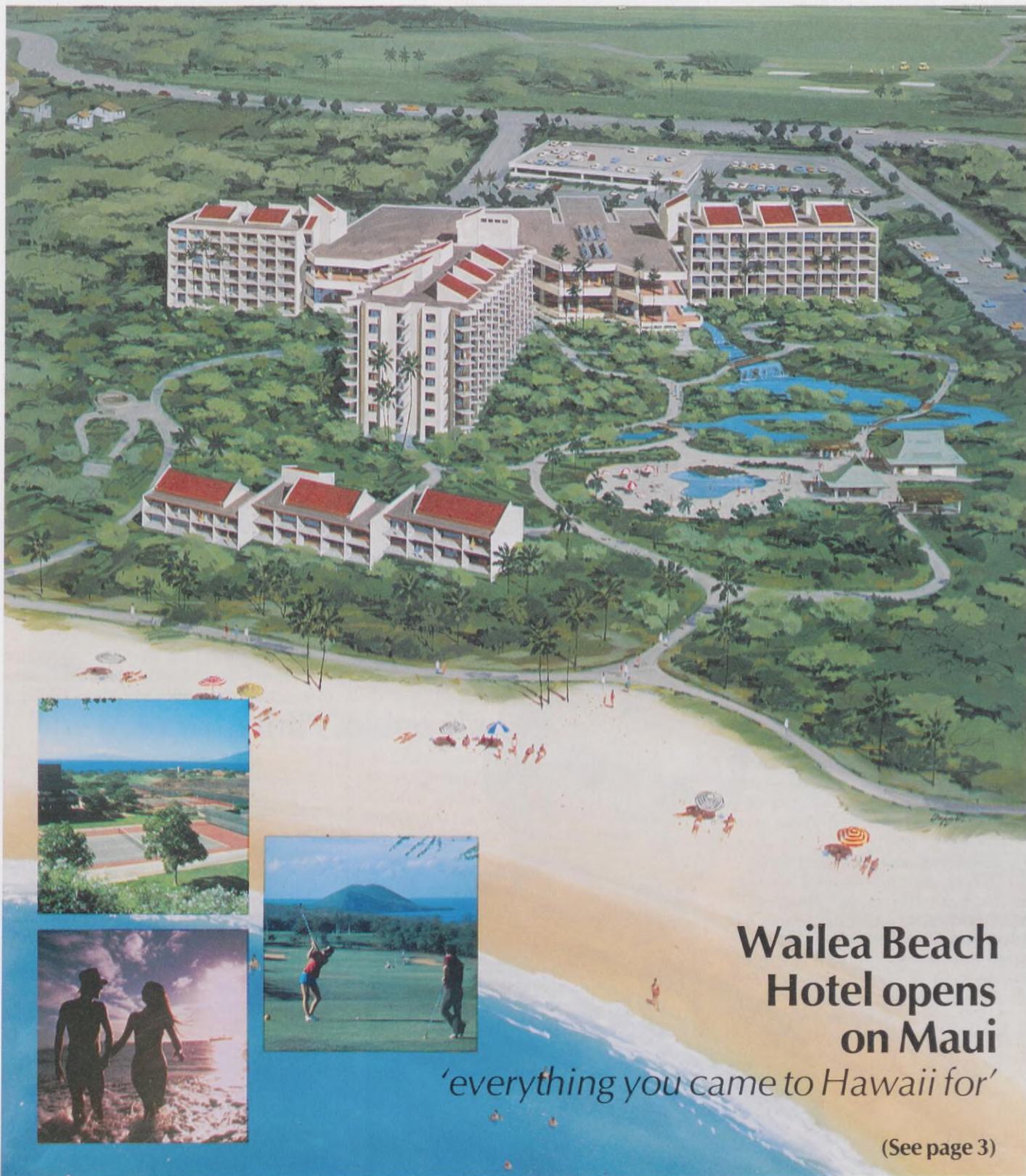


# Front!



September, 1978

WESTERN INTERNATIONAL HOTELS



## Wailea Beach Hotel opens on Maui

*'everything you came to Hawaii for'*

(See page 3)

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## Thank you . . .

Generally speaking, more people will take the time to write a letter of complaint than one of compliment.

Perhaps that's the way it should be.

Guest satisfaction, after all, is what we are all about. It's to our best interest to try and make right whatever it was that bothered the guest and to correct the cause of the complaint so that, hopefully, it does not occur again.

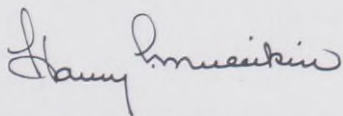
But as helpful as a complaint letter may be, there are few things more satisfying than letters of compliment.

Lately—and satisfyingly—there seems to be an increase in the number of complimentary letters to come across my desk.

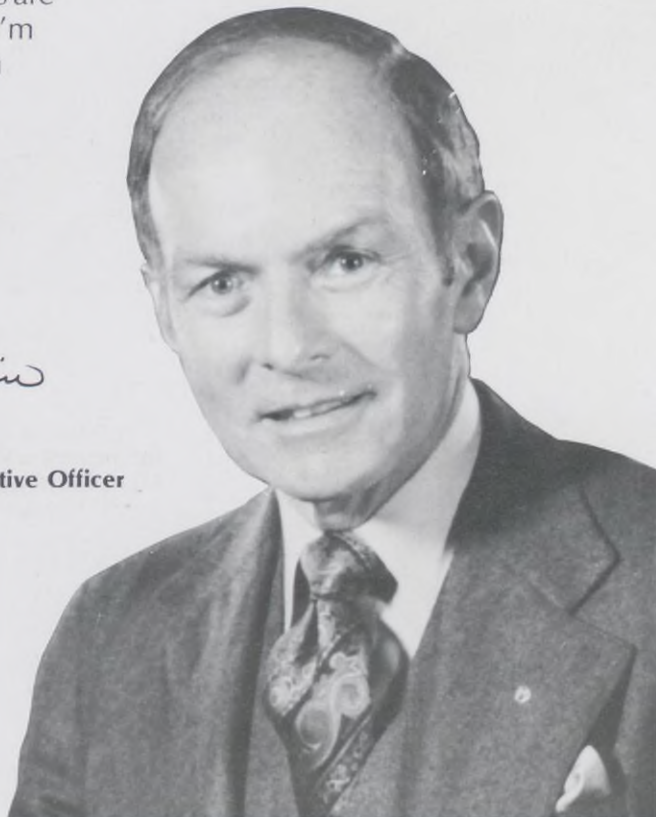
Some of these are from repeat guests. Others are from people experiencing our Western International style of "people make the difference" hospitality for the first time.

In either case, their experiences have so impressed them that they have taken the time in their, undoubtedly, very busy schedules to express their appreciation.

Because these letters are really a thanks to you, I'm very pleased to pass on their compliments—and to add my own. Thank you for making the difference.



**HARRY MULLIKIN**  
President and Chief Executive Officer



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## on the move

**EMIL BIGLER** from sous chef Peachtree Plaza to sous chef Williams Plaza.

**BARRY FLINK** from manager of college relations and employee relocation WIH Personnel Division to personnel director Space Needle Restaurant.

**DENNIS FOX** from controller Michigan Inn to assistant controller WIH Financial Services Division.

**TREVOR KENDALL** from personnel director Space Needle Restaurant to personnel director Mayflower Hotel.

**DAVID KENNY** from assistant manager Mayflower Hotel to front office manager Miyako.

**MARCEL LAGNAZ** from sous chef Philippine Plaza to sous chef Wailea Beach Hotel.

**MARIA LOPEZ** from front office manager Miyako to front office reservations manager St. Francis.

**JANET MARLETTO** from assistant director of housekeeping St. Francis to Director of housekeeping Galleria Plaza.

**DENNIS MILLER** from assistant controller Detroit Plaza to controller Michigan Inn.

**MARY SARKIS** from F&B coordinator Detroit Plaza to sales manager Space Needle Restaurant.

**GARY TACHIYAMA** from front office manager Los Angeles Bonaventure to senior assistant manager Ilikai Hotel.

**JAAKKO TALVITIE** from assistant controller Peachtree Plaza to controller Houston Oaks.

**RENATE McCARTY** from assistant manager Coffee Garden Houston Oaks to assistant manager Cafe Plaza Galleria Plaza.

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## Front!

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

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

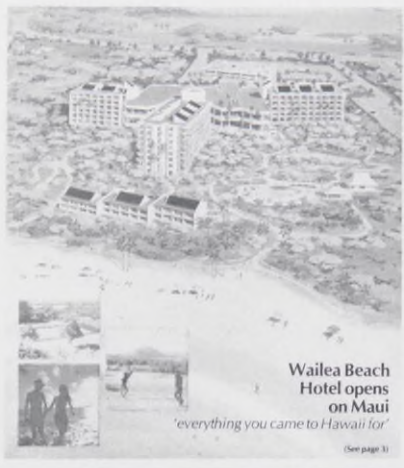
2000 Fifth Ave. Bldg., Seattle, WA 98121

LITHO IN U.S.A.

## Front!

September, 1978

WESTERN INTERNATIONAL NOTES



Wailea Beach Hotel opens on Maui

'everything you came to Hawaii for'

(See page 1)

## Wailea Beach Hotel - It would have pleased the King

King Kahahameha the Great, Hawaii's legendary 18th century ruler, knew a good thing when he saw it.

After conquering the Island of Maui in the late 1700's, he was so taken by its many attractions that he promptly declared Maui a resort for the enjoyment of his family and royal descendants.

What was a good thing then, has, some two centuries later, become an even better one.

Opening on September 15 on Maui's weather-perfect leeward shore, is Western International's stunning Wailea Beach Hotel. It's easy to imagine King Kahahameha giving his royal approval to this 20th century vision of his original resort idea.

As the 350-room Wailea Beach Hotel's opening announcement boasts, the resort offers "Everything you go to Hawaii for."

Surrounded by 15 acres of tropical gardens, with its winding stream and two waterfalls, the low-rise hotel faces a broad white-sand beach and the Pacific surf. For the Hawaii-bound visitor going for the water sports, it's all there from snorkling to sailing. The hotel offers two 18-hole championship golf courses and eleven championship tennis courts. A freshwater swimming pool with hydro-pool and a game room, adjoin the hotel.

Each of the deluxe-appointed guest rooms includes refrigerator, bars, air-conditioning, color television and private lanais with views to the ocean or to towering Mt. Haleakala, the world's largest dormant volcanic crater.

The Wailea Beach Hotel's restaurants offer a diner's-choice selection to fit the mood.

There's Raffles, with its old Hawaiian plantation theme, featuring a fine continental cuisine. Adjoining Raffles is the Sunset Terrace cocktail lounge with its sweeping view to the sea.

Less formal is the charming Palm Court family restaurant. And for even more casual dining, there is the outdoor beach cafe, the Maui Onion.

A lively entertainment lounge on the lobby level, Lost Horizons, features music and dancing nightly until 2 a.m.

And, further living up to its "Everything you go to Hawaii for" promise, guests of the hotel are invited to join special group outings that range from beach barbecues to old-fashioned Hawaiian luaus.

Additional hotel attractions include, barber and beauty shops, and a shopping arcade. For meetings and/or banquets, the hotel's facilities can accommodate up to 400 persons with additional ballroom foyer space that may be used for receptions.

General manager of the Wailea Beach Hotel is Thomas Gurtner. Says Gurtner, "The Wailea Beach Hotel not only offers the newest and finest resort facilities on Maui, but, to top it off, we have one of the greatest groups of people staffing the hotel that you could hope to find anywhere. Talk about your warm and friendly aloha spirit—they've got it!"

King Kahahameha would have been pleased.



## The man with the Golden Gavel

The Crown Center's first Golden Gavel presentation couldn't have been made to a more likely recipient.

Honored, was Stanley H. Stearman (right), a nationally recognized association executive.

Stearman is presently executive vice president of the National Society of Accountants, and is president of the Washington, D.C., Society of Association Executives.

He is also a member of the Board of Directors of the National Society of Association Executives. This prestigious group of meeting planners controls and directs meetings for major associations across the country.

Larry Scheerer, (left) Crown Center director of convention ser-

vices, presented Stearman with his Golden Gavel lapel pin during a pre-convention meeting of the National Society of Public Accountants held at the hotel in early August.

The Golden Gavel program, launched throughout Western International in June, was designed to recognize those individuals who, as representatives of a company, corporation or association, are charged with booking and planning hotel group meetings.

The Golden Gavel pin is awarded to honor these individuals, and to alert the hotel's employees that the wearer is a Very Special Person to be given every consideration as to requests for assistance or information.

## photo news

### Think Strawberries

**Seattle** - It began earlier this year, as an OLYMPIC incentive program among its various food outlets to promote the sale of strawberries to guests. Employees selling the most orders were presented with cloth strawberries to wear on their name tags. Then the idea caught on with all hotel departments and everybody began "thinking strawberries." Only this time it was "selling" a positive attitude and friendly service to guests that earned the name tag strawberry. The staff response to the program was very positive as indicated by the number of employees who accumulated three, four or more strawberry awards. Among the strawberry/service sellers are these two members of the Casey's restaurant staff (from left): Connie Christianson and June Sieben.



### Coin collectors

**Detroit** - A recent haul of the six months' collection of coins from the DETROIT PLAZA's reflecting pool yielded close to \$4,000—mostly in pennies, nickels and dimes. The money-harvest—thrown into the pool by well-wishing visitors—was donated to the Jerry Lewis Telethon for Muscular Dystrophy. Prior to counting the coins on special counting machines, the money is dishwasher cleaned in the stewards' kitchen. Assisting in that process are (from left): Paul Savage, assistant credit manager; Mike Eveleth, assistant steward and Sharon Knaus, accountant.



### Training the trainers

**Costa Mesa** - Sixteen SOUTH COAST PLAZA key staff members recently participated in a four-day "Train the Trainer" seminar to learn the "how to's" for training those employees under their supervision. Leading the group through a session on Management and Training Application Theory is consultant Emanuele Portolese of the Portolese Leadership Institute. The program was developed and presented by Dick Blewett, manager of management development of WIH personnel offices.



## Return of the English Grill

**San Francisco** - A one time San Francisco rendezvous, the English Grill at the ST. FRANCIS shopping arcade lobby level, was re-opened in early August after a four-year closure as a public restaurant. Its classic 20's atmosphere remains in spite of several renovation changes, and it now features a seafood menu. Prior to opening, the room's staff participated in an intensive training program conducted by Eric Calderon, assistant to the F&B director. Jacques Bourgeois, F&B director (right), video-tapes one of the training sessions for later review and performance analysis by the group.



## 'Big Chief'

**Washington D.C.** - When Smith, Bucklin and Associates, a multi-association management firm, expanded to new offices in Washington, D.C., recently, regional director of sales, Bruce Falls hosted the firm's members to a luncheon at the WASHINGTON, D.C., REGIONAL SALES OFFICE. Assisting Falls were George DeKornfeld, general manager of the Mayflower, and WIH vice president/sales, Dave Evans. The occasion was highlighted by the presentation of an appreciation plaque from WIH. On the less serious side, Falls (right) presented Smith, Bucklin's director of corporate relations, Garis Distelhorst, with an Indian headdress naming him the "Big Chief" of his firm. The headdress was provided by Bob Hutchinson, Williams Plaza director of sales.



## Partners in - tennis

**Honolulu** - The ILIKAI Grand Prix of tennis, Hawaii's major annual tennis event, consists of six individual tournaments played on the four islands of Oahu, Kauai, Hawaii and Maui over a five-month period. Two tournaments (the first and last of the series) are played on the Ilikai courts. The Wailea Beach Hotel hosted the Maui tournament. Each of the six events offered \$5,000 in prize money plus the Ilikai Grand Prix prize of \$6,000 to be divided among the three players earning the greatest amount of Grand Prix points. Pictured during the third tournament—the United Airlines Cup played at the Ilikai in late July—are (from left): Bill Hulett, managing director of the Ilikai and Wailea Beach Hotel; Pete Isaack, winner of the United Airlines Cup; and Richard Post, vice president Hawaii-Region United Airlines.

# A uniform welcome to our world

Even in a rainstorm, Continental Plaza doorperson Lorenzo White's uniform in steel gray with black braid piping, holds its dapper look.



This exotic uniform in white, red and black with gold trim, as worn by Shangri-La doorperson, N.S. Supramaniam, reflects the Oriental mystique of the legendary city of Shangri-La as described in the book, LOST HORIZON, and from which the hotel gets its name.



It's a uniform and uniformed welcome that greets the visitor to our hotel world.

Uniform is the greeting—warm, friendly and personally attentive to the guests' needs.

Uniformed is the greeter—the hotel's doorperson.

But, while there is a similarity in greeting throughout Western International's world, the costumes worn by these doorpersons are, for the most part, as individual as are the hotels themselves.



A more formal safari-styled uniform—in white with red trim—is worn by South Coast Plaza doorperson, Ted Chetkian.

They range from open-necked casual to top-hatted formal. Some are influenced by the local environment or cultures. Others, such as the Beefeater uniforms worn in at least three WIH hotels, suggest an historic background. Still others are designed to reflect the image the hotel has established in its community.

Presented here, a representative "style show" of WIH doorperson uniforms as worn by those people who set the greeting style for their respective hotels:



This crimson with gold and black-trimmed Beefeater costume, as worn by Robbie Robinson at the Hotel Toronto, is patterned after that of the Tower of London guards.

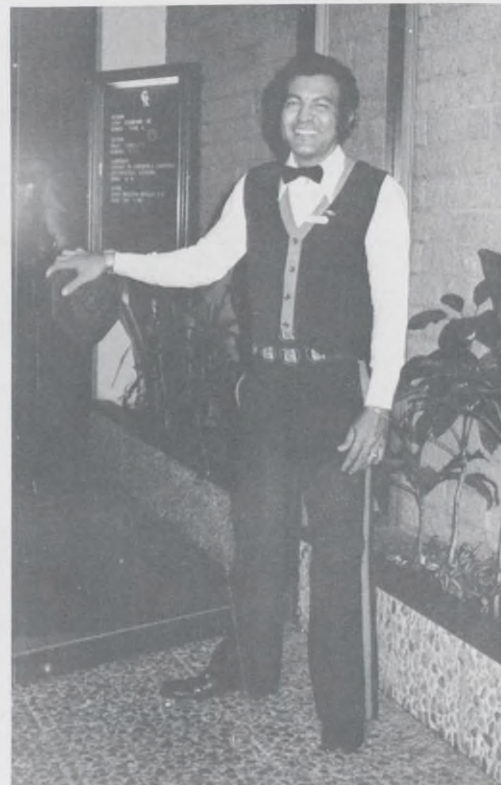
The Russian Cassack look uniform in brown and beige with a rust-colored sash, as worn by Crown Center doorperson, Paul Alexander, is topped-off with a fur-like astrakhan.



Larry Makuakane, doorperson at the Ilikai, sports a distinctively Hawaiian uniform—white with a royal blue velvet cape and cummerbund—which is styled after the capes worn by the alii (chiefs) of old Hawaii.



Doorperson Arthur Price at the St. Francis wears a long dressy black coat over black trousers that show a maroon stripe on one side.



Fernando Platero of the Camino Real, San Salvador, wears a vested black outfit with red trim, and sports a trousers belt decorated with the Camino Real (CR) insignia.



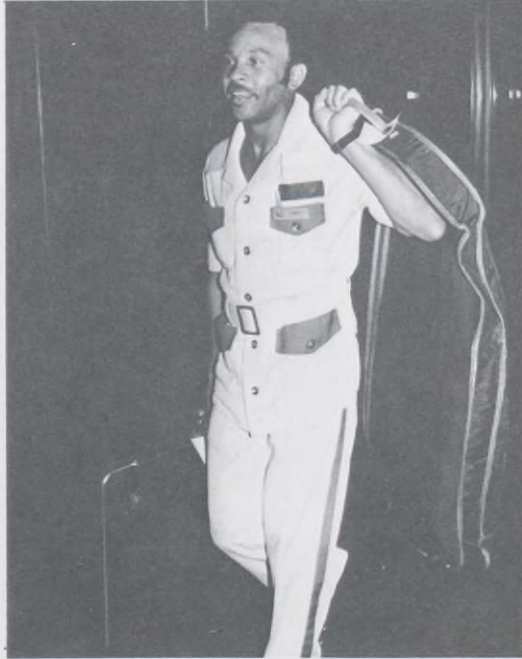
This double-breasted jacket and trousers in dark brown with complimentary gold and putty-colored trim is worn by the Olympic's Bill Payne.



Distinguished in his dove greys—top hat, tails and trousers—Hamilton Mseleku creates an impression of elegance that reflects the Carlton's image.

Continued on page 8

## celebrities



The summer uniform at the Peachtree Plaza reflects Atlanta's approach to warm temperatures in this casual safari-styled costume in beige with cinnamon detailing, as worn by doorman, Charles Blanchard.



And still another version of the popular safari costume, complete with safari hat, is worn by Detroit Plaza doormen, Louis Corte (left) and Marty Arkelian.

**Portland** - After spending an evening with a Portland family earlier this year, U.S. President Jimmy Carter checked into the BENSON where he presided at a press conference in the hotel's Mayfair Ballroom. Welcoming Carter to the hotel (left) is Benson general manager, Paul Himmelman. At center are secret service personnel.



**New York** - Prominent Hollywood film star, Lassie, is greeted on her arrival at THE PLAZA by room clerk, Rick Walsh. Lassie was in town to attend the premiere of her latest picture, "The Magic of Lassie."

**Atlanta** - Early Rolley (left), PEACHTREE PLAZA banquet waiter, attends to Senator Edward Kennedy during a luncheon for the U.S. Conference of Mayors gathering at the hotel. Kennedy was the featured luncheon speaker.





For being "most courteous"—\$1,000. Veronica Tan receives her award check from Shangri-La general manager, Larry Magnan.

## Most courteous - and generous

Veronica Tan, SHANGRI-LA Coffee Garden waitress, surely ought to get to heaven.

She recently earned some favorable points in that direction.

As the winner in the hotel's "Courteous Employee of the Year" campaign, Ms. Tan was awarded the top prize—a check for \$1,000 in Singapore dollars.

Instead of using the money for her personal benefit, however, she donated the entire sum to two charities—Little Sisters of the Poor and to an under-privileged children group.

"I had always thought that if I had a lump sum of money, I would donate it to charity" Ms. Tan said. She added, "I didn't feel the money was earned by me. It was more like striking a lottery."

Earlier, as a "Courteous Employee of the Month" winner, which made her eligible for the campaign-ending "Courteous Employee of the Year" selection, she had been awarded a \$200 prize and a commendation.

Judges for the three-month-long campaign, were an anonymous group of Shangri-La management staff members who, through their observations during hotel rounds, awarded points to courteous employees.

The two other "Employee of the Month" winners were Yang Mee Lan, also a Coffee Garden waitress, and Ali bin Abdullah Alsagoff, front office receptionist.

## Carlton's literacy program 'extremely successful'

Since 1975, the Carlton, in Johannesburg, South Africa, has been conducting an extensive literacy program for its Zulu employees.

The program, scheduled for the most part during the employees' working hours, is divided into several progressive



Bethuel Mvelase, one of the Carlton's first Zulu literacy graduates, now enrolled in the English literacy course.

sections. The first of these begins with a pre-primer session during which the un-schooled students are taught such basics as the handling of a pen, the formation of letters, and the identification of similar objects of shape, position and size.

From here, students progress through a number of classes on the Zulu language, from pronouncing and writing the letters of the alphabet and the formation of words, to advanced writing and reading.

After mastering their native Zulu language courses, the student employees move on to English literacy courses.

These courses cover a series of instruction books entitled, "I Can", "Open the Door", and "Into Tomorrow". On completion of these books, the students are able to speak, read and write in English as well as Zulu.

More recently, the Carlton has added an advanced course on practical English, designed to perfect the learner's written and spoken English. This course was found to be particularly helpful for those employees participating in the hotel's supervisory training programs.

According to Margaret Mtshali, the Carlton's training officer and literacy teacher, the hotel's literacy program has proven extremely successful and is enthusiastically received by the employee students.

Currently, seven members of the hotel's staff are enrolled in the Zulu literacy course, thirteen in the English literacy course and seventeen in the practical English course.



## 'Welcome . . . anytime!'

**Guadalajara** - Prior to the Miss Universe Pageant held in Acapulco in late July, contestants made personal appearances in a number of Mexican cities. Among them was Guadalajara where they were hosted at the CAMINO REAL. Miss Malaysia (center), followed by Miss France, is welcomed to the hotel by General Manager Andres Rossetto.

## Hotel's 'upstairs' serves as temporary Buckingham Palace

True, there weren't any changing of the guard ceremonies.

But in every other respect, the Edmonton Plaza can be applauded for a truly royal performance in its recent role as a temporary Buckingham Palace.

The hotel had been selected to host England's Royal Family during their six-day visit to Edmonton while attending the XI Commonwealth Games in that city. The family members included Her Majesty Queen Elizabeth II, his Royal Highness the Prince Philip, and their two youngest children, Prince Andrew and Prince Edward.

Royalty, however, does not travel lightly.

Accompanying the Royal party was a 75-member entourage, including Buckingham Palace household and office staff, security and communication personnel, special attendants to the Queen—and ten tons of luggage. To house the group required 81 rooms and all of the hotel's top four floors.

"There was certainly lots of excitement around the hotel throughout the visit, particularly among guests and visitors who wanted to get a glimpse of the Queen or other family members," said general manager, Peter Smith. "But everything went off without a hitch."

Prior to the visit, the hotel's entire staff was subjected to a security review, and all food handlers took required medical examinations.

Actual contact with the royal visitors by the hotel's staff was limited. As hotel

host, Smith was required to meet and greet the Queen each time she entered or left the hotel.

It was during those periods when the Queen was away from the hotel, that housekeeping staff members were permitted to enter the "royal quarters" to freshen the rooms and restock supplies.

Kitchen contact for meal arrangements was made through food and beverage manager, Peter Jacoby. Food preparation follow-through by executive chef, Stefan Zanker, was supervised under the watchful eye of a health inspector and a Royal Canadian Mountie.

Because of the Queen's heavy schedule, dinner was usually served quite late—around 9 or 10 p.m. And, of course, the staff had to be prepared to serve "high tea" each afternoon at 4.

"It's a credit to our staff that the Royal Family did not feel it necessary (as is often customary) to bring along their own kitchen people or chef," Zanker proudly noted.

While outside attention focused on the royal visitation, inside it was "business as usual" for the hotel's staff.

Largely because of the Commonwealth Games, the Edmonton Plaza was operating a very busy full house.

As Peter Smith smilingly put it, "While we were housing a temporary Buckingham Palace upstairs, downstairs we were still operating the Edmonton Plaza."

He did note, however, "The Royal Family visit was a tremendous honor for us. It had its few anxious moments, of course, but everybody on our staff enjoyed the experience."

The Queen is welcomed to the hotel by general manager, Peter Smith.



'Celebration' waiting staff members, Walid Al-Awar and Joanne Suthergreen.

## 'Celebration' - a rare and special event

Occasionally, a dining experience will surpass even an excellence rating. It goes that step beyond, to become a rare and special event: a celebration.

Such an event has become a nightly dinner occurrence (until mid-November) at the Washington Plaza.

The dinners, featuring a set Middle Eastern menu, are called "In Celebration of the Nile"—a tie-in with the King Tut treasures exhibition now on display in Seattle.

Each dinner presentation is limited to 32 persons with eight guests to a table. The dining room is the redecorated Washington Plaza's Crown Suite on the hotel's 40th floor, with a spectacular view of downtown Seattle and the bay.

The evening begins with a welcome from the Egyptian-costumed staff (all but one are from the Middle East) followed by a social interval for cocktails, chatting with fellow guests, or for admiring the view or the room's Egyptian motif.

When guests are seated, host, Walid Shahouk, introduces himself and his staff. He describes the feast that will follow and something of Egyptian culture and dining traditions. One such tradition is the selection of a "grandfather" among each guest table who starts the meal by breaking bread and is also the first to be served.

Highlight of the several course ban-

quet that follows is a huge silver platter heaped with several kinds of meat and seafood, including squab, lamb, rabbit, beef tenderloin and prawns, all seasoned with special spices. This entree is accompanied by another tray filled with familiar vegetables, most stuffed with unfamiliar ingredients. A choice of three wines is served throughout the dinner.

Some two hours later, the dinner draws to a close with a dessert course of Mid-Eastern delicacies and either American or Egyptian coffee.

Then, as in leaving the home of friends, the staff bids each departing guest a warm, friendly farewell. The "rare and special" dining event is complete.

Major credit for creating the "Celebration" dinner idea goes to Washington Plaza F&B director, Bill Stafford. In its development he was assisted by Carol DeLapp, director of sales, and the room's manager and host, Walid Shahouk.

Says Stafford, "While we wanted to do something in connection with the King Tut exhibit, we didn't want to make a direct reference to it. The Egyptian dinner concept with its sophisticated and very unique dining presentation seemed to fit the bill."

It did. Currently, Stafford reports, dinner reservations—at \$39 per person—are hard to come by.

## people



### Winners

Seattle - OLYMPIC culinarians (from left): Karl Peters, Richard Wittman and Nakai Yashiro exchange mutual congratulations after learning that their entries in a local culinary show had earned them some major awards. It was gold medals for Peters and Wittman and an honorable mention for Yashiro. A fourth member of the hotel's team, Pam McDowell (not pictured), was awarded a silver medal.



### Cakes

Los Angeles - The LOS ANGELES REGIONAL OFFICE staff got out the word of the Williams Plaza opening, to the three local air-carriers servicing Tulsa from the West Coast, in tasty style. Large cakes announcing the event—baked by Century Plaza chefs—were distributed to American, Continental and TWA airline offices along with brochures on the new property. Sales managers Rafael Llanes and Linda Sperber display one of the decorated announcement cakes.

### iPlazazz!

Chicago - What's in a name? At the CONTINENTAL PLAZA, it's iPlazazz! (with reverse exclamation points). It's the name selected as the winning entry in a recent employee contest to name the hotel's new employee newspaper. For winner Vickie Wagaman (center) the inspired Plaza-pizazz combination rewarded her with four theater tickets and the "undying gratitude of the publication's editor". A copy of the newspaper, with the winning name hand-lettered on the masthead by Ms. Wagaman, is displayed by executive assistant manager, Tom Heder (left), and general manager, Jack Gaines.



# inn basket

**NORTH AMERICA'S FINEST** - A record of six WIH restaurants were selected by TRAVEL HOLIDAY magazine as among North America's finest restaurants in their 1979 Guide to Fine Dining. Two of them—The Ilikai's Top of the "I" and the Bonaventure's Le Castillion—were given the top award. Additionally, The Arizona Biltmore's Orangerie, Los Angeles Bonaventure's Beaudry's, the Benson's London Grill, and the Olympic's Golden Lion received "Recommendation" recognition. Three concessionaire restaurants—Trader Vic's at both The Plaza and the Washington Plaza, and Yamato's at the Century Plaza—also received "Recommendation" recognition. The annual TRAVEL-HOLIDAY (formerly, HOLIDAY) restaurant guide program is widely recognized as a restaurant recommendation authority throughout the United States, Canada and Mexico.

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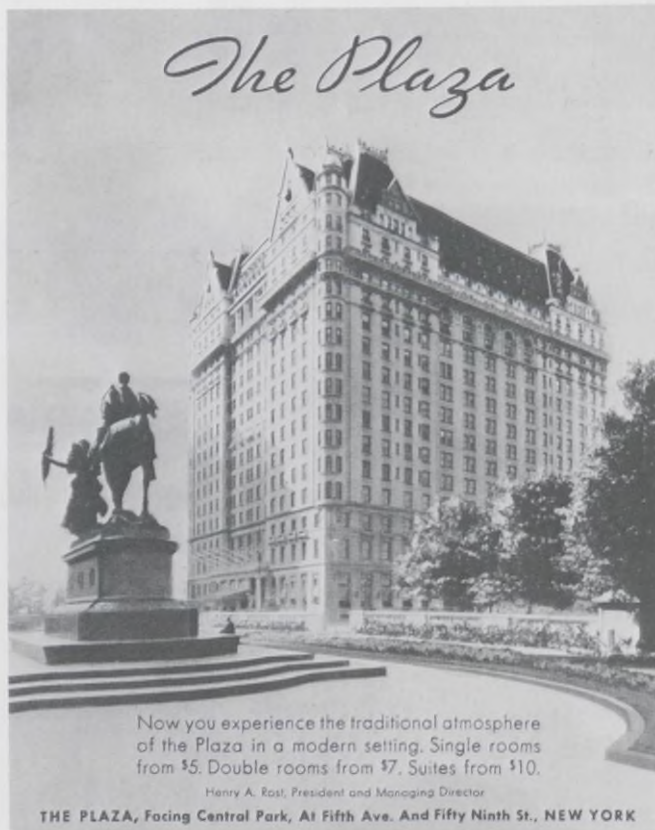
**SAFETY-VERSE** - This "Safety Tip" in rhyme, copied from the Mayflower employees' publication, THE MAYFLOWER LOG, says it all though, perhaps with more truth than poetry.

It isn't the number of guards put on  
Or the stair with the well-kept rails  
It isn't the lights that are installed  
Or the lack of rusty nails  
It's true that all these help a bit  
But when all's been done and said  
The thing that prevents the accident  
Is the way you use your head.

\* \* \*

**THE WAY WERE WERE** - Remember this ad? Well, if you were around in 1963 and were a subscriber to FORTUNE magazine you may have come across it in the March issue. It was sent to us by Cheryl Perkins, group agent at the Central Reservations office in Omaha, and we've reproduced it here for your enjoyment. From the outside, The Plaza does not seem to have changed much over the past 42 years . . . but take another look at those room prices!

If you have come across some old WIH (or Western Hotels) ads that you would like to share with our family members, send 'em to us and we'll reproduce them in Front! We promise to take good care of them and return them intact. Better yet—if you can part with them let us know and we'll pass them on to Senior Vice President Bill Keithan, for the WIH Archives Collection, with your name listed as the donor.

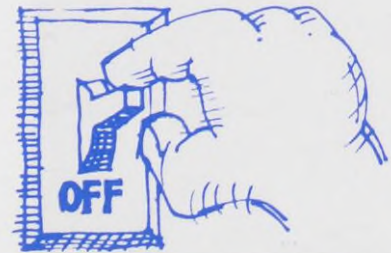


*The Plaza*

Now you experience the traditional atmosphere of the Plaza in a modern setting. Single rooms from \$5. Double rooms from \$7. Suites from \$10.

Henry A. Rost, President and Managing Director

THE PLAZA, Facing Central Park, At Fifth Ave. And Fifty Ninth St., NEW YORK



energy = money  
savings = savings

## A DROP OF WATER

The next time you spot a dripping faucet, try the following experiment: Place a measuring cup under the drip for fifteen minutes. How many ounces of water did you capture? Multiply that number of ounces by 35,040 to find out the number of ounces wasted in a year. To convert to gallons divide this figure by 128 and you will find that a lot of water is wasted.

If the drip is from a hot water faucet, heating that wasted water takes a lot of energy. For instance, a thousand-gallon-per-year hot water drip takes roughly 10 gallons of fuel oil, or 1,000 cubic feet of natural gas, or 300 kilowatt-hours of electricity to heat, depending on the type of water heater you have at home (or at work).

Repair leaky faucets as soon as you spot them.

A leaky toilet may be less obvious but it is just as wasteful. Check for a leak by putting a few drop of food coloring in the tank. If the coloring appears in the bowl before the toilet is flushed, there is a leak which needs immediate repair.

## MORE WATER ENERGY SAVERS

- Set your heater thermostat at 110 degrees F., which is adequate for washbasin, baths, and showers. A 140 degree F. setting is necessary if you have a dishwasher.
- Add a flow restrictor to your showerhead and faucets. Both hot and cold water use can be cut in half.
- Take showers instead of tub baths, though it depends on whether your showering is confined to the time it takes to sing something shorter than the last act of Aida.
- Wash clothes in warm or cold water, rinse in cold. Postpone laundering until you have a full load.
- Don't let the water run while shaving. Use a sink stopper.
- Finally, turn off the water heater when you go on vacation.