

Front!



May 1977

WESTERN INTERNATIONAL HOTELS
Partners in travel with United Airlines



Mullikin elected WIH President and Chief Executive Officer
(See story page 3)

As a result of his decision not to stand for Board reelection, Lynn P. Himmelman recently relinquished his post as chairman and chief executive officer of Western International Hotels.

Thus, yet another accomplished chapter in the long and brilliant career of this highly respected hotelier comes to a close as a new one begins.

I will not detail the achievements of Mr. Himmelman's 44-year career with our company. Suffice it to say that he is recognized throughout the hospitality industry as a major guiding force which has helped to place us in our position of international prominence.

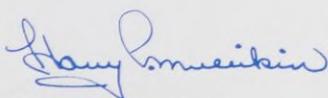
Over the past several years, it has been my privilege and pleasure to work closely with Mr. Himmelman in sharing the executive management responsibilities of Western International Hotels. It was a sharing that has also included these monthly visits with you through this column.

These shared experiences have been most enjoyable and personally rewarding for me. I will deeply miss the day-to-day working relationship we have enjoyed.

Fortunately, however, these ties will not be severed, as Mr. Himmelman promises to be available for his valued consultation. Further, his contributions to our company's efforts will continue to be felt in his new position as chairman of the Executive Committee of the Board and as a distinguished representative of Western International Hotels.

I would like to share this one thought with you.

Our present generation of WIH people can look ahead to our company's future with great confidence and personal expectation. We can, as well, look back with grateful acknowledgement to Lynn Himmelman, who, along with others of his generation, pursued the concepts of hospitality excellence which have earned us our enviable international reputation.



HARRY MULLIKIN
President and Chief Executive Officer



CURT SMITH from director of sales Winnipeg Inn to senior assistant manager Hotel Toronto.

CRAIG EBY from culinary apprentice Olympic to first relief cook Los Angeles Bonaventure.

STEFAN HANEY from culinary apprentice Crown Center to chef de partie Peachtree Plaza.

JACK HARRISON from director of catering Olympic to director of catering Detroit Plaza.

CLARENCE (C.V.) HEALEY, from front office manager Ilikai to front office manager The Plaza.

RICHARD HELFER from senior assistant manager Hotel Toronto to director of rooms Detroit Plaza.

WILLIAM HERPICH from apprentice cook Crown Center to saucier at Victor's, St. Francis.

JAMES LYON from manager of Sidewalk Cafe, Peachtree Plaza to convention services manager Crown Center.

CHARLES MARTIN, Jr. from sales manager Detroit Plaza to sales manager Michigan Inn.

WILMER MARTIN from executive chef Carlton House to executive sous chef Los Angeles Bonaventure.

CHARLES McCracken, Jr. from convention services manager St. Francis to convention services manager Los Angeles Bonaventure.

EVA PHILLIPS from chief operator South Coast Plaza to telephone department manager St. Francis.

PUSHPANGADANT POTTEKKAT from saucier Calgary Inn to chef saucier of The Summit, Detroit Plaza.

JACK SCHRIPSEMA from assistant front office manager The Plaza to assistant director of convention services Detroit Plaza.

Management appointments

Jim Mogush, formerly resident manager of the Shangri-La, has been named manager of the Galleria Plaza, now under construction in Houston, Texas.

Parker Smith, formerly executive assistant manager at the Anchorage-Westward, replaces Mogush as resident manager at the Shangri-La.

Front!

A monthly publication by and
for employees
Western International Hotels

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LITHO IN U.S.A.

Crown Center wins coveted 'IVY' award

In formal ceremonies later this month, the Crown Center will be presented with one of the most highly prized accolades in the industry—INSTITUTIONS magazine's prestigious 'IVY' award.

The award recognizes that hotel as having been voted one of the top food service/lodging operations in the United States for 1977. Winning votes were cast by the industry's severest critics—professional colleagues and competitors from throughout the U.S. who participated in the publication's competition.

The Crown Center, along with the Camel Back Inn in Arizona, won top honors on a slate that included such worthy contenders as the Pierre in New York, the Beverly Wilshire in Los Angeles and the St. Louis Hotel in New Orleans. Judging was based on the professional excellence of a hotel as a whole with special emphasis on food operations. The formal announcement of the 'IVY' awards was made in the May 1, 1977 issue of INSTITUTIONS.

On May 22, during the National Restaurant Association Show in Chicago, the presentation of the 'IVY' award plaque will be made at a formal banquet to Crown Center General Manager Chris Marker.

Board action affects Mullikin, Himmelman posts

In action taken by the WIH Board of Directors in late April, President Harry Mullikin assumed additional responsibility when he was elected to the top post of chief executive officer for the company.

Lynn P. Himmelman was named chairman of the executive committee of the Board.

It was noted that in addition to Himmelman's new committee responsibilities, he would continue his valued association with corporate affairs, largely in a consultant capacity and as a representative of WIH at various business and special occasion functions.



Himmelman's WIH career highlighted

Lynn P. Himmelman, in his new role as our company's most distinguished "elder statesman," can look back with considerable pride on a very rewarding and highly accomplished 44-year career with WIH. It is a career that has spanned the three management generations of our company's history, from its early beginnings to its present world-renowned status.

In brief, these dates chronicle the major highlights of Himmelman's WIH career to date:

1933 — Lynn Himmelman joins the staff of Western's Multnomah Hotel in Portland, Ore., following his graduation from Cornell University with a degree in Hotel Administration.

1935 — A transfer to San Francisco, Calif.—first to the Sir Francis Drake for a brief period, and then to the St. Francis as assistant manager.

1942 — World War II and the hotel world is left behind as Lynn joins and serves in the U.S. Navy for the next four years.

1946 — A return to Seattle, Wash. and Western Hotels as general manager of the Benjamin Franklin.

1951 — Elected vice president of Western International Hotels and relocated to corporate offices.

1964 — Elected executive vice president.

1969 — Elected president.

1971 — Elected to the position of chairman and chief executive officer.

1977 — At age 65, he is appointed chairman of the Executive Committee of the Board of Directors.

Anchorage-Westward sold

The sale of the Anchorage-Westward to the Bristol Bay Native Corporation of Alaska was announced by WIH Executive Offices on April 14.

A Western International property since 1958, the Alaskan hotel will now be managed by the Hilton Hotels Corporation and will be known as the Anchorage-Westward Hilton.



Hors d'oeuvre table setting at the Crown Center lobby waterfall area. (Photo courtesy of INSTITUTIONS magazine.)

Corporate film selected for international showing



Not only is our corporate film, "Great Destinations. Great Hotels.," winning rave reviews in showings

throughout our company, but also it's well on its way towards achieving international film competition acclaim!

Recently the film was screened by a Council on International Non-theatrical Events (CINE) jury and, as a result, was selected to receive a CINE Golden Eagle certificate.

This recognition certifies the film's suitability to represent the United States and American cinematography in international film festival competition.

Accordingly, CINE will seek to place our film in one or more international festivals appropriate to its classification within the next twelve months.

Meanwhile, our company-wide "showing" contest has really "taken off" according to Ron LaRue, corporate director of advertising and public relations.

A prize will be awarded to the hotel or regional sales office that books the greatest and most varied number of showings during the first six months of the film's release.

One of the film's most enthusiastic promoters, Ron reports, is Chicago Regional Director of Sales Willis Camp, who personally rated it as, "simply sensational!"

Willis has shown the film during the course of his presentations to the United Airlines Inflight Service Supervisors training classes, as well as to the supervisor staff of United's Central Division Reservation Center. He has also scheduled a number of showings to selected travel accounts in the Chicago area as a result of that office's direct mail announcement of the film's availability.

"Great Destinations. Great Hotels." is also winning considerable audience exposure in the Montreal area thanks to the hard working efforts, in particular, of the Bonaventure's marketing staff members.

"Fantastic!" was Bonaventure Public Relations Director Diane Roch's one word evaluation of the film.

Said Diane, "We showed it at a Club Bonaventure meeting recently, (a group comprised of local corporate members responsible for booking business with the hotel) and it was a real eye-opener.

"We not only received a lot of comments on the exceptional quality of the film but also noted that many people were not fully aware of the extent of our WIH operation. Some were surprised to find out that 'such and such' a hotel was a member of our family."

A film usage check from other regional offices, hotels and from individuals indicates that the scope of film audience prospects is almost limitless. So far, it includes church groups, service organizations, civic and professional clubs, schools and special classes, local TV showings, as well as, of course, travel industry groups, business accounts and prospects.

If you know of some group that would like to see the film, contact your hotel or regional sales office member responsible for film check-out.

Your "booking" could help your hotel or office win the showing competition award!

Sales brisk for WIH 'Story'

"The Story of Western International Hotels" has become a "brisk" seller, according to the most recent report from the corporate public relations department.

Says Public Relations Manager Bill Dugovich, "We anticipated a good run on the soft-cover copies, but the amount of orders we're receiving for the hard-cover edition has been surprising."

"The Story of Western International Hotels," written by Seattle author Sid Copeland, traces our company's fascinating growth, largely in terms of the personalities

involved. The book is illustrated with photographs of key personalities and a few of our many fine hotel properties.

"Story" is an invaluable WIH educational resource, particularly for the individual anticipating a career with our company.

Copies are available in either the hard-cover (\$7.95) or the soft-cover (\$3.95) format. To order your copy, simply fill in the coupon below, enclose your check or money order and mail to the address listed on the coupon.

PUBLIC RELATIONS DEPARTMENT
WESTERN INTERNATIONAL HOTELS
2000 5TH AVE. BLDG., SEATTLE, WA 98121

Enclosed is \$ _____. Please send me _____ soft-cover (\$3.95 ea.) and/or _____ hard-cover copies (\$7.95 ea.) of THE STORY OF WESTERN INTERNATIONAL HOTELS. Price includes tax, handling and postage costs.

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Please make check or money order payable to:
Western International Hotels.

March celebrates two spectacular openings

March was a most memorable month for two of our largest and newest hotels.

On March 3, the 1500-room Los Angeles Bonaventure celebrated its official Grand Opening with a gala black tie reception and banquet in the hotel's magnificent California Ballroom.

Attending were over 11,000 invited guests, representing the Los Angeles business and political community as well as the hotel's interests.

A violin group that set the mood during reception festivities was replaced by a full orchestra during the elegant white glove dinner that followed.

A program featuring brief remarks from various hotel, corporate and other dignitaries focused glowingly on the hotel's present spectacular impact on the downtown Los Angeles hospitality scene, and its future promise.

All in all, the Los Angeles Bonaventure's Grand Opening party proved to be a truly grand affair.

Then, less than two weeks later, on Tuesday, March 15, it was the Detroit Plaza's turn to host a "party."

Celebrated was the first phase opening of the 1400-room property—essentially the lower half of the guest room tower and public areas. The announced event attracted thousands of visitors from throughout the metropolitan Detroit area to the hotel's downtown Renaissance Center location.

It, too, proved to be a spectacular and gala occasion. Dignitaries spoke words of welcome, congratulations and future promise.

The traditional ribbon was cut.

A marching band led the grand entrance procession, followed by the hotel's employees in an impressive "parade of uniforms." Then came the eager crowds of the hotel's first visitors. (The first Detroit Plaza guests had already checked in.)

Recording the event were various news media representatives, including television cameras from major networks.

Some of these moments from both openings are recorded here in these photographs.



Among the distinguished guests at the Los Angeles Bonaventure Grand Opening banquet were (from left): Architect/Developer John Portman, Los Angeles Mayor Tom Bradley, with the hotel's Vice President and Managing Director Bill Quinn.



Banquet waiters at the Los Angeles Bonaventure await the signal for dinner entree service.



Detroit Plaza opening day crowds in the hotel's lobby area.



100th visit rates royal treatment

Singapore — When Mr. and Mrs. A. Neerings of Kuala Lumpur checked into the SHANGRI-LA recently, they were overwhelmed by the surprise welcome and the royal treatment they received during their stay. According to the hotel's records, the Neerings were checking in for their 100th visit, the first guests in the hotel's six-year history to do so. The delighted couple were presented with gifts and flowers and were roomed in one of the hotel's most luxurious suites instead of the double room they had requested. General Manager Larry Magnan (right) personally escorted the arriving Neerings into the hotel.

First prize, first time out

Manila — Happiness for the PHILIPPINE PLAZA culinary staff was winning two major awards their first time out in the annual International Foodfest and Culinary Art Show sponsored by the Hotel and Restaurant Association of the Philippines and various international airlines. The hotel team collected a first for their Formal Dining Setting and a second in the Informal Setting competition. Participation entries by major Philippine hotels and restaurants offered both a culinary and visual treat. Posing triumphantly by their winning table on which their first prize trophy rests, are the hotel's F&B champs (from left): Ver Unalivia, restaurant manager — Pier 7; Rey Victoriano, banquet manager; Louie Hara, room service manager; Lorenzo Balingit, assistant restaurant manager — Abelardo's; Werner Neier, assistant F&B director; Ben Fallorina, restaurant manager — Abelardo's; and Froilan Tiamzon, captain — Abelardo's.



Welcome for a first lady

Guadalajara — Recent guests to the CAMINO REAL, GUADALAJARA were President and Mrs. Jose Lopez Portillo of Mexico. Ready to extend his greeting to Mexico's first lady upon her arrival is Camino Real General Manager Andres Rossetto.

A chat with the champ

Johannesburg — The International Peugeot Open Tennis Tournament, held in Johannesburg early in March, found the CARLTON host to such international stars of the sport as Guillermo Vilas of Argentina, Charles Pasarell of the U.S., Geoff Masters of Australia and many others. Carlton Director of Marketing Greg Smith (right) chats with Sweden's tennis champ Bjorn Borg in a quiet corner of the hotel's lobby.

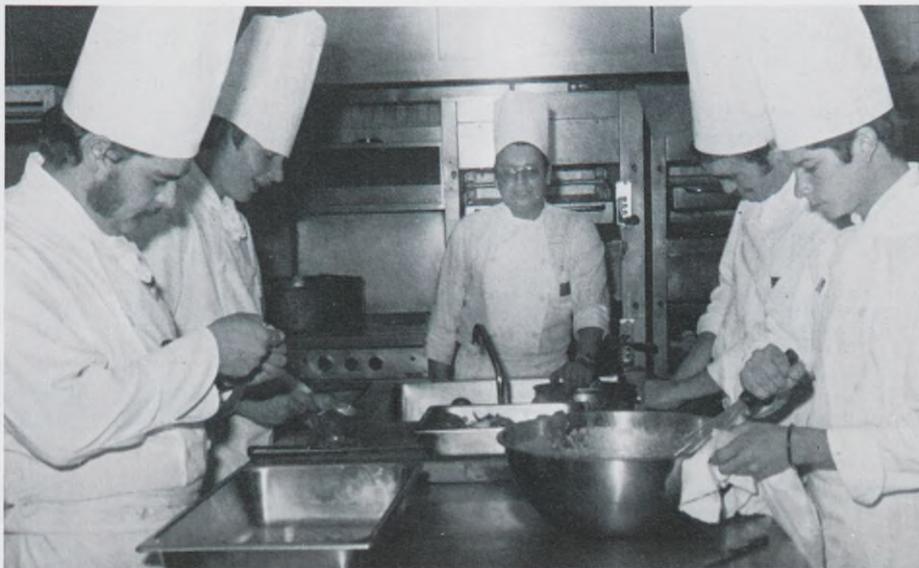


Ski spirit staff

Oslo — Skiing was the "only show in town" during Oslo's Holmenkollen Ski Festival week early in March. The HOTEL SCANDINAVIA jumped into the spirit of the event by issuing identical ski tog "uniforms" to all of its guest services staff, which were worn throughout the week. Among the ski-suited staffers (from left): Sukhwant Dhindsa, Anne Framhold, Joseph Neuburger, Dick Fyock (general manager), Ingrid Akre Aas, Christian Hedegaard Friis, Mette Kolstad, Jan Fr. Bockman Slettebo, and Ricardo Buenaventura. At center is a lobby display model of the Holmenkollen ski jump, created in sugar by Executive Chef Hans Zinsli.

WIH leads the way

Mexico City — WIH again leads the way by initiating the first formal hotel apprentice chef training program in Mexico. The first group of trainees, pictured in the CAMINO REAL, MEXICO CITY kitchen with instructor, Executive Chef Philippe Seguin (center), are (left) Roman Zapata and Lugo Anaya, (right) Antoine deSpa and David Velezquez.



'Bartered' Bride

Seattle — When Trisha Mullikin became engaged recently, her father, President and Chief Executive Officer Harry Mullikin chided his future son-in-law, Donald Diers, for not following an old Indian custom of bartering with the bride's father, giving him a horse, beads, blankets and the like. One morning, some weeks later, Mullikin pulled into the OLYMPIC garage on his way to work and found his parking spot occupied by Trisha and Don—a blanket, several strings of beads and a pony. The broadly-grinning future son-in-law also produced a "written contract" sign "To Chief Harry Mullikin . . . for one fair-haired daughter."



Long-term guest honored

Costa Mesa — During a farewell luncheon in his honor, SOUTH COAST PLAZA guest Nate Frankel (left) was presented with a special plaque in recognition of a record 177-day hotel stay, by General Manager Tom Hosea. Frankel, an electronic lock and key systems consultant from London, England, was in the area to supervise the production of a new computerized lock system which is presently being installed in the Paris Hilton. (Hosea was quick to confess that the retirement of Frankel's room, as inscribed on the plaque, was "uh . . . temporary!")



Fast, fast foot relief

Toronto — Oh, the joy of a refreshing foot bath after a hard day on your feet! Enjoying some well deserved foot relief following the WIH Marketing Exposition held at the HOTEL TORONTO in late March, are marketing members of all six Canadian hotels plus representatives

from a few U.S. properties and corporate offices. Over 300 attending travel industry, corporate and association account guests met and talked with our people at the various display booths during the highly successful two-day event.

(. . . AND OTHER INTERESTING CREATURES)



Lordly Lion

Chicago — Fearless in the daily presence of the “King of the Jungle” are Charles Graver, F&B trainee (left), and Charles Miller, assistant manager of the CONTINENTAL PLAZA’s very popular lobby level rendezvous, The Lion Bar.



Busy Bunny

Seattle — On Easter weekend, OLYMPIC Reservations Agent Kae Block was one of the busiest bunnies around as she hopped from one affair to another. On Saturday Kae was a “surprise visitor” at the Employee Easter Party, and on Sunday she passed out candy eggs to children attending the special family Easter brunch at the Olympic Grill. (Note Kae’s “official” bunny nametag.)

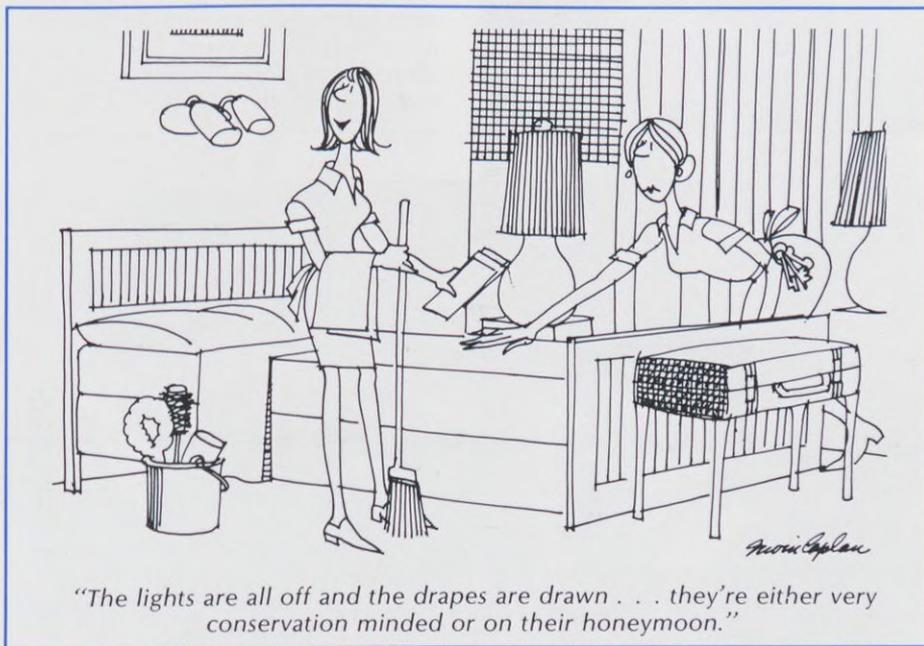
Shake 'n Snake

Vancouver — The Year of the Snake brought together a somewhat shaky Wally Thom, general manager of the BAYSHORE INN’s Trader Vic’s restaurant, and a 12-foot boa constrictor, “Mrs. Brown”, for a celebration Mai Tai to kickoff traditional Chinese New Year’s festivities at the restaurant.



Magnificent Marlin

Hawaii — Apparently WAILEA BEACH Director of Sales Chuck Cartier’s approach to sail fishing is the same as his approach to “fishing” for sales. He never lets the big ones get away! During a recent United Airlines seminar in Kona, Hawaii, Chuck took a proud first place in the “Catch of the Day” competition with this big one—a 247 pound, 10-foot blue marlin.



“The lights are all off and the drapes are drawn . . . they’re either very conservation minded or on their honeymoon.”

His mission to Moscow suffers 'temporary setback'



Bedii "Pete" Tatar with his Mayor's Trophy.

If favored contender Bedii "Pete" Tatar had not broken his left hand in the first round of the Southern California Golden Gloves middle-weight championships, he very

likely would have been awarded the winner's cup instead of his Mayor's Trophy for "Best Sportsman."

Further, if he had won the championship, his good chances for qualifying as a member of the 1980 U. S. Olympic Boxing Team competing in Moscow would be even brighter.

Finally, though this seems least likely, if he were to go to Moscow, he might be able to fulfill his dream of a family reunion.

Though this adds up to a lot of stumbling block "ifs" to place in the path of the Century Plaza room service captain, Pete has met and conquered many others equally as difficult during his 23-year lifetime.

Pete is a native of Romania, a country that has, for most of his life, been an Iron Curtain bloc member.

Since his early teens, Pete's ambi-

tion was to defect from his homeland and begin a new life in the free world—preferably in the United States.

His boxing talent gave him that opportunity. A few years ago, while competing in an international tournament in Greece, he defected. Later, he was able to make his way to the United States and to Los Angeles where he found his room service position at the Century Plaza.

Left behind in Romania were family members that included his parents, two brothers, and two sisters whom he has not seen since his departure.

Though communication with his family is very difficult—his letters are severely censored and, sometimes not delivered at all—Pete remains undaunted in his hope to communicate to them his goal to effect a family reunion during the course of the 1980 Olympics in Moscow.

While the "iffy" path towards that dream goal has been unhappily interrupted because of his injured hand, Pete shrugs that incident off as a mere "temporary setback."

Right now he is concentrating on taking it one step at a time. First, to get his hand healed as quickly as possible. Second, to get back into boxing as quickly as possible so that he may prepare himself for Olympic team boxing trials. Then . . . well, with luck and a lot of determination of which Pete seems to have an abundance, his "mission to Moscow" just might very well work out!

VIP Visits



Detroit — Among the many prominent guests visiting the DETROIT PLAZA during opening month was the Nation's first lady, Rosalyn Carter, pictured being escorted through the lobby entrance by WIH Vice President and Managing Director Jim Durham. Mrs. Carter was in Detroit to attend a memorial concert. Behind Durham (left), is Detroit Mayor Coleman Young who hosted a reception at the hotel prior to the concert.

Seattle — When Japanese Prime Minister Takeo Fukuda visited with President Carter in late March, he and his entourage stayed en route for two days at the WASHINGTON PLAZA. Welcoming the Prime Minister in his suite is General Manager Kim Chappell. Fukuda also visited San Francisco during his trip, where he was a guest of the ST. FRANCIS.





Winning recipe

Montreal — Sous Chef Paul Cadio (right), the BONAVENTURE's winner of the 1976 WIH annual Recipe Contest and Chef Reinhold Keller Award, is congratulated on his achievement by General Manager Fern Roberge.



Awards sharing

Edmonton — Two Thurston-Dupar Award plaques are now sharing the same office (sales) at the EDMONTON PLAZA. They belong to Convention Services Manager Robin Trueman (left), who received his in 1973 while employed at the Calgary Inn, and the Edmonton Plaza's 1976 winner, Sales Manager/National Accounts David Shackleton.



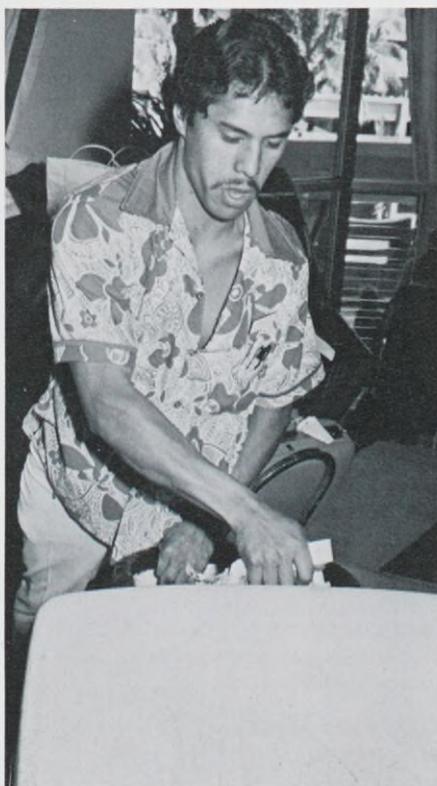
Goodbye Omaha

Omaha — It was "Goodbye Omaha, Hello Detroit" for CENTRAL RESERVATIONS Agents Rhonda Butler (left) and Barb Majzer. Just prior to their transfer to the Detroit Plaza in March, the duo were feted at an office going-away party that included this beautifully decorated cake.



Life saver

Costa Mesa — Ken Lyall, wine steward at Alfredo's, was quick to respond when a woman dining at the SOUTH COAST PLAZA's restaurant choked on a piece of meat. Ken successfully applied the Heimlich Maneuver to dislodge the food, and he did it so discreetly that hardly anyone else in the room noticed the incident.



Flower 'bugged'

Honolulu — The attractive new uniforms worn by ILIKAI guest services members leave no doubt as to their WIH identification. The blue and white floral patterned shirts, as worn by Bellperson Herb Panoke, display the WIH "bug" in the center of each flower.

Energy Savings =
Money Savings



by bob murphy

- **TRY THIS TONIGHT.** Close your refrigerator door on a new dollar bill. Does it hold tightly? If not, the refrigerator probably needs a new gasket. Leaking air means "leaking" money.
- **FILL 'ER UP.** Wash and dry only FULL loads of clothes. You will save on water, energy . . . and your time!
- **DRIP TIP.** Repair the faucet leak and you can **save** enough water to take over 60 baths (more if you shower) a year! A leaky faucet which wastes enough water to fill a coffee cup in half an hour would, in one year, add up to 1,095 gallons. With an average of 17 gallons of water consumed per bath, that "drip, drip, drip" means over 60 baths per year **lost** down the drain!
- **A SLICE OF SAVINGS.** Take a healthy slice off your electricity bill by turning down your hot water heater to a very acceptable 120°. (135° if you have a dishwasher.) For most water heaters, resetting is simple. With a small-bladed screwdriver, remove the thermostat plate on your heater. Then, with the same screwdriver, turn the thermostat screw so that the arrow points to the lower temperature. Other heaters may have a projecting knob that simply requires a twist to change it to the desired temperature.
- **MEANWHILE . . . BACK AT THE HOTEL.** For every eight-ounce glass of water served to a guest, another 16 ounces of water is required to wash and rinse the glass. That's a total of 3 glasses of water used for every glass served. (And that doesn't include ice used and the energy needed to produce it!)



Your hotel correspondent is Yap Cheng Tong. You can contact him at the hotel's public relations department for your Front! input. (All other WIH people submit Front! items to your correspondent listed below.)

Alameda, **Gina de Zalce**. Bayshore Inn, **Pat Wyman**. Benson, **Anne Shawcross**. Bonaventure, **Antoine Khoury**. Calgary Inn, **Kay Artinian**. Camino Real, Cancun, **Gloria Nunez**. Camino Real, Guadalajara, **Gloria Sagastegui**. Camino Real, Mazatlan, **Rodolfo Negrete**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Rosa Mendez**. Camino Real, Saltillo, **Roberto Flores**. Camino Real, San Salvador, **Ana Maria Vides**. Camino Real, Tampico, **Enrique Meyer**. Carlton House, **Arlene Pobicki**. Carlton, **Leanne Hayward**. Century Plaza, **Blake Chatfield**. Crown Center, **Barbara Harlow**. Continental Plaza, **Audri Adams**. Detroit Plaza, **Ken Thomas Kitchen**. Dusit Thani, **Duangphorn Thanasathitaya**. 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**. Las Brisas, **Derek Gore**. Mayflower, **Carol Barnes**. Michigan Inn, **Bruce Salanger**. Miramar, **Melinda Howell**. Miyako, S.F., **Fusako Ide**. Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Llantada**. South Coast Plaza, **Pat Milner**. St. Francis, **John Poquette**. Shangri-La, **Yap Cheng Tong**. The Plaza, **Gina Henry**. Washington Plaza, **Sandy Novak**. Winnipeg Inn, **Maggie Clark**. WIH hotels in Guatemala, **Evangelina Amezquita**. WIH Reservations Center, **Denise Nilius**. WIH Executive Office, **Dorothy Stauffer**. WIH Financial Services, **Bob Graves**. WS&S, **Nancy Newman**.

“REWARDING” SMILES — Something new in employee involvement activities is the Bonaventure’s “Smiling Contest.” Each month a roving photographer snaps candid shots of various employees. From these, a “Smiling Employee of the Month” is selected. The winner is rewarded with brunch for two at the hotel’s Le Castillion restaurant. From the monthly winners a “Smiling Employee of the Year” will be chosen at year’s end and a “surprise gift” will be awarded to the champ. The contest’s slogan . . . **“Your Smile Makes Others Smile.”** (Editor’s note: Now *that’s* something to smile about!)

* * *

NEWS ARRIVALS — Front! extends its welcome to two new employee publications and best wishes for their long and newsy lives. At the Los Angeles Bonaventure it’s REFLECTIONS, an attractive eight-pager edited by Mary Jordan, that tells it like it’s happening for employees of our newest Los Angeles property. And south of the U. S. border an all new CAMINOREALIDADES is being circulated among all WIH properties in Mexico, El Salvador and Guatemala. The text is entirely in Spanish and is edited by Francisco del Valle, sub director of education and personnel in Mexico.

* * *

LET THEM DRINK CHAMPAGNE — Water conservation efforts somehow seem a little less painful to patrons of Seattle’s Space Needle Restaurant since they have discovered this encouraging notation on the Sunday brunch menu: **“The Space Needle Restaurant is doing its part to help in the conservation of natural resources and energy by serving champagne with your entree. Water will be served upon request.”** While the champagne substitute applies only to the Sunday brunch, some 40 to 60 magnums of the bubbly have been consumed by delighted water-sacrificing patrons since the idea was introduced in early March. (Or, to put it in a more positive light, that’s a weekly savings of up to 24 gallons of water!) Credited for brain storming the whole idea was the two-heads-are-better-than-one combo of Peter Blyth, F&B Division vice president, and Space Needle Manager Chuck O’Leary.

* * *

INN-DINGS — From the Crown Center’s employee publication, SIGNBOARD: “A.N. Whitehead, noted personality, once made a remark that seems appropriate for our business when he said, **‘My two duties with a departing guest is to see that he doesn’t forget anything that is his and he doesn’t take anything that is mine.’**” . . . From our Winnipeg Inn correspondent, a breathless report about a 26-year-old steelworker, Eric Brennan, who set a jive dancing record on a small dance floor set up in the hotel’s lobby. The inexhaustible Brennan, cheered on by Winnipeg Inn employees and guests, danced continuously for 57 hours and 6 minutes to beat the former world record of 53 hours. To celebrate his victory, the new jive dancing champ visited a local nightclub where he could get in a little—what else—dancing! . . . From the Washington Plaza’s THE CIRCULAR, this “ain’t it the truth” observation contributed by Banquet Waiter Bing Kimmel, **“The trouble with doing something right the first time is that no one will appreciate just how difficult the task was!”**