

Front!



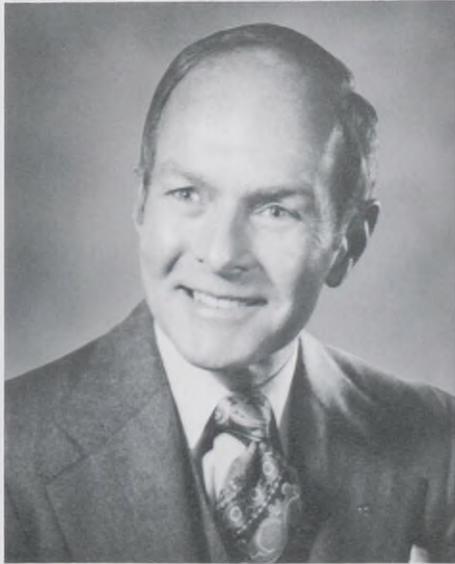
October, 1978

WESTERN INTERNATIONAL HOTELS



The Palm Court at The Plaza

(See story page 3)



Tender, loving courtesy.

You may have noticed it with others. Perhaps even with yourself.

As the job pace increases, expressions of courtesy sometimes appear to decrease.

The most obvious reason for this is that as things get hectic, there is less time to think about our actions. In concentrating on getting the task completed as quickly and efficiently as possible, we may tend to become curt — even impatient.

Unfortunately, these actions can be interpreted by others as rudeness.

The irony is that in these busy, hectic moments an expressed courtesy is most important. And most needed.

Our business is caring for our guests. They deserve, and should receive, all the tender, loving courtesy we can give them.

Your courteous attitude at all times expresses your way of showing that you really do care.

HARRY MULLIKIN
President and Chief Executive Officer

on the move

ROBERT L. ANGELO from saucier Continental Plaza to sous chef Peachtree Plaza.

JERE S. HEINZE from assistant director of F&B The Plaza to assistant director of F&B Los Angeles Bonaventure.

RICHARD A. HOLTZMAN from administrative assistant Detroit Plaza to front office manager The Plaza.

RICHARD J. HUESTIS from sales manager Edmonton Plaza to national sales manager Calgary Inn.

RANDALL LIONBERGER from room service manager Crown Center to executive steward Williams Plaza.

KASPAR MURER from restaurant manager Space Needle Restaurant to director of restaurants Benson.

JAMES NORMAN from sales manager Calgary Inn to front office manager Edmonton Plaza.

JULIA C. WOODS from assistant manager St. Francis to assistant manager Detroit Plaza.

Front!

A monthly publication by and
for employees of
Western International Hotels

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LITHO IN U.S.A.

Palm Court — 'Newest idea is smashing success'

Over the years there have been many famous New York haunts known the world over for that special something people talked about.

Today, most are gone.

But there is one place, revered around the world for most of the century, that's going stronger than ever.

It's the Palm Court at The Plaza.

Other celebrated rooms may have faded away because they couldn't keep pace with newer ideas. Recently, however, Western International came up with the newest idea of all for the Palm Court. And it proved a smashing success.

The formula: A turning back of the hands of time to revive the look and atmosphere of the room's original elegance.

Brought back were many of the special touches that charmed the Palm Court's first guests when it opened in 1907.

The room's two show-piece Chinese jardinières are once again planted with graceful palms. Furnishings now include replicas of the original caneback chairs and other pieces that recall the room's opening day decor.

Room ceiling and walls have been repainted to reflect the original. The marble pillars have been cleaned and polished as have the original marble table tops. All decor pieces and wall ornaments have been completely repaired and refurbished.

One major update touch was a redesigning of the room's lighting for a warmer, more intimate effect. Additionally, focus lighting is used to highlight the palms, wall ornaments and architectural detail.

Since its re-opening in early September delighted patrons have been flocking through the room's pillared portal in record numbers.

Under the direction of room manager, Joseph Ferrari, the Palm Court is once again featuring its familiar service schedule.

This includes breakfast, lunch and the famed Palm Court Sunday brunch.

Beginning with mid-afternoon teatime, and continuing on into the late evening, room guests are serenaded by a violinist and a pianist.

The Palm Court after 8 p.m. finds guests lingering over cordials, enjoying a light snack, or being tempted by the glorious display featured on the room's famed dessert cart menu.

Whatever time of day or night, the Palm Court is once again back in business—now as elegant, as special and as popular as ever.



A few decades ago, the Palm Court had taken on a somewhat cluttered look.



Today's Palm Court—a look back to the simple elegance of the original.

Hong Kong site for a second Shangri-La

Western International has announced plans to return to Hong Kong with the management of a 700-room hotel to be constructed on the Kowloon side of the harbor. (For several years, WIH had enjoyed an affiliation with Hong Kong's Miramar Hotel.)

The 20-story property—under development by WIH associates with the Singapore Shangri-La hotel project—will be known as the Shangri-La. Opening is scheduled for early 1981.

Planned food and beverage facilities will include a fine dining room featuring a continental cuisine, entertainment room, coffee shop, rooftop lounge, lobby bar

and a Chinese restaurant.

Among its recreational attractions will be an indoor swimming pool and an exercise room with sauna.

A grand ballroom, with seating for 700 persons, plus additional meeting and function rooms, has been incorporated into the hotel's design.

One of the lower hotel levels will be devoted almost entirely to shops and other retail space.

The Shangri-La's location, close to the major shopping areas, yet on a site that will offer a commanding view of colorful Hong Kong harbor, promises to be one of the hotel's prime guest attractions.



photo news

'We Care' winner

Vancouver - Helvi Merilainen's winning ways with BAYSHORE INN guests, won her the top prize concluding the hotel's recent "We Care" (about our guests) employees incentive program. (Guest approval comment cards and recommendations by hotel department heads provided the votes in the employee competition.) Ms. Merilainen (left) of the hotel's housekeeping department, was presented with her prize—a trip for two to San Francisco, including five nights' accommodations at the St. Francis and \$300 spending money—by executive assistant, Steve Halliday.



Help for 'Hope'

Los Angeles - Before his recent transfer to the Century Plaza, William Quinn (right) former vice president and managing director of the LOS ANGELES BONAVENTURE, arranged with the City of Hope for the donation of all the money gathered from the hotel's lakes. Signs were placed in the lakes stating that all coins tossed in the water by guests and visitors would be used to "... help support the City of Hope's research of catastrophic childhood diseases". Here, Quinn is presenting a check for \$1,200—results of a recent coin "harvest"—to City of Hope representative, Robert Roth.



Takeoff for the top

Honolulu - The ILIKAI'S former Top of the "I" restaurant has given way to a whole new fine dining and entertainment scene with the double opening in September of Champagneaux's, a premier French restaurant, and Annabelle's, a swank discotheque associated with Juliana's of London. During the renovation, equipment that could not fit into the service elevators was transported to the rooftop floor via the hotel's glass elevator. Lending a hand with an equipment load is Ralph Fernandez (left), director of maintenance.



Smiles and certificates

Costa Mesa - Pleased smiles and the sea of certificates says it all for these SOUTH COAST PLAZA staffers, all graduates of two recently completed AH&MA classes—Introduction to Hotel/Motel Management, and Hospitality Industry Accounting for Management 1. The group (front row

from left): Laura Otis, Geri Johnings, Sandie Pratt, Lynn Hunt, Sandy Brooks and Maggie Gutierrez. (Second row from left): General Manager Tom Hosea, Vivian Henninger, Patty Taggart, Curt Janney, Pam Criss, Greg Hayden, Gregg Hill and hotel controller, Ross Grimm.

WS&S purchasing operations

A good idea then—an 'even better' one today



Building a new hotel is the easy part. At least that's the way it might look to Western Service & Supply's purchasing people when assigned the challenge of equipping a new hotel. The variety of furnishing needs alone can run up a "shopping list" thousands of items long.

And, item quantities—glassware and china by the carload, carpeting by the mile, kitchen equipment by the ton, etc.—can be equally as staggering.

While the new hotel's furnishings budget may run into the millions of dollars, staying within that budget is a major challenge in itself. Required is a sharp-eyed buying expertise combined with a thorough product knowledge to search out the best value at the lowest cost.

Providing that special "know-how" for successfully transforming a new

continued

Loren Pratt and Kimi Nakanishi (general supplies).

(From left): Bob Rieflin, Jim Gyselman and Sandy Williams (general supplies).



hotel's shopping list into the reality of a fully-equipped and operating property, are the people involved in Western Service & Supply's purchasing activities.

Actually, that function is separated into three distinct purchasing areas. They are general supplies procurement, food facilities planning and interior design.

Director of purchasing, Loren Pratt, and his nine-member staff, is charged with the general supplies purchasing activity. Department purchases include such items as china, silver, glassware, bedding and linens, television sets, banquet chairs and tables.

In charge of kitchen and bar equipment purchases is food facilities manager, Les Jones.

The coordination of both food facilities and general supplies procurement is under the supervision of WS&S Vice President, Russ Nickel.

All designer-selected item buying—guest room and public area furniture, carpeting, light fixtures, wallcovering and the like—is supervised by John Fikkan, WS&S vice president and director of interior design.

Outfitting new hotels, however, is just one side of the WS&S purchasing activity.

Operating hotels' needs

The flip side involves handling the needs of operating properties. Glassware breaks, carpets wear, televisions give out, and kitchen equipment needs upgrading.

Then there are the needs for major improvement projects. Such projects may range from supplying equipment for the complete refurbishing of guest rooms, a new restaurant concept, or a new addition to the hotel.

In almost every instance such projects

will require the "know-how" services of Western Services' purchasing people.

At the general supplies offices, Loren Pratt works with a staff of three purchasing managers—Jim Gyselman, Marcia Stafford and Bob Rieflin. Each manager is assigned to service specific hotels. Rieflin also heads the company's Canadian subsidiary, Western Service & Supply Ltd., and works closely with John Rampone at the Vancouver office in serving Canadian hotels.

The department support members include Lorli Doughty, purchasing coordinator and traffic manager; Nancy Busier, order expeditor and Susan Person who is charged with processing invoices and purchase orders. Kimi Nakanishi and Sandy Williams provide the secretarial support.

For such expendable items as linens, glassware, and registration cards, which are standard among most hotels, the department will initiate volume orders. Each hotel is contacted to determine quantities needed for annual or semi-annual requirements. A consolidated order is placed with the supplier offering the proper quality at the best price.

While the Design Division's purchasing activity would seem to concentrate on furnishing new hotels, it's actually the operating hotels that provide the bulk of their business.



(From left): Lorli Doughty, Susan Person and Nancy Busier (general supplies).



Rose Shaffer (interior design).

Maintain image - standards

"There are a number of reasons for this," John Fikkan explains. "Even though most of our hotels are quite new, the day-to-day wear and tear requires periodic sprucing up and renovation.

"Or, after a period of time, re-thinking about some areas of a hotel may result in an entirely different design concept.

"But one of the most important reasons to renovate is to maintain the quality standards that guests have learned to expect from a WIH hotel. Worn carpeting, marred furniture or frayed draperies could do real harm to our image."

Dieter De Haan, manager of interior design procurement, oversees all of the purchases placed by interior design staff members. He is also charged with developing merchandise sources and maintaining quality control specifications for all items purchased.

One large room within the interior design's offices is used as a source library. The library, maintained by source coordinator, Etta Northern, brims with hundreds of supplier catalogs and carpeting, wall covering and fabric samples. Also maintained by Ms. Northern is an update file of some 2,000 supplier sources gathered from throughout the world.

'Real challenge'

Rose Shaffer coordinates the delivery of interior design purchases. As procurement coordinator, she works closely with the designers, suppliers, and the hotels to assure that the right items are delivered at the right time and to the right places. Says Ms. Shaffer, "Believe me, at

times that can be a real challenge!"

Largely because most kitchen equipment has a long life expectancy, food facilities manager Les Jones, estimates that at least 75 percent of that department's purchases are for new hotels.

Purchases range from the "heavy stuff" of massive refrigeration and cooking units to such mobile equipment as toasters, mixers and food carts, and on to the dozens of shapes and sizes of pots, pans and kitchen utensils.

Stepping out of the kitchen, the department is also a hotel purchasing source for fixed bar equipment such as sinks, refrigeration, etc.

Assisting Jones is the department's purchasing coordinator, Marilyn Mundy. Ms. Mundy contacts suppliers on equipment price quotations, places orders and follows through on their delivery.

An overview

In a general overview of the WIH subsidiary company's purchasing operations, WS&S executive vice president, Chuck Comstock, makes these comments:

"Procurement, as it is within all of Western Service areas of specialization, is the work of professionals. We not only have the experienced purchasing talent, but a good relationship with suppliers that has been cultivated over the years. We also have the big advantage of volume buying that in most instances gives us the lowest price."

In fact, it was this idea of consolidating certain common hotel requirements for quantity purchasing and quality control benefits that gave birth to the original T &

D Company as the purchasing arm for WIH. In 1955 the name was changed to Western Service and Supply Company, under the leadership of now WIH senior vice president, Bill Keithan.

Comstock concludes, "The formation of Western Service was a good idea then. Now, with the years of experience behind us, plus all the additional services we can offer to our rapidly growing company, it's an even better idea today."



Dieter De Haan and Etta Northern (interior design).



Marilyn Mundy and Les Jones (food facilities).

international

'Nice kitties'

Johannesburg - Guests and visitors at the CARLTON crowd around a fenced-in area in the hotel lobby to watch a pair of lion cubs at play. On loan from nearby Lion Park, in a promotional effort to encourage tourists to the park, the "nice kitties" were on view at the hotel for a week.

Trophies for two

Acapulco - The first tennis tournament between staff members of the CAMINO REAL, Mexico City, and the LAS BRISAS was held at the Acapulco resort hotel in August. Tournament winner was the Camino Real's Jorge Vazquez (left), and taking a second place trophy was Willi Dietz (center), Las Brisas general manager. Other participants included Jorge Neuenhaus (second from left) and J. Alvarez (second from right) both of the Camino Real, Mexico City, and Francisco del Cueto (right) director of public relations for WIH hotels in Mexico.



Sportsfest

Manila - As part of a physical fitness program, PHILIPPINE PLAZA employees participated recently in a day-long sportsfest of basketball, volleyball, pingpong, a walkathon, tug-of-war and a host of other competitive games appealing to both men and women. Hopping through the tires in the obstacle race is Edjay Agustin, an employee of the hotel's fine dining room, Abelardo's.



First guests honored

Singapore - Mr. and Mrs. James Chorlton (center), the first guests to be booked at the SHANGRI-LA's Garden Wing upon its opening on July 15, are not likely to forget the occasion. In honor of their "first guest" status, Shangri-La general manager, Larry Magnan (left), presented them with a fine porcelain plate picturing the hotel's exterior as a memento of the occasion. Joining in on the presentation is Theresa Choo (right), hotel sales manager. Chorlton, a frequent guest of the hotel, represents Boeing aircraft sales in Asia.

Mexico hotels— 'there's been some changes made'

Not all the busy, busy activity going on at the WIH hotels in Mexico is guest-created.

The hotels themselves have been adding their share.

A recent report from the Mexico WIH offices lists dozens of major improvement projects now completed, or planned for completion, within each of the properties.

These range from a considerable amount of redecorating, refurbishing and remodeling of existing facilities to the addition of new facilities, services and some special guest attractions.

□ The Camino Real, Mexico City, has added four new roof-top championship tennis courts plus two practice courts, a presiding pro and pro shop. Recently opened is Le Club, Mexico City's only backgammon club which also features video beam television entertainment on a seven-foot screen.

□ Now open at the Alameda, The 17 Restaurant on the hotel's 17th floor with a magnificent city view. The restaurant specializes in steaks, roast beef and seafood.

□ Planned for the Camino Real, Cancun, are two new restaurants—one specializing in seafood and the other a specialty restaurant. A new day/night tennis court has been added for a total of three courts.

□ Looking ahead to next Spring, the Camino Real, Guadalajara, will open 24 new guest rooms in April, 1979, plus one more swimming pool addition to the present four pools.

□ Additions to the Camino Real, Puerto Vallarta, include a new coffee shop, a discotheque, and a new swimming pool for children. The original swimming pool has been doubled in size and both the lobby reception area and lobby bar have also been greatly enlarged.

□ Remodeling and redecorating has been the main activity at the Camino Real, Mazatlan. Planned by next April, is the addition of night lighting to the two tennis courts.

□ At Las Brisas 150 casitas have been completely refurbished and 100 new jeeps have been added to the hotel's fleet. Now under construction, and due for an early 1979 opening, are 21 deluxe casitas (junior suites) located across from the tennis courts. A total remodeling of the Bella Vista restaurant is expected to be completed by mid-December of this year.

Workshop group portrait time at The Arizona Biltmore's pool area provides a welcome sunbreak.



PR workshop emphasizes hotel marketing role

Meeting at the Arizona Biltmore, for three agenda-packed days in late August, were public relations directors from throughout much of Western International's hotel world.

They, along with a few corporate office members and special outside guests, were participating in the second annual WIH Public Relations Workshop held at the resort property on August 20-23.

The major objectives of this year's session, as outlined at the workshop's opening by WIH public relations manager, Ken Kitchin, were twofold.

One of these was the exchange of ideas. Sought out in particular were ideas benefiting other hotels in pursuit of like objectives. The exchanges were communicated through individual presentations, in panel discussions, and, inevitably, during after-hour rap sessions.

Another objective was to encourage each hotel's public relations member to concentrate greater effort on the development of national publicity "pipelines" in line with each hotel's marketing plan.

The expansion of the public relations role within the hotel's total marketing

team effort was, in fact, an emphasis of Vice President Bruce McKibbin's remarks to the group.

McKibbin advised attendees of their need to sell their programs to their general managers as an indispensable marketing force.

Among the major presentations by outside guests, was an update report by Jack Schoonover, president of PR Data Systems, Inc., on his firm's computerized news release distribution and research activities for WIH.

Jim Kennedy, director of public relations for United Airlines, spoke on the unique opportunities offered through the Western/United partnership affiliation.

Cliff Lavin and Gregg Cebulski, executives with the Jennings & Thompson/FCB advertising firm in Phoenix, made a "case history" presentation on their marketing program for The Arizona Biltmore. In a combined advertising and public relations effort, the agency had successfully achieved a turnaround of the hotel's image from one of restricted aloofness to its present role as a dynamic and warmly hospitable member of the Phoenix—and Arizona—community.

celebrities



Chicago - Jack Gaines (left) CONTINENTAL PLAZA general manager, visits with Dr. Christian Barnard (noted for performing the world's first successful heart transplant) during Barnard's stay at the hotel while on a promotional tour for his book, "IN THE NIGHT SEASON". The two had known each other in South Africa, Barnard's homeland, where Gaines had managed the Carlton in Johannesburg prior to his transfer to the Continental Plaza.



Mazatlan - Enjoying the resort life at the CAMINO REAL, MAZATLAN, recently, was popular screen star John Travolta. This close-up was taken in the hotel's Puppet Disco where Travolta could be found joining in on the nightly dancing fun during his several-day stay at the hotel.



Manila - Before proceeding to Baguio for the World Chess Championship, self-exiled Russian Grandmaster Viktor Korchnoi (right) and his delegation were guests at the PHILIPPINE PLAZA. With Korchnoi are Ms. Petra Leeuwerik, head of his delegation, and (left) John Mavros, the hotel's senior assistant manager.

people



Princess on horseback

Kamuela - Representing the Island of Maui at the Kamehameha Day parade in Kona, Hawaii, was Kana'i Penovaroff, activities director at the MAUNA KEA BEACH HOTEL. Princess Penovaroff and her riding unit of ladies-in-waiting and outriders, all on horseback, were co-sponsored by the Mauna Kea Beach Hotel and the Wailea Beach Hotel. Ms. Penovaroff displays trophies won by the hotels' sponsored entry that includes a second place in the pa'u princess competition.

Uniformed welcome

Montreal - Doorperson Angelo Maestri offers a friendly "Welcome to the BONAVENTURE" greeting to an arriving hotel guest. Maestri's burnt orange and brown uniform is patterned after a similar one worn by the doorpersons at the Hotel Scandinavia, Oslo.





Dream come true

Los Angeles - A year ago when Hollard Martin was being interviewed for a position at the LOS ANGELES BONAVENTURE, he mentioned that at one time he had worked with his father at a shoe-shine stand. He added that if the hotel ever considered providing such a service, he sure would like to be considered for the job.

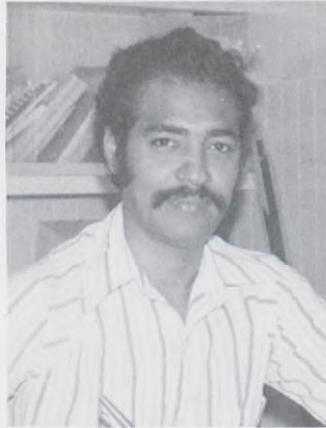
Meanwhile, he took on the position of house attendant—assigned to shining the lobby floor.

Recently, when the hotel's management people were considering installing a shoe-shine parlor, the housekeeping department volunteered the information that they knew exactly where to go to find the ideal candidate for the job.

Martin's dream had come true. Today, he is the proud proprietor of the very busy Bonaventure Shoe Shine Parlor. As one hotel staffer put it, "If you think he did a great job on the lobby floors, you should see the sparkle he can bring out on his customers' shoes!"

Rapid transit

Atlanta - Making the rounds of the Peachtree Plaza's vast parking garage is a snap for security department staff member Steve Simpson. He does it by skateboard.



Edgardo Vasquez



April Ryan



David Cloud

Rescue actions earned recognition awards

Three incidents. And though the people, places and situations differed, the results were the same. The lives of three people were saved.

At the Camino Real, Cancun, chief maintenance engineer, Edgardo Vasquez, was standing by as an outside crew installed a new transfer switch. All was going well. Then, from the corner of his eye, Vasquez saw one of the workers reach out to a live cable. His shouted warning came too late. The contact was made and the impact of the cable's 13,200 volts threw the worker across the room smashing him against an opposite wall.

Responding immediately, Vasquez ran to the victim's aid.

The worker's eyes were opened and staring blankly. His heart was fluttering weakly but there was no pulse.

Vasquez quickly applied heart massage and mouth-to-mouth resuscitation. Twenty minutes later, when the ambulance arrived, the worker was beginning to recover. Thanks to Vasquez' actions, the young man was saved and, within a few days, was back on his feet.

* * *

It was a busy Sunday evening at the Space Needle Restaurant.

Room captain, April Ryan, glanced toward a table of four and noted that one of the women diners was experiencing some difficulties. A piece of steak the woman had been eating was lodged in her throat. She was choking and gasping for air. Her alarmed table companions were confused about what to do.

As Ms. Ryan came to the rescue, a vision of the poster in the employee area picturing the Heimlich Maneuver procedures flashed through her mind. She applied these procedures as she remembered them and was able to dislodge the obstruction.

What possibly could have resulted in a fatality was prevented, thanks to Ms. Ryan's spontaneous reaction—and her good memory.

* * *

At the Peachtree Plaza, David Cloud, property maintenance shift supervisor, was making his normal rounds.

On the ninth lobby atrium level he noted a visibly distraught young man apparently intent on killing himself by attempting to jump from this level into the lobby.

Cloud immediately contacted the security department through his two-way transmitter. Then, in very calm tones, he engaged the individual in conversation while slowly edging his way between him and the barrier railing.

When the arriving security officers could not convince the young man to follow their instructions, Cloud assisted them in physically removing him from possible danger. The man's life, and possibly the lives of others, had been saved.

* * *

For their responsive life-saving actions Edgardo Vasquez, April Ryan and David Cloud were recently presented with the WIH President's Award of Merit. The individual honors included a letter of commendation from President and Chief Executive Officer Harry Mullikin, an engraved award plaque and a check for \$100.

Since this newest WIH employee recognition program was established earlier this year, there have been five Award of Merit presentations made.

The President's Award of Merit program was created as an employee recognition for life-saving acts or for acts attempting to prevent property loss or damage.

HOTEL BOOKINGS BY HOME TV? - It's possible now in Great Britain where a pilot program called Viewdata is being tested in some 800 private homes. Viewdata is an electronic telecommunications system wherein an individual, using his home television, telephone and a calculator-like instrument, can summon up airline schedules, hotel booking information or other travel data on his TV screen. By pushing an "action" button on the hand-held calculator instrument, the individual can then book his arrangements and pay by credit card. Predictions are that such systems as Britain's Viewdata will be in general use in many areas of the world within the next five to ten years. (Source: THE TRAVEL AGENT, August 17, 1978.)

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ROYAL PASTRY CHEF - Congratulations and a trumpet fanfare for Otto Eckstein, the former master pastry chef of the St. Francis. Eckstein was recently invited to take over the position of royal pastry chef to the House of Grimaldi, or, more specifically, to Prince Rainier and Princess Grace of Monaco and family. (There goes the Royal diet!)

* * *

HOWZA' HOTEL BIZ? - In the U.S. it's booming according to a recent survey taken by TRAVEL AGENT magazine. Says TA, "... this year has been one of the best in tourism history for hotel companies and one of the busiest in hotel construction, renovation and refurbishment." The article listed WIH as one of the big contributors to this hotel business and building boom.

* * *

FLOATELS? - A Japanese shipbuilder is trying to market luxury hotels that float. They would be built in Japan and towed anywhere a hotel is needed. The company is currently trying to sell one to New York City, with plans for mooring it on the Hudson River near where the new convention center would be built. Designed is a 506-room "floater" to include a multi-level shopping arcade, gardens, restaurants, and a climatized atrium under two transparent domes with a tab of \$60 million. (SUCCESSFUL MEETINGS, August, 1978).

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INN-DINGS - Welcome to CAMINOREALES, Mexico's answer to FRONT!, which is published entirely in Spanish for the benefit of all WIH employees throughout the Mexican hotels as well as the Camino Real, San Salvador. Taking over the task of editing the quarterly, beginning with its second issue, is Francisco del Cueto, the recently appointed director of public relations for WIH hotels in Mexico . . . Mid-October schedules the opening of Oz, a spectacular new club atop the St. Francis tower. Involved in the project is Tom Vaughan, who, with his brother Oliver, founded the world-famed London discotheque, Juliana's, and, subsequently, a chain of superposh disco clubs around the world, including the recently opened Annabelle's at the top of the Ilikai . . . The Wentworth's striking convention brochure attracted grand prize honors in the advertising awards competition sponsored by the Australia Hotel Sales Managers Association. On hand to accept the award plaque during the HSMA annual conference ceremonies in New South Wales, was a very pleased David Warren, Wentworth sales and marketing manager.

* * *



SPACE NEEDLE-ers

Front! correspondent for the Space Needle is director of personnel, Barry Flink. You can contact Barry on Extension 70 with your input for Front! (All other WIH people: Submit Front! items to your local correspondent listed below:)

Alameda, **Elena Ruiz**. Bayshore Inn, **Joy Metcalfe**. The Arizona Biltmore, **Anne Mello**. Benson, **Debbie Spellecy**. Bonaventure, **Claudia Couture**. Camino Real, Cancun, **William Sproul**. Camino Real, Guadalajara, **Gloria Sagastegui**. Camino Real, Mazatlan, **Rodolfo Negrete**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Carlos Pizano**. Camino Real, Saitillo, **Roberto Flores**. Camino Real, San Salvador, **Ana Maria Vides**. Carlton House, **Cynthia Durler**. Carlton, **Lydia Wissing**. Crown Center, **Barbara Harlow**. Continental Plaza, **Audri Adams**. Detroit Plaza, **Liz Cozet**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandinavia, Oslo, **Liv Herud**. Hotel Toronto, **Pat Samson**. Los Angeles Bonaventure, Bill Buffington. Ilikai, **Valery Satin**. Las Brisas, **Derek Gore**. Mauna Kea Beach Hotel, **Stella Akana**. Mayflower, **Nancy Cummings**. Michigan Inn, **Maris Brenner**. Miyako, S.F., **Hiro Tanaka**. Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Llantada**. South Coast Plaza, **Sandie Pratt**. St. Francis, **Lynn Kelly**. Shangri-La, **Yap Cheng Tong**. Space Needle, **Barry Flink**. The Plaza, **Thé Deprez**. Wailea Beach Hotel, **Valery Satin**. Washington Plaza, **John Poquette**. Winnipeg Inn, **Eileen Warren**. Camino Real, Guatemala, **Evangelina Amezaquita**. WIH Reservations Center, **Carolyn Clemens/Patty Molloy**. WIH Executive Offices, **Dorothy Stauffer**. WIH Financial Services, **Bob Graves**. WS&S, **Nancy Newman**.