Plaza/Houston Oaks, **Esther Feinerman**. Hoteles Camino Real, S.A., **Francisco del Cueto**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandinavia, Oslo, **Liv Herud**. Hotel Toronto, **Pat Samson**. Ilikai, **Valery Satin**. Las Brisas, **Oscar Cruces**. Los Angeles Bonaventure, **Marje Bennetts**. Mauna Kea Beach Hotel, **Stella Akana**. Mayflower, **Nancy Cummings**. Michigan Inn, **Bill Arthur**. Miyako, S.F., **Allison Gellatly**. Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Mauritsen**. Shangri-La, **Jane Seet**. South Coast Plaza, **Sandie Pratt**. Space Needle, **Barry Flink**. St. Francis, **Candice Reed**. The Arizona Biltmore, **Anne Mello**. The Plaza, **Thé Deprez**. Wailea Beach Hotel, **Valery Satin**. Washington Plaza, **John Poquette**. Williams Plaza, **Al Wrinkle**. WIH Executive Offices, **Dorothy Stauffer**. WIH Financial Services, **Bob Graves**. WIH Reservations Center, **Carolyn Clemens/Patty Mollo**. WS&S, **Nancy Newman**.