

Front!



September 1976

WESTERN INTERNATIONAL HOTELS
Partners in travel with United Airlines



Detroit Plaza heads toward a mid-month 'top-off'

The Detroit Plaza tower, as pictured in this aerial view, is surrounded by the four Renaissance Center office towers. To the left is the Detroit River, and the circular building at top left of photo is Cobo Hall, the city's new convention center. At right are office and business buildings of downtown Detroit. (See feature article on page 4.)

executive offices report

on the move



Recently, John Portman, architect/developer for three of our largest and newest properties (Peachtree Plaza, Detroit Plaza, and Los Angeles Bonaventure) visited with the Detroit Plaza staff.

He shared with them some of his design philosophy concepts, which we, in turn, would like to share with you in this brief summary.

The basis for Mr. Portman's unique and innovative design approach is in his deep-felt consideration for people. As he puts it, "I design things so that they serve people, not rule people."

To best serve people, he emphasizes a total environment that people "can respond to and enjoy."

This means creating a feeling of breathing space, for instance, with atriums and other large open areas. Of closeness with nature and tranquility by incorporating lakes, waterfalls and indoor tree and shrubbery plantings into the design environment. Of visual surprises as viewed from various interior levels. And of restaurants and other public areas designed for harmonious activity and the full enjoyment of everyone.

We've long held that hotels are not just "things" of steel, concrete and glass, but they are "people places."

We think that Mr. Portman's environment-in-design concepts very successfully achieve such "people place" results. This is certainly evident in his exciting Peachtree Plaza.

We now anticipate further "people place" successes with the opening of the Los Angeles Bonaventure this December, and in March 1977, with the opening of the Detroit Plaza.

LYNN P. HIMMELMAN
Chairman

HARRY MULLIKIN
President

RANDY GUTHRIE, formerly executive assistant manager of Crown Center, now resident manager of Century Plaza.

SERGE DEROSE, formerly assistant controller at the Bonaventure, now controller at Edmonton Plaza.

TOM HEDER, formerly executive assistant manager at Benson, now executive assistant manager at Continental Plaza.

PAUL HIMMELMAN, formerly senior assistant manager at Crown Center, now executive assistant manager at Benson.

REINER GRUEBEL, formerly executive chef at Ilikai, now executive chef at the Los Angeles Bonaventure.

MIKE MORAN, formerly executive assistant manager of Michigan Inn, now executive assistant manager at Crown Center.

TIMOTHY WHITEHEAD, formerly senior assistant manager of Hotel Scandinavia, Copenhagen, now executive assistant manager of that hotel.

ARTHUR BEAULIER, formerly director of Food & Beverage at Houston Oaks, now director of Food & Beverage at Peachtree Plaza.

JOHN CHAMBERS, formerly sales manager at Washington, D.C. regional sales office, now sales manager, national accounts at Peachtree Plaza.

STEVE HARPER, formerly senior assistant manager of the Mayflower, now executive assistant manager of the Mayflower.

ROY GOWELL, formerly director of sales at Houston Oaks, now director of marketing at Galleria Plaza and Houston Oaks.

LON KELLSTROM, formerly senior assistant manager at Michigan Inn, now executive assistant manager at Michigan Inn.

PETER HANSEN, formerly assistant manager at Century Plaza, now assistant manager at Peachtree Plaza.

BARBARA HULSTROM, formerly PABX operations manager at Peachtree Plaza, now PABX operations manager at Los Angeles Bonaventure.

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Front!

A monthly publication by and
for employees
Western International Hotels

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LITHO IN U.S.A.

on the move

Continued from page 2

INGE KRIEG, formerly director of housekeeping at Peachtree Plaza, now director of housekeeping at Los Angeles Bonaventure.

VLASTIMIL LEBEDA, formerly executive chef at Winnipeg Inn, now executive chef at Ilikai.

WILLIAM LUCAS, formerly front office assistant manager at Continental Plaza, now front office assistant manager at Ilikai.

PETER MULLER, formerly sous chef at Carlton, now sous chef at Crown Center

CARL PFAFFENBERG, formerly convention services manager at St. Francis, now director of convention services at Detroit Plaza.

NEIL SABIN, formerly sales manager at Century Plaza, now sales manager at Camino Real, Mexico City.

GLORIA SCHMIDT, formerly director of housekeeping at Washington Plaza, now director of housekeeping at Detroit Plaza.

GAYLE SHORT, formerly reservations supervisor at Omaha Reservations Center, now assistant reservations manager at Continental Plaza.

GUNTER WENZEL, formerly executive sous chef at the Bonaventure, now executive chef at Winnipeg Inn.

DICK WHALEY, formerly manager of Omaha Reservations Center, now director of rooms at Peachtree Plaza.

Hotel management changes

Joe Mogush, senior vice president and managing director of The Plaza, has returned to WIH corporate offices to assume operations responsibilities.

Named as general manager of The Plaza is Phil Hughes, formerly the general manager of Hotel Scandinavia, Copenhagen.

Bodo Lemke, the former executive assistant manager, replaces Hughes as the new general manager of the Hotel Scandinavia, Copenhagen.

Lee Jenks, general manager of the Washington Plaza, has accepted a newly created position as managing director, Galleria Plaza and Houston-Oaks hotels.

Kim Chappell, general manager of the South Coast Plaza, has been selected as the general manager of the Washington Plaza.

Tom Hosea, manager of the Miyako becomes the new general manager of the South Coast Plaza.

Gerry Wolsborn, resident manager of the Mayflower, is appointed manager of the Miyako, (S.F.).

Maui is site for new resort hotel



Architect's scale model of the Wailea Beach hotel in Maui.

Sometime this month, groundbreaking activity on the Hawaiian island of Maui will begin as first step in the construction of Western International's newest resort hotel—the Wailea Beach.

The 347-room beachside property will occupy a 15-acre site in the community of Wailea located in Maui's leeward shore.

Two wings of five stories and a wing of seven stories will fan out from a central structure to house 321 of the 347 guest rooms. The remaining 26 rooms will be luxury beachfront accommodations housed in a two-story building.

Fronting the buildings on the ocean side will be a large, tropical garden. Landscaping plans call for two waterfalls, a stream, a tranquil garden pond, and walkways leading to a swimming pool, spa and outdoor beach cafe.

Main entrance to the new hotel will be at the upper end of the property on the second floor level of a two-story central building. This

New executive vice presidents

John Calvert and Bob Lindquist were elected executive vice presidents at the WIH Board of Directors meeting held in late August.

Calvert will head the Properties and Finance Division, and Lindquist will head the Hotel Management Division. Both men had previously held the posts of senior vice presidents for our company.

structure will also contain the lobby, restaurants, dining terrace, meeting rooms, game room and a shopping arcade.

Ocean or mountain views are afforded from every room. The decor will emphasize openness to capitalize on the area's dry temperate climate and lush scenic attractions. Room furnishings will feature bright fabrics, wicker and white oak.

Hotel guests will have convenient access to all of Wailea's well-developed recreation attractions including its five beaches, which are among Hawaii's finest. The area already includes a tennis club, a golf course, and a second golf club under construction.

Wailea is a 30-minute drive from Maui's airport and a 20-minute flight from Honolulu, site of the Wailea Beach's sister hotel, the Ilikai.

In announcing Western International's intent to manage the new property in late July, L.P. Himmelman commented, "... we have long sought a suitable site for a resort property on a neighboring island to complement and enhance our Ilikai hotel. We believe Wailea Beach is a magnificent setting for development of one of the world's finest destinations for rest and relaxation."

Owner and developer of the \$22-million Wailea Beach hotel is Grosvenor International (Hawaii) Limited, a subsidiary of Grosvenor International Holdings, Ltd. of Vancouver, British Columbia.

The hotel's opening is scheduled for January 1978.

Detroit Plaza reaches a '70-story high'

Near the middle of this month the Detroit Plaza will top off. The hotel will then have reached its full height—a dramatic 70-story thrust dominating the Detroit Riverfront skyline.

From then on, it will be “full speed ahead” as construction continues to race toward the projected March, 1977 opening.

Surrounded by four lower office tower structures, the circular, glass-walled hotel has already established itself as the focal centerpiece of the city's spectacular \$337-million Renaissance Center.

In addition to its 1,400 “world-class” guest rooms, the John Portman designed Detroit Plaza features 13 restaurants and lounges. This includes what will be the world's largest rooftop, tri-level revolving lounge and restaurant complex.

Within the hotel's self-contained world are spacious ballrooms, several versatile meeting and function rooms and a massive exhibit hall that will substantially enhance Detroit as an international convention and meeting site.

Within the hotel's entry core is an eight-story open atrium that is crossed by aerial walkways. Among its visual attractions are hanging greenery gardens, suspended cocktail pods, and a revolving lounge which skims over a giant reflecting pool.

By opening day, the Detroit Plaza will employ more than 2,000 people. (Personnel Director Sherry Fortenberry expects to interview and screen as many as 20,000 job applications in the hotel's staff search for “people who really make the difference.”)

According to Director of Marketing Larry Stephan, bookings for more than 150 major conventions through 1981 have been logged, which translates as more than 450,000 room nights! Sounds pretty impressive for starters. But as Stephan enthusiastically anticipates, “Just wait until we're open and we can show off the finished product...”!



From the Canadian side of the Detroit River in Windsor, Ontario the Renaissance Center, topped by the Detroit Plaza, dominates the city skyline.

'Fortune Wheel' recipe wins a top prize.



Bill Evans proudly displays his prize-winning “Fortune Wheel.”

Upon his return from a two-week holiday in early August, Bayshore Inn Breakfast Chef Bill Evans was delighted to discover that he had been favored by Fortune's Wheel.

Actually Fortune Wheel was the name Bill had given to his sandwich concoction entry in the WIH Chef Reinhold Keller Award Recipe Contest and which had won him the top prize honors.

The Chef Reinhold Keller Award competition was developed last fall by the WIH Food and Beverage Committee. Its intent—to encourage and promote the creativity of our culinarians and to help Western International maintain its leadership in quality food preparation. The competition, named after the late WIH Chef Reinhold Keller who had pioneered quality control standards for our company, is open to all food preparation personnel of our U.S. and Canadian hotels.

The ingredients for Evans' “Fortune Wheel” sandwich consisted of processed cheese, thinly sliced ham and white asparagus tips rolled, pinwheel style on a slice of bread cut lengthwise. It is then dipped in egg wash and fried in hot clarified margarine. The result is garnished with apple slices, mandarin orange sections, and maraschino cherries, then nestled in a lettuce cup and finished off with a fortune cookie.

As first prize winner, Chef Evans was presented with the competition's traveling trophy, a gold medallion, an engraved copper skillet, and a recognition certificate.

The second prize went to Washington Plaza Executive Chef Karl Hutter for his “Filet of Boeuf Keller.”

Third prize went to former Anchorage-Westward culinarian Coleen Rimlick for her “Ice Cream Pie Delight.”



During an instruction "how-to" exercise, Superintendent of Services Del Liza (right) made note of the improper approach in loading a baggage cart as demonstrated by Director of Personnel Ester Garcia.

Training Techniques Workshop staged at Philippine Plaza

In early June, department head staff members of the Philippine Plaza (scheduled to open the middle of this month) attended a four-day Training Techniques Workshop.

Workshop "coaches" were Dick Blewett, WIH manager of management development and WIH Consultant Don McCutcheon. The program, similar to those previously conducted for the department heads of the South Coast Plaza and the Peachtree Plaza, stressed on-the-job training techniques.

Each attendee put on at least two

brief training presentations to demonstrate understanding of techniques being taught. Many of these presentations were videotaped for group analysis and critique.

At the workshop's conclusion, Philippine Plaza General Manager Dave Paulon and Resident Manager Howard Kemball presented the training group with WIH graduation certificates and emphasis pocket pointers to signify their "official instructor" status.



Apprentice trio sign up

Oslo—Signing up for their three-year culinary training program are these three apprentices (front row) recently hired by the Hotel Scandinavia, Oslo. They are (from left): Steven Dannevig; Christian Blaauw; and Tor Sperstad. The training program includes 13 months of outside classroom study in addition to on-the-job training and lessons from the hotel's chef and other staff members. Pleased witnesses to the occasion are (back row from left): Executive Sous Chef Eduard Fasler; Assistant Executive Manager James France; F&B Director Ulla Mark; and hotel Administrative Assistant Kristen Tveit.

Ostrich eggs make a hit with ASTA group



Ostrich eggs in production in the Carlton's kitchens. From left: Director of Catering Marc Gavriil; Beverage Manager Fernand Fontes; and Assistant Beverage Manager Rolando Da Silva stuff plastic inserts into the eggs.

When New York Chapter members of the American Society of Travel Agents (ASTA) visited South Africa recently, they headquartered at the Carlton.

Wanting to make their stay a truly memorable one, Carlton staff members came up with a very unique idea, typical of South Africa. A special reception cocktail was concocted and served in hollowed out ostrich eggs!

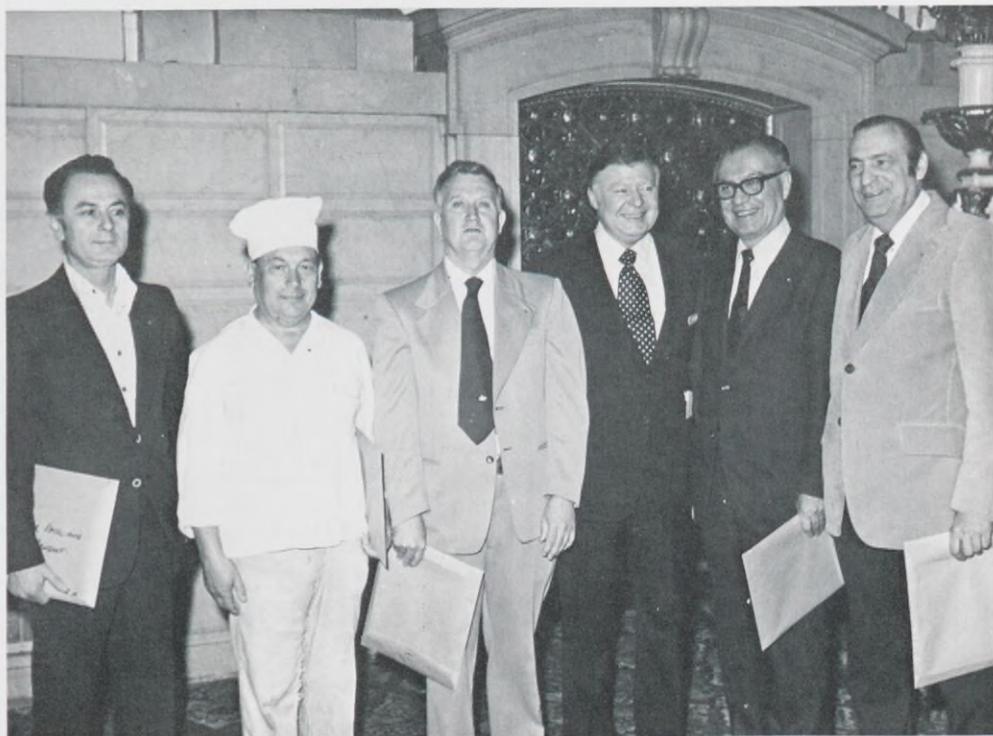
Some 150 of these outsized eggs turned-into-cocktail-glasses were fitted with plastic bag inserts to hold the beverage and each was topped with fruit decorations and sipping straws.

Then, a welcoming message from the Carlton was imprinted on clear plastic strips and adhered onto each egg.

The delighted agents rated it a super idea and afterwards, carefully packed the eggs as prized take-home souvenirs.

Quarter-Century clubbers

New York—There is a look of pride in THE PLAZA that shows on the faces of these six men. And for good reason. All were recently recognized for their 25 years of service to the hotel with presentations of 25-year service pins and certificates awarded by Senior Vice President and former Managing Director Joe Mogush (third from right). The quarter-century clubbers (from left): Arthur Katselianos; Samuel Houarner; William Billman; Mogush; Chris Bassios; and William Spitzer. (Not pictured but also receiving 25-year service recognition were employees Dante Frale, Osvaldo Padro, Ennio Serventi, Stefan Stecyk, Theodore Weiland and Antonio Zazzi.)



World's longest hotdog—by Guinness!

Costa Mesa—The SOUTH COAST PLAZA's hugely successful Fourth of July guest promotion, "The Great American Weekend," featured fun and food attractions galore—and the world's longest hotdog! The record 1,776-inch length of links is pictured as it was being laid out on buns by staffers (from left): John Manderfeld; Eve Phillips; Heinrich Steffen; and Ron Rittman. The display lasted long enough to make the Guinness Book of World Records before it was devoured by hungry guests.



Splash heard 'round the world

Vancouver—When it comes to World Olympics spectacles, even the recent Montreal Games had nothing to compare with the Second Annual World Belly-Flop and Cannonball-Diving Championships, held at the BAYSHORE INN's outdoor pool in mid-July! The generally hilarious event pitted the 250-pound plus diving heavyweights from three nations (the U.S., Fiji and Canada) to determine the big-splash champion of the world—or, the Pacific Northwest, anyway. With viewers surrounding the pool, one of the 16 contestants is pictured here in mid-flop "championship" form.



United's 'Fair'—WIH was there

Chicago—In mid-July, United Airlines promoted an outdoor "Summer Fair & Trade Show" at its Chicago headquarters. The event drew over 1,000 travel agent guests from the area who visited the various exhibitor booths and enjoyed the fun-filled carnival atmosphere that prevailed. WIH was there with a booth attended by marketing staffers from the CHICAGO REGIONAL OFFICE and the CONTINENTAL PLAZA. Pictured are (from left): Ron Spellecy, of the Continental Plaza; Linda Hehl, Leon Ellis, and Willis Camp, of the Chicago Regional Office.



Personnel 'problem solvers'

Seattle—A three-day Group Benefits Workshop at the WASHINGTON PLAZA in early August drew the directors of personnel from all U.S. properties. While the program included a number of presentations by Group Benefits Manager Brian Beaulac and other WIH Group Benefits staff members, the stress was on "problem sessions" that invited attendee solution participation. Puzzling over a case problem at one "think tank" table, Personnel Directors (from left): Trudy Razon (Miyako); Jack Woolley (Space Needle); and Hannele Cotton (The Plaza).



Meet the Hawaii Leis

Honolulu—The ILIKAI is home for the star-studded World Team Tennis group, the Hawaii Leis. With seven tennis courts, the hotel prides itself as Waikiki's only tennis resort. The groomed-for-action Hawaii Lei group pictured here (from left): Butch Buchholz; Helen Gourlay; Margaret Court; Nancy Gunter; Owen Davidson (Ilikai director of tennis); and Ile Nastase.

Downstairs— with a hotel's 'night people'

(Throughout the night, while its guests—and its day staff members—are fast asleep, the hotel's "night people" members are hard at work. This is the time for major cleanup of public areas, the continuation of certain guest services, and a number of other preparations and functions necessary to a hotel's 'round-the-clock' operations. In this article, Front! Editor Gabe Fonseca, focuses on the activities of the Century Plaza's "night-people" staff following a recent story assignment visit to that property.)

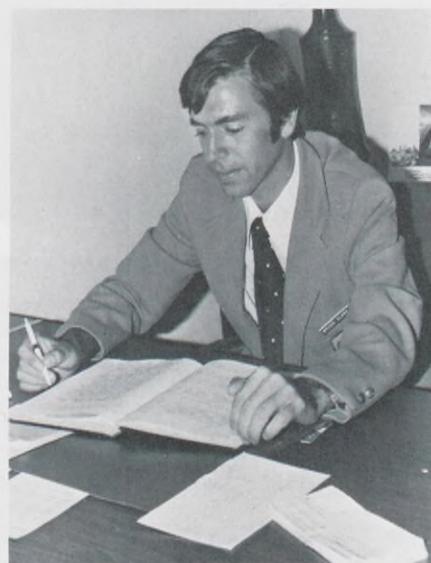
Three-thirty in the morning at the Century Plaza.

Upstairs—except for a few late night revelers and an occasional insomniac—the hotel's guests were soundly asleep.

Downstairs, it was mid-workday for a good many of the hotel's "night people" staff.

From his desk off the front office area, Night Manager Bruce Clark suddenly looked up from his paper work.

His straight-shot view of the near deserted lobby focused for a moment on a night cleanup crew working in the lobby lounge. It was the silence-breaking hum of a rug sham-



Century Plaza Night Manager Bruce Clark.



Cafe Plaza Night Chef Johnny George also handles early a.m. room service orders.



Baker Bill Furlong gets an early morning start on oven-fresh baked goods.



Security Officer Mike Kaplan gets walkie-talkie message while making his security check rounds.

poor that had distracted him.

Bruce stretched, checked his watch, then dialed Security Officer Mike Kaplan. It was just about time for another routine check of the hotel's guest room floors.

In the parking garage area, meanwhile, Property Maintenance Manager Fernando Rossell was supervising the once-a-month garage floor cleaning and re-sealing project. He stopped in at the "guard post" office (located near the employee entrance) and exchanged a few words with Night Security Guard Mike Hartman. Then after studying the two closed-circuit security video screens for a moment, Fernando took an elevator to the meeting room level. In the California Room, he paused to consult with Night Maintenance Foreman Alton Davis, who with a small work crew, was readying the room for an early morning function.

In the locked PBX room, things had pretty well quieted down for the lone operator, Ann Adams. Because of world time zone differences, most of the traffic at this hour was from guests making overseas calls. Ann checked her morning wake-up call time sheet. She noted her first call was logged for five o'clock.

It was a fairly quiet period, also, for Room Service staffers Cashier Eileen Macenanay and Waiter Atef Mikail. The flurry of activity that greeted them when they reported on duty at 11 p.m. had wound down shortly after 2 a.m.

And there was the quiet of deep

concentration—interrupted occasionally by the sounds of office machines—in the accounting department as F&B Revenue Night Auditors Kosol Sasasuwan and Amornsak Vattanapateep verified the day's F&B summary sheets.

The hotel's kitchens, except at the Cafe Plaza where Night Cook Johnny George was preparing a room service order, were deserted. Johnny was not entirely alone, however. With him was Maintenance Engineer Carter Wood who had dropped in to check out a malfunctioning stove burner.

By four o'clock, the main kitchen would begin to fill with tantalizing aromas as Baker Bill Furlong did his mouth-watering magic on assorted sweet rolls and other fresh-from-the-oven breakfast goodies.

Then within the next hour, the back-of-the-house activity began to accelerate rapidly.

In the staff Cantina, the coffee-breaking "night people" mingled with the early arriving "morning people."

In the Room Service kitchen, Cook Tony Kemeza began to prepare bacon strips and cooked cereals for early morning risers. And at the Cafe Plaza, Pantry Aide Mary Miller sliced grapefruits in half and arranged them neatly on a large tray, while Waitresses Minnie Lewis and Maxine James busied themselves with counter and table setting preparations.

Just outside the restaurant on the

Continued on page 10



Night PBX Operator Ann Adams places a guest requested overseas call.



Kitchen equipment gets a thorough check from Carter Wood, major maintenance engineer.



Night Security Guard Mike Hartman takes a routine check of the closed-circuit screen viewers.

Downstairs—

Continued from page 9

early dawn-lighted patio, Banquet Captain Antonio Kovarik assisted Waiter Raul Bocanegra who was setting up for an outdoor breakfast buffet.

In their below lobby-level locations, the laundry/valet and housekeeping departments began to stir. Laundry staffer Marie Young would soon be taking room guest requests for laundry and dry cleaning service, and soon Soledad Ortiz of Costume Control would be checking out staff uniforms from her housekeeping office.

Guest activity was also developing at the front desk, beginning with a coincidental “coming” and a “going.”

Checking in—three arrivees off a night flight from Hawaii. Checking out—a yawning middle-aged couple getting an early morning start toward their next destination.

A few minutes later, a business-suited male guest stepped out of the elevator and strolled briskly in the direction of the Cafe Plaza coffee shop.

On the way, the guest encountered Night Manager Bruce Clark who smiled a passing “good morning” greeting.

Glancing at his watch and noting the 6:12 time, Bruce’s smile broadened. For the “upstairs” guests and the hotel’s day staff it may be time for “good mornings,” but for Bruce and most of his fellow “night people” it was almost time to say “good night”!



F&B Revenue Night Auditors Kosol Sasasuwan (left) and Amornsak Vattanapateep.



Lobby Porter Jesus Barajas rolls out the rug shampooer.



Maxine James, Cafe Plaza waitress fills breakfast cream pots.



Room Service Cashier Eileen Mcenany hands a room service order to Waiter Atef Mikhail.



Front desk night staffers—Management Trainee Myraline Morris and Chief Night Auditor Chuck Sinhaseni.

Celebrity close-ups



It was a big moment for Continental Plaza Front Office Secretary **Jamie Manczak** when super-star **Perry Como** checked into the hotel recently. Jamie, an avid Como fan, not only got to meet her singing idol, but found him pretty easy to "get close to."



... and it was like a get-together of ol' buddies as entertainer **Mac Davis** and Olympic Bellman **Leo Heinz** struck this pose for our Front! camera. Davis was checking into the Olympic with his tour group for a Seattle concert engagement. Heinz, a 28-year veteran of the hotel, was runner-up in the 1974 National Bellman-of-the-Year Contest.

Front! back pats to . . .



Edith Stranges, payroll clerk at The Plaza, who was recently honored by the National Police Officers Association of America for her continual assistance to law enforcement and the hotel's security department. In particular, Edith, on four separate occasions, rendered information which led to the arrest of known felons who were later tried and convicted.



Lois Meehan, PBX operator at the Calgary Inn, who was chosen by the Calgary Convention and Tourist Association as the "Calgary Telephone Operator of the Year." Lois, a ten-year employee of the hotel, also rates highly with her fellow employees. As one member put it, "She always has a pleasant attitude with both guests and staff—always willing to give that little extra assistance."

Council Doings



Operating on the theory that you can't do a heck of a lot without having a little cash around, the newly formed WIH Financial Division's Employees Council sponsored a cash-raising bake sale as its first function. (The profits were slated for a group social function.) Here, Council Chairperson **Helen Cobb** snitches "just a little taste" from the tantalizing array of home-baked goodies that were put on sale.



Sunday, July 25, was "funday" for the Ilikai staffers attending the annual employee family picnic sponsored by the hotel's Employee Council. The all-day affair at Ala Moana park featured food, fun, games. . . and a little Hawaiian music-and-song-to-relax-by from Director of Housekeeping **Karlene Makalena**.

PRINCE HOTEL'S people



Front! correspondent for both the Tokyo Prince and Takanawa Prince hotels is Vickie Llantada. Vickie can be reached at the Prince Hotels' marketing offices at the Tokyo Prince. (All other WIH people: submit Front! items to your correspondent listed below.)

Alameda, **Rita Perez**. Anchorage-Westward, **Becky Gottschalk**. Bayshore Inn, **Barbara Danuke**. Benson, **Anne Shawcross**. Bonaventure, **Antoine Khoury**. Calgary Inn, **Kay Artinian**. Camino Real, Cancun, **Patricia Hernandez**. Camino Real, Guadalajara, **Gloria Sagastegui**. Camino Real, Mazatlan, **Rodolfo Negrete**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Jessica Melgoza**. Camino Real, Saltillo, **Luis Aguilar**. Camino Real, San Salvador, **Ana Maria Vides**. Camino Real, Tampico, **Alfredo Gonzalez**. Carlton House, **Arlene Pobicki**. Carlton, **Leanne Hayward**. Century Plaza, **Blake Chatfield**. Crown Center, **Barbara Harlow**. Continental Plaza, **Audri Adams**. Detroit Plaza, **Ken Thomas Kitchen**. Edmonton Plaza, **Debbie Duffy**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandinavia, Oslo, **Kristi Brekke**. Hotel Toronto, **Pat Samson**. Houston Oaks, **Linda Hancock**. Los Angeles Bonaventure, **Sharyn Cole**. Ilikai, **Valery Satin**. Mayflower, **Martha Sheppard**. Michigan Inn, **Anita Ste Marie**. Miramar, **Clement Au**. Miyako, S.F., **Janet Kato**. Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chicqui Ang**. Prince Hotels, **Vickie Llantada**. South Coast Plaza, **Bill Buffington**. St. Francis, **John Poquette**. Shangri-La, **Gwenda Loong**. Space Needle Restaurant, **Jack Woolley**. The Plaza, **Gina Henry**. Washington Plaza, **Sandy Novak**. Winnipeg Inn, **Maggie Clark**. WIH hotels in Guatemala, **Mary Lina Ruiz-Ciani**. WIH Reservations Center, **Denise Nilius**. WIH Executive Office, **Dorothy Stauffer**, WIH Financial Services, **Marlys Strom**.

inn basket news line...

THANKS TO BILL BUFFINGTON, South Coast Plaza director of personnel and editor of the hotel's very eye-tractive employee newsletter, **COAST LINE**, from which the following excerpted commentary was plagiarized . . .uh, "borrowed."

"Have you given any thought as to the fact that you are in the hospitality business? It's what the hotel business is all about. But Hospitality is a very general word. Personality would fit better.

Personality is the quality of patience, self-control, thoroughness, diplomacy, graciousness, honesty and loyalty. I think you would agree that these qualities are used every day in your job.

We, as employees of South Coast Plaza, help develop our hotel's personality. A guest may not remember the bellperson or the waitress, but they will remember the general feel of the hotel. . . the personality.

As we can work on our personality, we can work on improving the hotel personality.

Do we smile enough? I don't mean that we should go around perpetually with half-baked grins on our faces. What is meant is rather a friendly, cheery sincere smile. Try it out. Smile at a stranger and see if it doesn't catch on. Give him 2 or 3 smiles and he will smile right back.

Smiling is just one of the things we can do to improve our personality. I bet you can think of many others.

Oh, one more thing, don't save your 'personality' for the guest only. It will work on your fellow employees too!"

• • •

ROOM NUMBERS GAME—The May/June issue of **SERVICE WORLD INTERNATIONAL** listed the top 100 hotel companies around the world, ranking them in size according to the number of hotel rooms. You might be interested in knowing that WIH came up in 13th place with 23,791 rooms and just behind 12th place Hilton International (24,592 rooms). Heading the list way out front was Holiday Inns with a "way out" 274,969 rooms!

• • •

'AWARENESS' WINNERS—Joanne Blakeman, a convention meeting planner from California, was selected as the top prize winner in Western International's Second Annual Meeting Planner Puzzle contest appearing in the April **MEETINGS & CONVENTIONS** magazine. Mrs. Blakeman's prize, a week's stay for two at the Camino Real, Mexico City plus round-trip air fare and \$500 cash, was earned when she successfully worked out the contest crossword puzzle by filling in the correct names of WIH properties and destinations required. The contest idea, as developed by the WIH advertising department, was aimed at increasing awareness levels of our hotels and their meeting capabilities among corporation meeting planners and association executives. The contest's second prize winner was Richard Goewey of Malone, New York, who was awarded round trip air fare and a week for two at the Peachtree Plaza. Third place prize of a weekend for two at any WIH hotel was awarded to Jay Hamilton, Overland Park, Kansas.

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INN-DINGS—Congratulations to the Bonaventure's Le Castillon, listed among **HOLIDAY** magazine's Fine Dining Award winners for 1977. To that fine restaurant's management and its super staff, take a bow . . .and a "jolly good show" accolade due the Wentworth's (Sydney, Australia) Garden Court Restaurant for winning a top "Golden Plate Award" for dining excellence given by the Australia Catering Trade Fair Association during their annual get-together in Sydney last July.