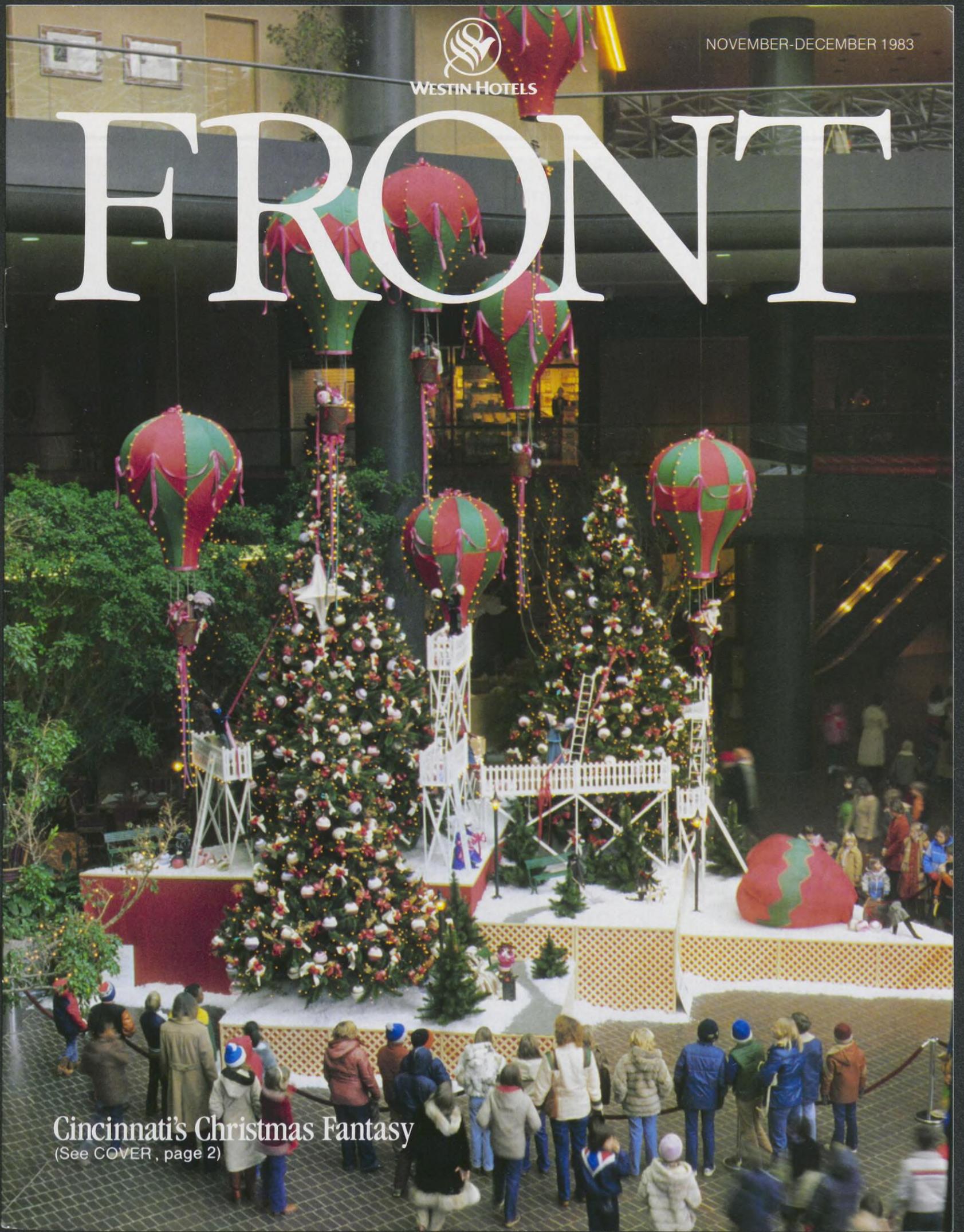




WESTIN HOTELS

NOVEMBER-DECEMBER 1983

# FRONT



Cincinnati's Christmas Fantasy  
(See COVER, page 2)

# NEWSFRONT

## Moving on Moving up

**Jim Bills**, F&B director The Westin Hotel, Vail, to F&B service manager The Westin Hotel, O'Hare.

**Mike Deighton**, executive assistant manager The Westin Wailea Beach to executive assistant manager the Arizona Biltmore.

**Carol DeLapp**, director of sales The Westin Wailea Beach to director of sales The Westin Crown Center.

**Vincente Erraez**, assistant executive steward The Westin

*COVER: Each year during the holiday season, the three level atrium at The Westin Hotel, Cincinnati is transformed into a turn of the century Christmas fantasy. Depicted are thirty-three Victorian era figures, 17 of which are animated, who have gathered at the town square to decorate three 18-foot Christmas trees. Soaring up to 60 feet above this winter scene are eight tivolilighted hot air balloons with their gondola figures also dressed in Victorian attire.*

*The hotel's Christmas Fantasy display has become an instant tradition in Cincinnati; a "must see" for both young and old during the holiday season. Last year the spectacular was winner of a First Place Award in the International Display Competition sponsored by Visual Merchandising Magazine.*

*For more photo memories of Christmas displays and celebrations around Westin's world during the 1982 holiday season see pages 6 and 7.*

## FRONT

A monthly publication by and for employees of Westin Hotels

**Gabe Fonseca**,  
Publications Editor  
The Westin Building  
Seattle, WA 98121

Printed in U.S.A.

Hotel, Chicago, to executive steward The Westin Hotel, O'Hare.

**Dennis Healy**, front office manager The Westin Crown Center to senior assistant manager The Westin Bellevue Stratford.

**Dennis Haning**, senior assistant manager The Westin Galleria, Houston to senior assistant manager The Plaza.

**Steve Henderson**, front office manager The Westin Hotel, Renaissance Center Detroit to senior assistant manager The Westin Galleria, Houston.

**Marie Kriss**, director of sales The Westin Crown Center to director of marketing The Westin Hotel, Tabor Center Denver.

**Glenn Miller**, sales manager The Westin Sales Office Houston to national sales manager The Westin Hotel, Tucson.

**Susan Picht**, senior assistant manager The Westin Hotel, Vail, to operations Manager Discoveries, Limited.

**Harold Scheffler**, loss control manager The Plaza to director of restaurants The Westin Bellevue Stratford.

**Gary Scherer**, sous chef The Westin Hotel, Copley Place Boston to executive sous chef Williams Plaza.

**Taylor Terao**, senior assistant manager The Westin Bellevue Stratford to operations manager The Westin Hotel, Vail.

## CREDIT MANAGERS TALK... And keep on talking

When a group of credit managers get together, what do they have to say to each other?

Well, when the credit managers of some 31 Westin hotels gathered for a three-day seminar at The Westin Hotel, Seattle in late October, it proved to be quite a lot.

That it was the first time ever that the group had gotten together, a lot of that "saying" had to do with getting acquainted and the exchange of ideas and discussion of mutual problems and the challenges that resulted.

As Ted Raymond, corporate director of credit, noted to the group during his seminar opening remarks, the opportunity to get to know each other and to participate in the exchange of ideas was a prime seminar objective.

Accordingly, most of the sessions were largely participative.

Said Raymond, "Even though the operations and challenges may be distinctive with each hotel, there is strong commonality where each attendee could learn and gain from each other

— ideas that could be adapted to the improvement of each individual's operation."

There were also many general professional development sessions of direct benefit to all attendees.

Among them was an in-depth examination of the ways in which credit managers should be looking at credit policy and credit approval as an extension of guest service.

Along with this, other sessions dealt with ways to improve communication skills in collecting delinquent accounts.

The whole area of credit card and other frauds including bad checks, was subject of yet another presentation by a panel of authorities in the field. This proved a topic of considerable interest to all attendees.

A major seminar objective was to give attendees the opportunity to learn more about the services available from the corporate credit department and to meet with its individual staff members. Accordingly, members of the corporate staff in addition to Raymond — Chuck Prochna, Woody Peabody and Jeff Coleman — all made presentations to the group in their areas of expertise.

At seminar conclusion, the credit managers were still talking. A lot of it was high praise for the success of this first get-together and of how they had benefited by their attendance.



Credit managers share ideas in a participative session.



From the Moorish rooftops of Las Hadas, the view looks out to the beach, marina and Manzanillo Bay.

## LAS HADAS

### Famed resort joins Westin family

If you travel with the international jet set, you may be familiar with it.

If you've taken the Love Boat cruise along the Mexican Pacific Riviera coast, you'll remember it as a port of call.

Or if you've seen the movie "10," you caught a glimpse of it in the dinner scene.

It is Las Hadas, the internationally acclaimed resort on Mexico's Manzanillo Bay about midway between Puerto Vallarta and Ixtapa. As of October 20, Las Hadas became a member of the Westin family under the management of the affiliated Hoteles Camino Real, S.A. (HOCASA) company.

Located on a twelve-and-one-half-acre site with its main buildings on a terraced hillside, Las Hadas presents a dazzling

white Moorish fantasy of minarets, domes and cupolas. Cobblestone lanes wind through graceful archways and plazas, skirting gushing fountains, coconut palms and floral landscaping. Its two hundred air-conditioned rooms and suites are housed in villas and ornamental towers, all with private terraces overlooking the bay.

The resort is known for its extensive recreational facilities. Included is an 18-hole golf course, ten tennis courts (six lighted), a secluded ocean beach and such water sports as scuba and deep sea diving, snorkeling, water skiing, sailing and deep sea fishing.

Las Hadas also boasts of one of the largest private marinas on Mexico's Pacific coast attracting pleasure craft from throughout North America. The marina is also the site of frequent yacht races.

Within the main public area is an expansive outdoor swimming pool that features two landscaped islands, a hanging bridge, two cascading

waterfalls and a swim-up bar. Nearby is a smaller pool for secluded swimming.

Its wide range of dining facilities include an indoor/outdoor three-meal-a-day restaurant, an outdoor seafood luncheon restaurant, a sophisticated specialty restaurant and lounge and an open-air specialty restaurant. Also featured, a discotheque and six lounges.

The resort's meeting facilities

include a main ballroom with 3,150 square feet of meeting space or banquet seating for 200 people.

Appointed as general manager of Las Hadas is Cesar Perdomo, formerly resident manager at the Camino Real, Ixtapa. Jesus Careaga moves from director of sales at the Camino Real, Puerto Vallarta to Las Hadas as its director of marketing.

### Corporate officer shifts

Assignment changes for the following corporate officers was announced in late September:

Jack Gaines, vice president in Operations has joined the Development group.

Moving into operations is Ralph Van Noy, senior vice president and former president of Westin Service. Van Noy's responsibilities as an operations officer include: The Westin Oaks, The Westin Galleria; The Westin Galleria, Dallas; The Plaza; The Westin Bellevue Stratford; The Westin Hotel, Seattle.

Pat O'Brian has moved up from vice president to president of Westin Service.

Additionally, Lou Martinelli, vice president in Operations, has taken on The Westin Benson in his responsibilities.

## Managers relocated following hotel affiliation terminations

Announcements of Westin Hotels' termination of its management of The Westin Wailea Beach and the Shangri-La Singapore were made in November.

The new management of the Wailea property, as assumed in mid-November, is The Stouffer Corporation who has also purchased an interest in the property.

Westin's management contract with the Shangri-La, Singapore, expires on January 3 at which time the owners will assume management of that hotel.

Bill McCreary, general manager of the Shangri-La, has assumed the new position as general manager of The Westin Stamford of Raffles City, Singapore, effective on or about February 1, 1984.

Jerry Wolsborn has been reassigned as general manager of The Westin Ilikai.

Wolsborn replaces former general manager Tom Gurtner, who has been named general manager for the Westin Hotel, Washington D.C.



*For her outstanding collections effort, Inge Kreig is presented with a special WalkAmerica Award from Tim Connaghan, Los Angeles director of community projects for the March of Dimes.*

## TEAMWALK RESULTS

### Less was more

The figures are in on the 1983 Walk America/Teamwalk benefitting the March of Dimes foundation with some surprising statistics from Westin's involvement.

Although fewer Westin people participated in this year's march (356 vs 448 walkers last year), the amount of pledged dollars raised was significantly more than last year (\$39,681 vs \$31,023 raised in 1982.)

Fourteen Westin hotels in the U.S. participated in this year's walk.

Credited with pledging the most monies is The Westin South Coast Plaza whose 38 walkers raised \$6,899. The

Westin Galleria, Houston chalked up the greatest number of participants with 93 walkers.

And what must be a Westin record for individual collections, walker Inge Kreig, director of property management for the Century Plaza, came up with nearly \$3,000 collected from sponsors. That outstanding effort earned Kreig honored membership in the exclusive (four members only) March of Dimes "\$2,000 + Club," Los Angeles County Chapter.

All in all an excellent Westin first-class effort benefitting an excellent cause.

## DISCOVERIES

### offers 25 percent employee discounts

All Westin employees are allowed a 25 percent discount on direct purchases made at a Discoveries store with the exception of liquor and tobacco items.

Announcement of this employee discount benefit was made by Jim Crimmins, vice president of Discoveries, Limited, in late October.

According to Crimmins, the discount applies to cash sales only and to items costing a minimum of \$10. Employee shoppers must show proper identification to receive the discount which would most normally be the employee's I.D. card.

Discounts are available not only to the employees of a hotel operating a Discoveries store but also to any other hotel or corporate office employee visiting the property.

Westin hotels now operating Discoveries stores, which feature top-quality lines of specialty items, include The Westin Hotel, Copley Place, Boston and The Westin Hotel, Ottawa.

More than a half-dozen more Discoveries stores are scheduled to open during 1984 at these Westin properties: The Westin Hotel, O'Hare, The Westin Crown Center, Williams Plaza, Cherry Creek Inn, The Westin Ilikai and The Westin Galleria and The Westin Oaks in Houston.

# THE RIGHT STUFF



## Phillies win

PHILADELPHIA—Did you know that the Phillies won the series? No, not **that** series, but the big one between the Philadelphia Bellevue Stratforders and the New York Plazaites. Actually, it was a one game series . . . well, really two different games that pitted both men's and women's softball teams from the two hotels on a September Saturday in Philadelphia (Both the hotel's men's teams, by the way, had just previously won the hotel league softball championships for their respective cities.) Both hotel groups (pictured) had a great time with lots of post-game enthusiasm expressed for making the Westin Eastern League "series" an annual event with the possibility of The Westin Hotel, Copley Place Boston fielding a team next year for a tri-city circuit.

Oh yes, the "series" scores: (Men) Phillies-5, New Yorkers-4; (Women's) Phillies-13, New Yorkers-2.



## 'Crazy' runners

SEATTLE—A 10K run, promoted by a Seattle department store last September to benefit the Juvenile Diabetes Foundation, brought out three four-member teams from the Westin corporate offices who also sponsored the 12 runners. One member echoed the general sentiments of the group commenting, "It was a good cause, of course, but the main reason for our participation is that we are all crazy about running."

The 'crazy' runners (back row): Jon Rosenthal, Duane Knapp, Barbara Fives (not a Westin employee), Lou Martinelli, Jack Gaines; (front row) Alan Lewis, Hanne Dittler, Steve Malcolm, Debbie Briest, Linda Plumb. Participating but not pictured were: Peter Blyth, Erik Erlandsen and Kristine Hansen.

## Westin Challenge

SEATTLE—Running a relay laden with luggage was all in a day's play for the employees of The Westin Hotel, Seattle. The occasion was the annual employees picnic which was highlighted by a program of competitions, labeled the "Westin Challenge," that featured such activities as bed-making and tray carrying and luggage carrying (pictured) relay races. All in fun but also for a worthy purpose. Tickets were sold for participation in the events with the monies being contributed towards the hotel's United Way goal. Added to the committed employee contributions, these monies helped to bring the hotel over the top (104 percent) in its established goal by campaign conclusion.





# Remember... Christmas Past

Though the focus of our attention is on the upcoming Christmas holidays, FRONT invites your taking a few moments to recall the Christmas past through these photos of Christmas 1982.

## San Francisco

It was "Christmas Around the World" that set the festive theme for The Westin St. Francis employee Christmas party last December. Along with an international buffet, employees were invited to wear costumes representative of their heritage. With a staff from the four corners of the globe, the mix was indeed a diverse and colorful one. But the one truly international costume were the Santa suits as worn by two of the party goers.



## New York

For New Yorkers and guests alike, Christmas at The Plaza is a sheer delight to the senses in its sights, sounds and wonderful smells. There are Christmas carolers and hot mulled wine and cookies at the 59th Street lobby. And at the Fifth Avenue lobby, it's pastry chef Gale O'Malley's mouth-watering Christmas culinary display. For last year's attraction (pictured), O'Malley created an alpine scene featuring a chocolate and icing-covered ski chalet, four chocolate and marzipan reindeer and a chocolate sleigh overflowing with gifts. Towering above it all, a 12-foot Christmas tree blazoned with lights and traditional decorations.



## Mexico City

The idea behind the Galeria Plaza's giant cookie-covered gingerbread house lobby display (pictured here under construction by Juan Luis Hernandez, pastry chef and Abraham Alcala, assistant) drew nationwide attention last year. The hotel invited the community to visit the display and bring with them gift donations (toys or clothing) to benefit the Father Wasson Orphanage, a home for orphans and abandoned children in Mexico City. Due to broad TV and press coverage, donations exceeded over 1,000 items with additional financial contributions sent in from areas outside Mexico City. Because of its great success, the concept, unique in Mexico, is being repeated this year and promises to become an annual Galeria Plaza Christmas tradition.



## Toronto

Like a giant Christmas card to the city, The Westin Hotel, Toronto lit up its north facade in holiday greeting to spell the word "Joy" which floated over a 25-story high Christmas tree. The display, lit each night throughout Christmas week, could be seen from almost two miles away by University Avenue traffic and was the subject of extensive media coverage. That was last year. This year's message, to be spelled out in a diagonal beginning at the top left of the hotel building, the word "Peace."



## Seoul

A mouth-watering smell of chocolate greeted guests of The Westin Chosun the moment they stepped into the entrance of the hotel during last year's holiday season. The aroma's origin, a six-foot Christmas tree made entirely of chocolate and studded with 2,500 black, white and milk chocolate pralines. Created by Jose Pons, the hotel's pastry chef, the edible Christmas tree received wide publicity in the local press attracting scores of "chocaholics" to this ultimate chocolate holiday fantasy.



## Hong Kong

A pair of trumpeting Christmas angels alighted on the facade of the Shangri-La to herald the holiday season last year. The multi-storied Christmas light display, which was installed by the hotel's engineering staff, could be seen clear across Victoria harbor.

# PHOTONEWS



## Distinguished professorship

SEATTLE—Over a year ago Westin Hotels pledged a contribution of \$125,000 to establish a Distinguished Professorship of Hotel and Restaurant Administration at Washington State

University in Pullman, Washington. Recently announced was the naming of Donald Greenaway (left) to that professorship. Professor Greenaway, a widely recognized educator, most recently served as a Distinguished Professor at Florida International University and at one time served as executive director of the National Restaurant Association. He also served as director of both the Hotel and Restaurant Administration programs at Washington State and Michigan State Universities. Greeting Greenaway at a reception in his honor at The Westin Hotel, Seattle is Westin's chairman and president, and a WSU alumnus, Harry Mullikin.



## 'Going bananas'

MAZATLAN—Spectacular sunsets are one of the Camino Real's popular natural attractions. Now guests can "go bananas" over these sunsets from a ringside seat at the hotel's new Chiquita Banana Beach Club. The beach-fronting, multi-level facility features a large terrace which may be used as a sun deck or for

special functions; the Los Otates bar with dance floor and live music; the casual Las Bateas restaurant with its unique canoe salad bar (pictured) located on a second level; and, in yet a third level, the Templo Mayor restaurant for more elegant dining. Chiquita Banana's romantically tropical atmosphere is enhanced throughout by open viewing toward the beach, the Pacific and, of course, those terrific sunsets.



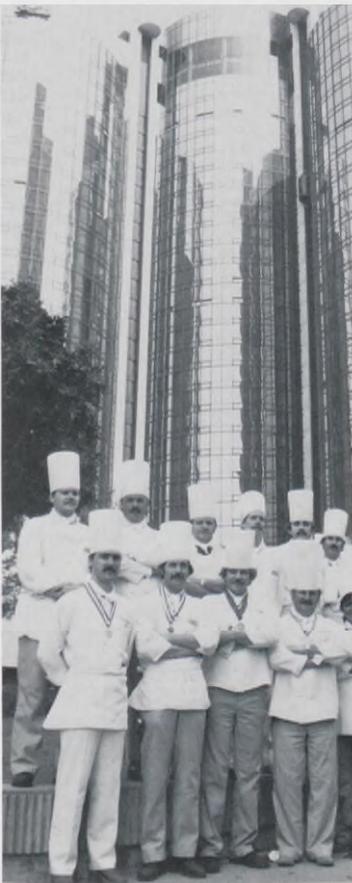
## 'Thanks fellas'

JOHANNESBURG—Pat Burton (center) general manager of The Carlton, was acclaimed "honorary fireman for the day" recently when he hosted a beer and sandwich party for the local fire station crew. The occasion was a "thank you" to the fire fighters for their considerable assistance, including lots of helpful fire safety advice given the hotel over the years.

Noted Burton, "Community services are so easily taken for granted. We felt it was time to show our gratitude and appreciation in a very positive way."

## Cooking holiday

LOS ANGELES—Labor Day holiday weekend found chefs from Westin's three Southern California properties—Century Plaza, The Westin Bonaventure and The Westin South Coast



Plaza—appearing at 15 May Company department stores in the area to demonstrate their culinary magic.

The May Company, the largest department store chain in Southern California, used this photo to promote the appearance of the Westin Chefs in their fall catalog with a circulation of 900,000.

Among the culinary participants (top row from left): Vesa Leppala, Bonaventure; Michael Hopke, South Coast; Fritz Dix, Drue Bradenburg, and Daniel Simard, Century Plaza; Jerry Gander, Bonaventure. (Bottom row): Raimund Hoffmeister, Century Plaza; Irwin Dorsch, Bonaventure; Fred Mensinga, Bonaventure; Werner Glur, Bonaventure; Maurizio Binotto, Bonaventure. Katie Toller, Century Plaza.



## Food holiday

MANILA—An eleven-day Oriental Food Holiday involving participation by five Westin hotels in Asia highlighted the 7th anniversary celebration of the Philippine Plaza in early September.

The hotel's Pier 7 restaurant was fully booked for buffet lunch every day of the unique event which featured the exotic cuisine of Hong Kong, Singapore, Korea, Japan and the Philippines as prepared by visiting chefs from the Shangri-La hotels in Hong Kong and

Singapore; The Westin Chosun, Seoul; the Akasaka Prince, Tokyo as well as chefs from the Philippine Plaza's own kitchen.

The chef team (clockwise from left of sculpture): Executive chef Kurt Pozzato, Philippine Plaza; Chak Wing Kay, Shangri-La, Hong Kong; Chung Jong Kyun, The Westin Chosun; Tito Mapada, Robert Kuenkler, Philippine Plaza; Abdullah Ali Bin Abu Bakar, Shangri-La, Hong Kong; Toshinobu Shima and Yoshiyuki Sawa, Akasaka Prince; and Roland Hinni, Philippine Plaza.

## Class portrait

PUSAN—The first ever management training seminar at The Westin Chosun Beach brought together some 34 supervisory staff members (including three employees from The Westin Chosun, Seoul) for a four-day leadership and management development course this summer. Conducted by the training staff of the Korea Institute of Management and other outside training specialists, the course goal focused on increasing participant effectiveness as a manager through heightened self and

interpersonal awareness as well as through experiential learning activities.

At course completion, the group gathered for this class portrait.



## ROLE SWITCH

'The job isn't easy'

Kim Chappell, managing director of The Westin Hotel, Renaissance Center, was happy to see the end of the day last September 13.

And frankly, so was Greg Alston, wash attendant at the hotel's laundry department.

Both men had switched work roles for that day in a hotel exercise acknowledging National Boss/Employee Exchange Day.

"I thought his (Chappell's) job was easy," commented Alston afterwards, "but I found out it isn't. There are a lot of decisions to be made. It's not just paper shuffling—it's hard work."

Similar sentiments from Chappell, "The job wasn't easy—very tiring and perspiring." Smiling, he added, "Believe me, I never thought I would

appreciate a 15 minute break as much as I did down there."

The changeabout included lunchbreak patterns. While Chappell dined at the employee's cafeteria, Alston attended a business group luncheon hosted by the Detroit Economic Club at the hotel's Renaissance Ballroom that



featured TV news personality Dan Rather as the guest speaker.

All hotel employees had a chance to be "boss for the day." A week prior to Exchange Day, application forms were distributed at the employee cafeteria. Interested employees were asked to submit a paragraph explaining why they would like to switch places with Chappell.

Alston's entry was selected because he expressed a desire to use the experience to improve communications between the two departments.

One thing for sure as a result of the role changing experience; both men agreed they had gained a greater appreciation, and insight, into each other's responsibilities. And, undoubtedly, were a little more appreciative of their own established roles.

*Gregory Alston (right). Kim Chappell (below).*



### Brother's banquet

HOUSTON—Big brothers are great to have around when (a) they become talented chefs, and (b) when they apply that talent toward creating a younger sister's wedding dinner. The big brother in this case is David Allin, executive sous chef at The Westin Galleria, who lived up to the promise made to his younger sister, Debby, some 11 years ago that he would cater her wedding. At that time, Allin was just beginning his culinary career training at the Century Plaza.

This summer, when the wedding did take place, Allin traveled to the Southern California wedding site to fulfill his promise with a multi-course feast fit for a princess (or a younger sister) serving some 100 guests. The banquet was highlighted with a very special wedding cake, also courtesy of big brother.



### Chapter's choice

LOS ANGELES—Proud recipient of the prestigious Hotel Sales Management Association (HSMA) "Member of the Year" award is Glenn Brooks, sales manager at the Century Plaza. Brooks was cited for his dedication and overall contribution to HSMA's Greater Los Angeles Chapter of which he most recently served as treasurer.

Brooks began his Westin

career with The Westin Bonaventure, Los Angeles, and subsequently worked at The Westin South Coast Plaza (where he earned the hotel's Thurston Dupar Inspirational Award) and the Westin Sales Office in Los Angeles before his Century Plaza appointment in 1982. Presenting the award is Sandi Cottrell of the Greater Los Angeles Visitors and Convention Bureau.



### PATA's pick

HONG KONG—Jeffrey Flowers, general manager of the Shangri-La, Hong Kong, was recently elected as chairman of the Hong Kong Pacific Area Travel Association (PATA) Chapter.

Flowers, who joined Westin in 1969, has held a number of general manager positions at various Westin hotels in North America and Asia and, prior to joining the Shangri-La in 1982, was general manager of the Philippine Plaza in Manila.



### Father's footsteps

HONG KONG—Meet yet another Westin member of the prestigious international Les Clef d'Or concierge society. He is Michael J. Wilson, executive concierge at the Shangri-La. Wilson, with the Hong Kong hotel since June, 1981, came from The Carlton Tower Hotel in London where he worked under one of the world's top concierges, Andre Damonte. Wilson credits his father however, who also pursued a concierge career during his lifetime, as his greatest professional inspiration.

### Sisters' story

ATLANTA—Look closely, and if you note a certain family resemblance among the four young women pictured, you're right. The attractive foursome are all sisters and all work at The Westin Peachtree Plaza. They are (from left): Mary Bird, catering secretary; Renee Deeds, sales assistant; Darlene Meredith, assistant credit manager; and Sharon Riley, restaurant hostess. But that's not the complete sister story. A fifth sister, Dona Meredith, who was unavailable for this group portrait, is also a Peachtree Plaza employee working as a front desk senior agent.



# EXCELLENCE

## & THE RECOGNITION OF EXCELLENCE

One of the most gratifying rewards of excellence is in its recognition by others.

A roundup of recent "recognition by others" rewards applauding the excellence of Westin's hotels is reported below. Worthy of a standing ovation is this impressive collection of . . .

### AAA FIVE-DIAMOND AWARD WINNERS:

Westin Hotels does it again in its sweep of American Automobile Association (AAA) Five-Diamond Awards; more than awarded any other hotel company.

Of the 47 Five-Diamond ratings presented by AAA for

1984, Westin was honored with 11 or over one-fifth of them.

The 11 Five-Diamond winners are:  
 Arizona Biltmore, Phoenix  
 Mauna Kea Beach, Hawaii  
 Williams Plaza, Tulsa  
 The Westin Galleria, Houston  
 The Westin Oaks, Houston  
 The Westin Bonaventure, Montreal  
 Las Brisas, Acapulco  
 Camino Real, Mexico City  
 The Westin St. Francis, San Francisco

The Westin Bayshore, Vancouver  
 The Westin Wailea Beach, Maui

According to AAA evaluation criteria, Five-Diamond ratings are given only to exceptional hotels which are widely recognized for "marked superiority of guest facilities, service and overall atmosphere."

### AND MORE EXCELLENCE RECOGNITION:

- Mauna Kea Beach hotel has been singled out by Cornell University as one of the world's

15 greatest resorts to be featured as a "case study" in a new book that will become a standard classroom text not just for Cornell hotel students but for major schools throughout the world.

- Both the Plaza in New York and the Camino Real, Mexico City have been selected in the 1983 ranking of the "World's 50 Best Hotels" as determined by the readers of *Institutional Investor* magazine, a highly respected publication catering to top financial executives within the international banking community.

- Results of a recent poll of readers of *Meeting and Conventions* magazine found a preference for the Arizona Biltmore, Century Plaza and The Westin Hotel, Chicago for inclusion among the publication's listing of the world's top fifty meeting facility hotels.

- Two Westin hotels, The Westin Crown Center and the Arizona Biltmore, were among a select group of only 14 hotels in the continental United States to receive the 1983 McRand Award for Conference Excellence as nominated by over 100 leading U.S. corporations.

And the recently opened The Westin Hotel, Copley Place Boston gets special billing in the October issue of *Travel & Leisure* magazine as their "Hotel of the Month" choice.

All properties mentioned for these well-deserved recognition kudos, take a bow.

At Five-Diamond Award ceremonies, Ulrich Schartz (left) vice president marketing, accepts award plaques on behalf of the honored Westin hotels as presented by James Creal, president of AAA.

