



WESTIN HOTELS

APRIL 1981

Front!



**Welcome world to
The Westin Hotel,
Cincinnati**

(Story, page 4)



Harry Mullikin

*President and
Chief Executive Officer*

Energy conservation – everybody can afford it

In this issue of FRONT! you'll read about some of the ways in which our hotels are fighting the high costs of energy with programs aimed at conserving water, electricity, natural gas and oil.

The Peachtree Plaza and Continental Plaza, for instance, have mounted a full-fledged attack on their energy bills by installing some major energy-conserving systems in the hotels.

These two hotels have chosen to fight the energy battle on a relatively large scale and at some expense. With other hotels the emphasis may be on implementing more basic energy savings programs.

But whether the energy conservation effort is a large undertaking or a smaller one, the important thing is that strong energy-conscious efforts are being made throughout our company.

In our world of scarce resources and skyrocketing energy costs, energy-consciousness has become a way of life. Not only with our hotels but for us in our own lives on the job and at home.

While our individual contributions to this effort may seem to be small ones, in combination with similar contributions from our fellow employees and our family members, the results in savings can be pretty impressive. And, unlike many of the hotel programs, there is no expense involved – everybody can afford it.

Harry Mullikin

COVER: On March 19, The Westin Hotel, Cincinnati opened its doors to welcome the world to Cincinnati's newest and most exciting hotel, and to Westin Hotels' newest destination city.

NEWSFRONT

Shangri-La, Hong Kong gears up for soft opening

The entire staff is on line, the kitchens are in full operation, and last-minute preparations to open restaurants, lounges and two floors of guest rooms are underway right now at Westin's new Shangri-La Hotel in Hong Kong.

The soft opening is planned for April 15, according to Larry Magnan, area vice president, and the facilities open at that time will include two floors of guest rooms (108 in all); Margaux's fine dining room, coffee shop, lobby bar and entertainment room. Scheduled to be open by June 5, when the first of the gala

grand opening festivities will take place, will be the Japanese and Chinese restaurants and rooftop cocktail lounge, plus the remainder of the 720 rooms.

The June 5 ceremonies include a reception for the governor of Hong Kong and other VIPs. Harry Mullikin, president and CEO, will also be present.

The official ribbon-cutting and dedication of the hotel is planned for June 25.

The deluxe hotel, which overlooks Hong Kong's harbor, also features an indoor swimming pool and health club, and meeting facilities for over 800.

It was face-to-face and interface at EDP gathering

There's no doubt about about it. Electronic data processing (EDP) has firmly established itself as the new wave of Westin Hotels operations. And it's happened almost overnight.

That was well illustrated by the attendance at this year's EDP Users' Meeting, a two and one-half day seminar/workshop held March 10-13 at the Bellevue Stratford. The group of some 36 attendees included controllers, assistant controllers, data processing managers and some general managers from 22 U.S. and Canadian hotels as well as senior assistant manager, Finn Schulz from the Hotel Scandinavia, Copenhagen.

This in sharp contrast to the first EDP company gathering held just three years ago when only four hotels were represented.

Setting the stage for this year's meeting was Bob Jenks, senior vice president and treasurer. In his session-opening keynote remarks, Jenks traced EDP's mushrooming growth within Westin from its small beginnings to its future usage projections.

Particular emphasis was made of the need for uniformity and capability of all systems among all hotels and the corporate office — that they should all interface and that the corporate operations act as a systems clearing house and as control maintenance.

The efficient information flow from the hotels to the corporate offices and back to the hotels, Jenks noted, is largely dependent upon user understanding that hotel and corporate EDP goals are one and the same.

Terry Hughes, director of management information systems, introduced the actual work sessions to follow, and



A round-table discussion session at the final EDP conference breakfast.

gave further elaboration on the future direction of EDP usage in the company.

Highlights of the automated front office system, selected as a pilot and being implemented at the Washington Plaza, were discussed by Alan Harrison, director of front office operations for Westin.

A greater part of the presentations, however, featured outside speaker experts in such areas as telecommunications concepts, satellite communications and word processing systems.

Discussion group sessions with representatives from the EDP industry gave the hotel systems users the opportunity to ask questions and voice their concerns to experts.

But, undoubtedly, one of the most valuable benefits of the get-together was that it was a get-together in which users of the various systems could exchange information, find solutions to particular problems and generate new ideas in casual face-to-face interchange.

Meeting chairman was Terry Hughes who, with the assistance of Teri Hewson and Cindy Massey, secretary, was also responsible for organizing the program agenda.

15 hotels get four-star Mobil rating

Fifteen Westin hotels were honored with Mobil Four-Star Awards for 1981.

The four-star rating, "outstanding — worth a special trip" is the second highest honor given in the Mobil rating system.

The four-star winners are: The Plaza, Crown Center, Williams Plaza, Galleria Plaza, Houston Oaks, Peachtree Plaza, Continental Plaza, Detroit Plaza, The Benson, Washington Plaza, Century Plaza, Hotel St. Francis, Calgary Inn, The Bayshore and The Westin Hotel, Toronto.

Thirteen of these hotels received the four-star rating last year also. New to this year's list were the Continental Plaza and the Calgary Inn.

The Mobil Guide's highest honor, the Five-Star Award rating, was presented to The Arizona Biltmore as reported in February FRONT!

We're red-faced

Let's see. We could spin an elaborate excuse or two — but we'll just bare our red faces and tell the truth: we goofed.

Zucchini's is a Houston Oaks restaurant, not a Galleria Plaza restaurant as the cover headline read on the March issue of FRONT! While the inside story about Westin hotel restaurants, and Zucchini's in particular, does give Houston Oaks credit for operating this highly successful food and beverage outlet, we regret that the cover headline did not.

We devote the following space to our penance:

"Houston Oaks' Zucchini's. Houston Oaks' Zucchini's. Houston Oaks' Zucchini's. Houston Oaks' Zucchini's. Houston Oaks' Zucchini's . . ."

Westin Hotel, Cincinnati opens with 'class act'

The Westin Hotel, Cincinnati opened its doors March 19. That was the soft opening — with about a third of the guest rooms ready for occupancy and one restaurant and the Lobby Lounge in full operation. But the excitement generated by the long-awaited opening of this stunning new Cincinnati hotel was anything but soft.

The hotel's staff has been running in high gear for months now as they worked through the thousands of details that needed attention in the complicated process of opening a hotel.

Dozens of licenses — occupancy, liquor, food and beverage among them — had to be obtained from the city. Over 8,000 job applicants were screened to finally select the 450 Westin employees who would help open the property. Orientation and training sessions were held prior to the soft opening to insure that all these employees would be performing to Westin's standards on opening day.

Furniture, fixtures and equipment had to be ordered, stored, and finally moved into the hotel. Wrestling over 400 double, queen and king size beds onto elevators and into the guest rooms was no small accomplishment. Purveyors had to be found who could supply the hotel with the quality items it required — and in some cases, this meant going outside Cincinnati to other cities like New York and Chicago.

During the last few days prior to the opening, the hotel staff joined together in a united effort to ready the hotel for guests.

"Everyone pitched in," recalls Tom Hosea, general manager. "Executive office staff were right in there dusting and vacuuming along with the housekeeping staff," he says. "Or supervising



The unusual lighting fixtures serve to dramatize the carriage entrance at The Westin Hotel, Cincinnati.

the unloading of 1,600 ballroom chairs — or some 400 beds.

"Opening a hotel is a real challenge," says Hosea, "But a real opportunity as well. And it's also an extremely gratifying experience. Oh sure, there are all the little hang-ups, frustrations and problems to work through, but when you finally get to that opening day and are able to welcome the first guest into your hotel and see the results of all your efforts — well, that's just about the greatest high you can have."

Coming out from behind-the-scenes, here's a look at the hotel that was unveiled to the public last month — the final, and gratifying, result of all that behind-the-scenes effort.

The Westin is the sparkling new centerpiece of Cincinnati, located just off Fountain Square. Hosea describes it as "a magnificent, modern building — the four-story glass atrium is particularly striking. The hotel sets the tone for this progressive city," he says.

"Probably the most exciting

feature of the hotel is its prime location," Hosea continues.

"We're in the center of everything, and we're connected to the downtown department stores, office buildings and convention center by the city's skywalk system."

By the end of April, when the hotel plans to hold a week of gala events to celebrate its grand opening, The Westin, Cincinnati will boast 460 deluxe guest rooms, three restaurants and two lounges, a year-round swimming pool and health club, and a complete complement of meeting and function rooms — 17,000 square feet of them.

Hotel restaurants include the Fifth St. Market, a European marketplace-type restaurant that serves breakfast, lunch, snacks, dinner and Sunday brunch. Its patrons are able to look out over the atrium to Fountain Square. This dining area was the first to open, with Yeatman's Seafood Cantina and Delmonico's to be phased into

operation this month.

Yeatman's serves fresh seafood and Mexican food, plus drinks, for lunch and dinner. Delmonico's is the property's most elegant dining room, offering fine continental cuisine along with a magnificent view of Fountain Square.

The Lobby Lounge opened in March. Patterns lounge will be opening this month as the hotel's entertainment/dancing spot.

The 17th-floor pool and health club offer the exercise-conscious more than a good workout. There's also a sweeping view of the Ohio River and the rolling Kentucky hills beyond.

The meeting and function rooms are unique in Cincinnati, explains Jack Ferguson, director of sales. They are all located on one floor (the third), and the service personnel enter from back of the house instead of through the same doors as function attendees. "This is an attractive feature to meeting planners and has been a good selling point for us," Ferguson adds.

The hotel also boasts 400 underground guest parking spaces, with an additional 600 stalls available underneath Fountain Square for use during the hotel's busier times. And located within the hotel complex is 22,000 square feet of retail shopping space.

Of course, no hotel would be a Westin hotel without 24-hour room service, which the hotel began offering the day of their soft opening. All the guest rooms are designated deluxe and decorated with live plants. A complimentary *Wall Street Journal* is delivered to every room every day, and complimentary shoe shines and terrycloth bathrobes are also standard amenities.

No doubt about it. This hotel has class.

But then, would Westin have it any other way?

KITE PATTERN SOARS TO SUCCESS IN ROOMS REMODEL

A piece of fabric was the happy inspiration for the stunning new look of the Miyako Hotel's recently revamped Executive Floor.

Peter Donohue, Westin Services interior designer for the project, came across the fabric with its Japanese kite print, while working on another project.

"It struck me at the time that it would be great for the Miyako," Donohue said. "Later, when I was assigned to the redecorating project for the 22 rooms of the hotel's Executive Floor in the Consulate Building section, I went back to that fabric as the decorating key."

The kite-printed fabric was used in both the bedspreads and draperies. Its dominant colors of salmon, gray and green were picked up, in color variations, elsewhere in room schemes. For instance, the patterned carpeting is in a dark seamist green, and the off-white walls are also tinged in green.

With the exception of the batten ceilings that remained from the previous decorating concept, each room was entirely redone including furnishings replacement.

"Our idea," said Donohue, "was to go back to the room's Japanese origins but in an updated Westernized version that was more contemporary



Kite-patterned bedspread and drapery spark this remodeled Executive Floor suite.

and sophisticated."

Along with the kite-print fabrics, a subtle yet definitely Japanese flavor is reflected in the bed headboards, in the bathroom wall covering of an off-white Japanese lotus pattern, and in the framed wall prints.

The Executive

Floor remodel was part of the hotel's capital improvement upgrading program, according to Miyako general manager, Larry Alexander.

Guests of Executive Floor rooms and suites are also treated to some very special amenities. "These amenities," says

Alexander, "compare with those featured only by the finest hotels in San Francisco, and some are offered only by us."

Alexander mentioned a number of them including: personal escort to the guestroom by the assistant manager; complimentary sake and serving set in each room; Japanese Yukata (kimonos) for guest use; shower massage units; complimentary *Wall Street Journal* plus the current issue of California's leading business publication; complimentary Continental breakfast which includes fresh orange juice, sweet roll, coffee, tea or Sanka and fresh fruit in season — all served by a kimono-clad waitress; and pre-registration and no-delay check-out privileges.

"These remodeled Executive Floor rooms are being extremely well-received by both Japanese and non-Japanese business guests of the hotel," says Alexander. "They enjoy the amenities, of course, but it's the rooms themselves where the value is perceived.

Guests are really taken not only by the spacious and attractive atmosphere of their rooms but also by the special feeling of seclusion and privacy that they provide."

NOTE: For more on the Miyako, watch the Perry Como Spring Special on the ABC network in May which will feature the hotel. Check your local TV listing for date and time.



Peter Donohue and the fabric that inspired new look for Miyako suites.



Cooking as an art in Calgary

CALGARY — At the recent annual Calgary culinary art show, Calgary Inn culinarians walked away with seven gold and four bronze medals for their artful culinary creations. The competition, held among hotel and restaurant culinarians and others wishing to test their food preparation skills, saw 285 entries this year, and the Calgary Inn kitchen staff claimed the majority of first prizes. The judging was based on appearance and originality of each dish, and the Calgary Inn crew worked long hours to

perfect their prize-winning entries. (Apprentice Sherry Anderson, for instance, spent about 60 hours on her gold-medal winning entry.) Apprentice gold-medal winners were (from left): Collin Roulson, Tracy Lydster, Peter Horlacher and Sherry Anderson. Executive Chef Fred Zimmerman also won three golds in other categories of the competition.



An opinionated staff

SEATTLE — In a survey conducted earlier this spring, Washington Plaza employees were given a chance to express their feelings about their jobs and the hotel, and to express ideas, any dissatisfactions and opinions in general. The responses, all anonymous, were compiled by a Dallas research firm, and were expected back at the hotel the first of this month. An employee task force has been set up to review this material and to make recommendations based on the findings. After the

results and recommendations are announced at an all-employees meeting later this month, the hotel plans to launch an all-out effort to implement as many of those recommendations as possible. Here culinary employees give their responses to the survey. "We are pleased with the employee participation in this evaluation," commented Jim Treadway, general manager, "and we expect it will show us how we can all do a better job to make the Washington Plaza a five-star hotel."



A first for the Philippine Plaza — and the Philippines

MANILA — Six Philippine Plaza aspiring culinarians have embarked on a three-year culinary apprenticeship program at the hotel, consisting of 6,000 hours of on-the-job training, plus classroom instruction which will prepare them for supervisory chef positions. The culinary training program is the first to be instituted in the Philippines,

and was established by Westin Hotels Corporate Executive Chef Walter Roth. In simple ceremonies at the hotel, General Manager Jeffrey Flowers wished the apprentices well as they began their three years of intensive training. They were (from left): Wilfredo Tunay, Narciso Santander, Narciso Lerit, Robert Co and Edgardo Cervantes. Apprentice Renato San Jose was not present for the photo.

Take the bed and run with it

HONOLULU — As it has for several years now, The Ilikai entered Honolulu's Carole Kai Bed Race again this year with this bed-float inspired by that old spinach-eater himself, Popeye. However, the runners must not have followed Popeye's example for quantity consumption of the energy-producing green stuff, since they didn't make it into the race finals. No matter. It was all for a charitable cause — and lots of fun besides. Here, the bed race team participates in the pre-race parade. Runners are Reiner Greubel, John Stout, Paul Yokota, Wade Gesteuyala, Tim Hogan, Mark Foster, Paul Saneshima, John DeLiso, Jimmy Agaran, Emerson Eahi, Robert Kong, Peter Sarasona. The bed rider is Mary Ellen Newton. Roy Perez coordinated the event.



Buffet brunch spectacular

PHILADELPHIA — Creating a feast for the eye as well as for the appetite is the aim of this Bellevue Stratford crack culinary trio (from left): Vince Alberici, executive chef; Joe McKenna, garde manger; and Gunther Heiland, pastry chef. The "feast" is the hotel's buffet brunch — a Sunday dining spectacular that, since its inception over a year ago, has become a Philadelphia and

hotel guest attraction appreciated for its stunning presentation as well as for the abundance and variety of food offered. In addition to a vast range of hot and cold buffet choices, brunchers can top off with selections from the sweet table featuring 15 different desserts and pastries, all prepared by the hotel's Culinary Olympics gold medal-winning pastry chef, Gunther Heiland.



Two 'bests' for Century Plaza

LOS ANGELES — Century Plaza was honored doubly by the Food and Wine Society of Southern California recently, as this third oldest society of its kind bestowed both its coveted awards upon the hotel. The competition among seven Southern California establishments saw Century Plaza winning the award for both Best Dish (Saddle of Venison St. Hubertus) and Best Menu (a full seven course dinner). Here, Chef Raimund Hofmeister (left) accepted the Cordon Bleu awards on behalf of the hotel from Langdon Tannehill of the Society. This is only the second time in the history of the awards that an establishment has been honored in both categories the same year.



WESTIN HOTELS SEES THE LIGHT — AND HOW COSTLY IT'S GETTING



The Sunday afternoon drive disappeared with 32-cent-a-gallon gas.

Raising the thermostat to enjoy a cozy 72-degrees in winter is now only a warm memory for many.

In other words, inexpensive fuel is gone forever. And faced with limited supplies and ever-rising energy costs, fuel conservation is here to stay.

Just how expensive is energy going to get? Very.

"In many areas five or six years from now electricity will be a real luxury," predicts Frank Matarrese, building superintendent at the Continental Plaza. "Oh, we'll still be using electricity, but because of its costs, we'll be very careful about how we use it," Matarrese adds. He is just as certain that other energy fuel costs will follow right behind those of electricity.

How are Westin's hotels planning to cope with such a potentially grim energy future?

Already Westin Hotels people have seen the light — and its high costs — and are doing what any smart energy-conserving individual would do. They're researching, planning, and then taking energy-conserving steps designed to lower energy bills.

Three hotels, for instance, have appointed energy managers to see to it that their properties manage energy as efficiently as possible. Jim Peters handles this responsibility at the Century Plaza, Gregg Hayden does the job at The Arizona Biltmore, and Pat Wheeler is energy

manager at the Los Angeles Bonaventure. But, perhaps two of the most dramatic and extensive energy programs taking place in the company are those at the Continental Plaza and Peachtree Plaza hotels.

"Five or six years from now electricity will be a real luxury." — Frank Matarrese



While many other hotels have added new systems or updated old ones to help lower energy bills (see accompanying chart), these two hotels have probably done the most to date in the company-wide effort to conserve energy.

About two years ago Peachtree Plaza implemented four "Energy Conservation Opportunities," or ECOs:

Boiler economizer: A heat exchanger was installed in the boiler exhaust system to trap some of the normally exhausted (and wasted) heat. The water heated in this heat exchanger is then recirculated back for use by the boiler. The hotter the water, the more efficiently the boiler operates. Cost: \$50,400. Estimated first year savings: \$22,700.

Chiller-heat pump: This device extracts heat from the water that is used for cooling the hotel. While the chilled water may go out at 40°, once it has circulated around the hotel on its cooling mission, it will have picked up heat — maybe

boosting its temperature to 55°. The heat pump extracts some of this excess heat and uses it to pre-heat the domestic hot-water supply. Also, the chiller does not have to work so hard to re-chill the returning water because much of the heat has

already been extracted. Cost: \$54,800. Estimated first year savings: \$12,700.

Steam turbine/chilled water pump: This system uses steam from the boiler to run a turbine-powered chilled water pump which takes care of the building's cooling water supply. By using this steam-powered turbine, three 100hp electric pumps have been shut down. Cost: \$78,600. Estimated first year savings: \$22,500.

Exhaust recirculation system: Guest room/bathroom air is run through a special purification filtering system and then recirculated, rather than exhausted. This way, recirculated air doesn't have to be re-heated or re-cooled as outside air would. Cost: \$69,800. Estimated first year savings: \$25,000.

Continental Plaza's energy-conservation efforts are concentrated in one major new system — a computerized energy management system that controls guest room temperature. The system, which was installed about eight months ago, saves on energy costs by keeping the room temperature within a certain comfort range when occupied, and keeping the temperature at the lowest (in winter) or highest (in summer) practical temperature when the room is unoccupied. Cost: \$205,000. Estimated savings per year: \$60,000.

While the costs are not small to install these types of energy-conservation measures, the investment appears to be a good one. Says Frank Matarrese at the Continental Plaza, "We estimated first year savings of \$60,000 on our guest room temperature control system, but I'm sure the savings will be even more as energy costs continue to rise."

And John King, building superintendent at the

"You don't have to spend a lot of money to save energy." — John King



Peachtree Plaza, echoes that comment: "If the fuel and electricity costs continue to rise as rapidly as they have been, I expect that the payback period on our systems will be even quicker than the three years we had predicted."

While these two hotels spent a considerable sum on energy conservation opportunities (ECOs), there are still ECOs that cost little or nothing.

"A hotel should concentrate first on getting to the no-cost items," recommends Pat Collins, Westin's director of energy management and engineering. "Then they can begin working on the low-cost items, like replacing incandescent with fluorescent lights, and so on up the scale to the more major — and expensive — ECOs like the ones installed at Peachtree Plaza and Continental Plaza."

Peachtree Plaza's John King agrees. "You don't always have to spend a lot of money to save energy." He cites how the hotel reduced water consumption by almost 32 percent, and costs about 30 percent, over a five-month period in 1980, versus that same five-month period in 1979 — just by refurbishing the steam trap operation in the laundry and kitchens at a cost of less than \$1,500.

"Company-wide, we have a good start in cutting back energy consumption," Collins says, "but we still have a long way to go. We have some hotels that have initiated only a small percentage of their

energy savings potential.

"I would say that both the Peachtree Plaza and Continental Plaza qualify for 'all star' status as far as energy management is concerned," Collins continues.

While the Atlanta and Chicago hotels may be pacesetters in energy management, they are not resting on their laurels. Matarrese hopes to do some energy conservation work on the Continental Plaza's boiler/heating system, and King plans to add 16 more control points to Peachtree's IBM System 7 energy management system, which could result in an additional \$30,000 per year savings.

"As energy becomes more and more expensive," Collins predicts, "more hotels will be paying more and more attention to implementing energy-saving systems."

He estimates, conservatively, that this year's energy costs are going to rise anywhere from 10 to 50 percent over last year's, depending on the hotel's geographic location.

And that's why the list of energy-conservers among our hotels is growing — "not exactly by leaps and bounds," admits Collins, "but our hotel people *are* becoming more and more cognizant that conservation is the wave of the future."

At least, it's the wave of the future unless some cost-effective alternative fuels are developed.

Right now, and for a few years to come, Westin hotels will continue to watch electricity, natural gas and oil rates climb — alarmingly in some cases. But thanks to energy-conserving measures like those taken by the Peachtree Plaza and Continental Plaza, and by the other hotels listed here, their energy bills should be much more manageable.

While Peachtree Plaza and Continental Plaza have instituted probably the most extensive energy conservation systems, many other Westin hotels are also recognizing the rising energy costs and are actively seeking ways to fight them. A list of those hotels, some of their major energy conservation efforts, the initial costs and the estimated savings appear below:

Hotel	Energy Conservation Opportunity (Effective November 1980)	Cost Approximate	Savings / Year or Payback Period Approximate
The Arizona Biltmore	Replaced flood lamps with lower wattage/more efficient lamps.	Not given	\$ 8,000
The Bayshore	Installed double-paned glass in new lobby bar.	\$ 4,200	40% energy- \$ 13,500 mech. equip. costs 3-4 months
The Benson	Installed 43 time clocks to cycle fans, air conditioners, etc.	3,000	
Hotel Bonaventure	Separated kitchen and guest room hot water supplies.	1,200	\$ 12,000
Calgary Inn	Renegotiated steam consumption contract with central plant.	—0—	\$ 77,000
Crown Center	Installed power factor correction equipment.	12,000	2 years
Detroit Plaza	Modified kitchen and dining room air handling units to allow more recirculation of air.	3,000	6 months
Edmonton Plaza	Discontinued use of electric boiler in laundry. Using high temperature water from central plant to create steam.	—0—	53% cost savings
Galleria Plaza	Installed system for duty cycling, demand limiting, start/stop, etc.	75,000	\$75,000
The Ilikai	Installed water dams in toilets to reduce water consumption.	1,550	2,400
Los Angeles Bonaventure	Installed boiler day/night controllers which lower steam pressure at night.	500	17,000
Mauna Kea Beach	Installed power factor correction equipment.	9,100	4,800
Michigan Inn	Installed demand limiting, duty cycling & start/stop control system for 21 points.	29,000	50,000
Miyako	Lighting changes.	25,000	190,000
The Plaza	Installed automated system to duty cycle, demand limit, start/stop, etc.	54,000	130,000
South Coast Plaza	Installed flow restrictors in guest rooms.	12,000	60,000
Wailea Beach	Installed power factor correction equipment.	12,646	1-1½ years
Washington Plaza	Guest room water restrictors.	3,300	3-4 months
The Westin, Toronto	Recirculating laundry dryer exhaust.	3,500	\$2,700
Williams Plaza	Lighting changes in guest rooms.	9,000	7 months
Winnipeg Inn	Installed electronic ignition combustion controls on laundry dryers.	3,860	4 years
	Installed self-actuating valves on perimeter heating & replaced steam traps.	65,000	\$100,000
	Installed temperature control valves for domestic hot water in kitchen areas.	15,000	30,000
	Changed laundry operating hours to reduce demand charges.	—0—	20,000
	Installed automated system to duty cycle, demand limit, start/stop, etc.	25,000	50,000
	Installed guest room flow restrictors.	12,000	60,000
	Installed duty cycling, demand limiting & start/stop system and automatic chiller control.	84,000	68,000
	Installed positive hot and chilled water shut-off valves.	6,000	9,600
	Installed enthalpy control on major air handling units.	12,000	2 years
	Lighting changes in lobby from incandescent to fluorescent.	1,000	4,200
	Installed heat exchanger to preheat domestic hot water with boiler condensate return.	21,000	80,000
	Power factor correction, reducing demand by approx. 30%.	1,800	1 year
	Installed boiler oxygen analyzer.	2,900	2 years

LOTA FARO - LIGHTHOUSE FLEET

MIKE MAXEMIN

MAZATLAN, MEXICO



Two fine catches

MAZATLAN — The catch on the left is a fine trophy. The catch on the right is Bob Neiderhauser, the new corporate director of food & beverage for Hoteles Camino

Real, S.A. Neiderhauser was consulting with the culinary staff at the Camino Real in Mazatlan, when it would appear some of his culinary colleagues decided to test their new director's sense of humor.

Brief case, expansive reward

ATLANTA — Thanks to Peachtree Plaza guest services employee Patricia Reilly, an unattended and cash-filled briefcase was reunited with its rightful owner. Reilly noticed the case in the motor lobby, and immediately turned it over to Security where it was found to contain a large sum of money. When the anxious guest returned to the hotel not long after, he was so relieved to find the contents of his briefcase intact he rewarded Reilly with \$1,000 in cash.



Reilly, pictured here with her supervisor Billie Wright, director of guest services, was named employee of the month for her action.

A little magic with sugar and water

SAN FRANCISCO — The Hotel St. Francis kitchen has been transformed into a pastel-hued maternity ward for dozens of Easter ducklings, bunny rabbits and plump chicks — all born of air, water and sugar. They are the creations of pastry chef Michael Baranyay, one of a dozen craftsmen in the United States who has perfected this unique art. The Easter menagerie starts with a pan of sugar and water, boiled to a thick syrup. The syrup is poured onto a marble candymaker's slab where Chef Baranyay works out all the air

bubbles. His bellows for forming these baubles of sugar is a simple rubber tube with a bulb near one end. An ivory tip is placed on the other end and then a small bubble of molten sugar is placed over the tip. Gently, Baranyay presses and squeezes the bubble into the desired shape with his left hand as he pumps air in short compressions of the bulb with his other hand. Slowly, carefully, the delicate creatures are created — first a body, then a head, and finally, beaks, eyes and noses. Baranyay's Easter menagerie will be on display in the hotel lobby through Easter Sunday.





The happy hoopsters

SEATTLE — The Washington Plaza's basketball team has earned the right to those pleased smiles. The team's win-loss record stood at 7-2 as the ten-week season neared its finish in the Seattle hospitality industry league. Team members, with Coach John Poquette (left) are (back row): Brian Guimond, Derrick Charleston, Steve Beck, Chuck Abbott, Mark Spadoni and Coach Jay Wildgen. (Front row): Ray Hopkins, Michael Crite, Paul Titterington, Richard Powell, Taylor Terao and Ron Ray.



First-class trip for first-class employee

SAN FRANCISCO — Hotel St. Francis payroll manager George Sim is the hotel's 1980 Employee of the Year, and along with that honor he was awarded a two-day trip for two to the Los Angeles Bonaventure. The trip included airfare, round-trip limousine service, accommodations in a luxury suite, complimentary breakfast, lunch and dinner and \$100 in cash. Here Sim (right)

and his wife accept the \$100 cash from controller Terry Neils (left) prior to their departure to the airport by limousine. Doorman Greg Brown looks on. Sim, a member of the hotel's accounting staff since 1973, was chosen from among 11 employees of the month for this honor. First and second runners-up were Lucille Moore, a food & beverage cashier, and Harold Blair, housekeeping.



Controller earns CPA status

HOUSTON — Jaakko Talvitie, Houston Oaks controller, has earned the title of Certified Public Accountant — and he did it after the first try. Talvitie, who has worked at the Houston hotel as controller since 1978, is one of the few Westin hotel controllers to have been awarded this prestigious certification. He's been with Westin since 1975 when he started as chief accountant at the Peachtree Plaza. A few months later Talvitie was promoted to assistant controller there. Two years later he came to Houston as controller. Talvitie, who earned his MBA at Georgia State University, is originally from Finland.

It's no joke

LOS ANGELES — Suzanne Bloch, assistant controller at the Century Plaza is still catching her breath over her good fortune of several months ago. Not only was she fortunate enough to be selected as a contestant on the TV game show "The Joker's Wild," but

she also came away a respectable winner — to the tune of about \$17,000 in cash and prizes. Among her prizes were trips to Puerto Vallarta and Tahiti, a video cassette recorder and a car. She donated two other prizes to the American Diabetes Association. Commented a fellow employee who watched her game show appearances, "She was extremely well-poised and an excellent representative for the Century Plaza."



Say "BonaVista" — Ever since it opened about four years ago, Los Angeles Bonaventure's revolving cocktail lounge, located one level below the Top of Five restaurant, had been known as "Level 34." Not a name to jump up and down about for this very glamorous facility that offers one of the most spectacular views of the city. Now, as a result of a recent name-the-lounge employee competition, the room has acquired a more fitting identity. An imaginative entrant combined "Bona" from Bonaventure with the word "Vista," meaning view, to come up with a winner — BonaVista. It said it all.

Now playing — Guests of the Hotel Scandinavia, Copenhagen can view the latest full-length movies without ever leaving their room. In fact, it's in their rooms where they are being shown — on their color TV sets. Beginning last December, the hotel has been offering guest room feature-film service as provided by Inn Films Limited of London. Four top films are featured each month. Each is presented five times daily when all four selections in the series are shown in daily succession, then repeated. The uninterrupted presentations are preceded by a "commercial" — a brief filmed presentation of the hotel's food and beverage outlets and their guest facility attractions. The Hotel Scandinavia is the first hotel in Denmark to offer this in-room movie service.

Squeeze Inn — A recent *Wall Street Journal* story reported on a new hotel concept originating in Osaka, Japan — the Capsule Inn. Touted as the "business hotel for the year 2100," the hotel offers 418 "rooms" so small that you literally have to squeeze into them. Each capsule measures a snug four feet, 11 inches in height and width and six feet, seven inches deep. Rooms are stacked in two-high rows along a common corridor. Amenities feature a television set, radio, alarm clock, mirror and air conditioning, and public

facilities include bathrooms and a sauna. For claustrophobic relief, the hotel does provide a reasonably spacious lounge with comfortable seating. The space-saving hostelry in this crowded country where real estate is at a premium, has met with a good deal of success. Its rooms are filled almost every night and plans for more Capsule Inns are in the offing. Besides, the price is right. The flat rate of \$11 per night compares with rates of \$100 and more at some of the more traditional hotels.

Partners promote Westin — The promotion of our name change has been getting a nice little boost from United Airlines Seattle-based inflight people. A contest, of sorts, was developed to encourage attendants on flights to Westin destination cities to add a tag to their regular trip-concluding announcements mentioning the Westin Hotels name. Attendants would suggest, for instance, that passengers might want to stay at the Westin hotel (name) in that city during their visit. They would then submit a written version of their announcement, along with their names, for a prize drawing — a two-night complimentary stay for two at The Arizona Biltmore. Even though the contest is now over, those friendly plugs from the "friendly skies" people are continuing to make the point with passengers on United's to/from Seattle flights.

FRONTREPORTER



Hoteles Camino Real, S.A.

FRONT! correspondent for Hoteles Camino Real, S.A. is Elvira Rocha. Rocha was recently named public relations director for the Mexican hotel company. You may contact her with news for FRONT! at the Mexico City executive offices.

Giovanni Angelini, from general manager, Kyongju/Chosun, to executive assistant manager, Alameda.

Peggy Barton, from front office manager, Michigan Inn, to reservations manager, Bellevue Stratford.

Emanuel Constantino, from assistant controller, The Westin Hotel, Toronto, to assistant controller, Bellevue Stratford.

Carol DeLapp, from director of sales, Washington Plaza, to director of sales, Wailea Beach.

Judy Jackson, from assistant housekeeper, South Coast Plaza, to laundry and valet manager, The Westin Hotel, Cincinnati.

Michael Micketti, from sales manager, national accounts, Hotel St. Francis, to sales manager, national accounts, Los Angeles Bonaventure.

Stephen Randle, from executive sous chef, The Bayshore, to executive sous chef, Bellevue Stratford.

Andrew Seaman, from assistant director of food & beverage, Detroit Plaza, to director of food & beverage, Houston Oaks.

Front!

A monthly publication by and for employees of Westin Hotels

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