



## Bruce Pierce Scholarships Awarded

RECIPIENTS, YOUNGSTERS OF WIH EMPLOYEES



MICHELLE FRANK, with Award check in hand, smiles happily at Olympic Hotel General Manager, Al Schilling. At left is Michelle's mother and at right, her dad, Hal Frank. Actual award presentation was made by WIH Chairman, Edward E. Carlson.



SHERMAN CRUZ receives his Scholarship Award from Jim Durham, WIH Vice-President and Managing Director of the Ilikai. At left is Sherman's mother Sarah Cruz.

"Oh, Dad—I'm so glad you work here!"

Hal Frank, Olympic Houseman, embraced his daughter, Michelle, and smiled with parental pride at her excited outburst.

Michelle had good cause for her delight . . . she had just been presented with one of the two WIH Bruce Pierce Scholarship Awards for 1970.

The other award recipient was Sherman Cruz, whose mother is employed at the Ilikai Hotel. Both award presentations were made in early May during brief ceremonies at the respective hotel proper-

ties.

For the two young winners these cash awards meant they could now realize the continuation of their educational goals—goals they may not have otherwise achieved.

TWO Bruce Pierce Scholarship Awards are presented annually to WIH employees or their children who make application and are eligible to attend an accredited college. Applicants must have had a 2.5 grade point or higher on a scale of 4.00 and judging is also based on financial consideration.

## Four Appointments In Management Positions

THESE four major appointments in management positions were announced in late April by WIH Chairman, Edward E. Carlson. They all became effective as of May 1.

Brent MacDonald, former Manager of the Northern Hotel, is now Resident Manager of the Century Plaza Hotel.

Replacing MacDonald as Manager of the Northern is Kerry Hilaire, the former Executive Assistant Manager of the Antlers Plaza.

(continued page 3)

Michelle, an attractive and very personable 17-year-old brunette, is the daughter of Mr. and Mrs. Hal Frank. Mr. Frank is head Houseman in charge of Banquet set-up at the Olympic and has been employed at the hotel for the last four years.

Michelle, herself, acquired a part-time job with the Olympic last summer in the Front Office area. Apparently, this taste of the hotel world had so intrigued her that she has decided to go into hotel administration. She has made plans to enter the School of Hotel Administration at Washington State University this Fall. She is one of four children in her family.

SHERMAN Cruz is the son of Mrs. Sara Lee Cruz who has been employed as a Maid at the Ilikai Hotel for the past two years.

Sherman is also 17 years of age and hopes to enter Pacific University at Forest Grove, Oregon. His principal interests lie in the field of Business Mathematics and Geometry and he ranks in the upper fourth of his class scholastically. A sports enthusiast, Sherman has been awarded three letters in varsity football and has been selected by Honolulu newspapers for top football honors and achievements. He is one of eight children in his family.

The Bruce Pierce Memorial Scholarship program was created in memory of Bruce Pierce, a former Vice-president of Western International Hotels.

# front!

A monthly publication for the employees of

Western International Hotels

Editorial, Offices

The Olympic, Seattle, Washington 98111

Gabe Fonseca.....Editor

LITHO IN U.S.A.

## Chairman's Report



Traditionally, most of you will be taking your vacation holidays during the summer months ahead. If these plans may include a stay at some other WIH hotel property, we offer these reminders:

Any of our Western hotels will be pleased to honor your Complimentary Room Policy privileges and they welcome your visit. But, because these can be high occupancy months in some areas, accommodations may not always be available on the dates you have specified.

Since reservations for all WIH properties are subject to room availability, we would suggest that the earlier your reservations are made the better chance you have of getting your requested dates fulfilled.

Also, if after you've made room application then later decide not to use it, the requesting hotel would appreciate a notification of your cancellation as soon as possible.

Lastly, if you have any questions regarding your personal qualification for these room privileges, your department head or personnel department will be pleased to assist you.

Chairman

Western International Hotels

## COMINGS AND GOINGS

### New

Joining the staff of the WIH Real Estate Division as Administrative Assistant is **Robert Brennan** . . . **Helen Chinn** is appointed as F&B Sales & Service Representative for the Ilikai . . . new to the St. Francis are Personnel Mgr., **Jan Rutherford** and "English Grill" Mgr., **Ray Griffith** . . . **John May** joins the Antlers Plaza staff as Denver Sales Rep. . . at the Bonaventure, **Madeline Paquette** is hired as Exec. Asst. Housekeeper . . . the Century Plaza staff adds **Lothar Bullesbach** as Banquet Mgr. and **Louis Brainard** as Accts. Receivable Mgr. . . new at the Cosmopolitan are **Marvin Hughes** as Exec. Steward and **Gelimir Perazic** as Mgr. of Trader Vic's . . . two new Management Trainees at the Sir Francis Drake are **Ted Collis** and **Ray Whittaker** . . . **William Simons** starts as Management Trainee at the Washington Plaza . . . Western Service and Supply adds **Jay Holstrom** as Interior Designer for the Los Angeles Office, and **Jan Fisher** as Interior Designer, Seattle . . .

### In-Hotel

At the Continental Plaza, former Room Clerks **James Henwood** and **William Jacobs** were promoted to the positions of Rooms Managers . . . **Bruce Mumford**, former Sales Mgr. for the Olympic has been named the Hotel's Director of Sales . . . These promotions at the St. Francis: **Michael Kalyk** is named Front Office Mgr. from Asst. Mgr.; **Jean Hendricks** from Telephone Operator to Asst. Exec. Housekeeper; and **Elsa Cesena** from Operator to Chief Telephone Operator . . . at the Antlers Plaza **Bernie Trujillo** is appointed to Kitchen Steward from Banquet Houseman . . . these promotions at the Benson: **Floyd Baldwin** from Asst. Purchasing Agent to Purchas-

ing Agent; **Fred Mawer** from Jr. Asst. Mgr. to Front Office Manager; **Lon Kellstrom** from Piccadilly Bar Mgr. to Jr. Asst. Mgr. **Howard Kembal** from F&B Controller to Piccadilly Bar Mgr. and **Dave Howland** from Management Trainee to F&B Controller . . . two promotions at the Calgary Inn include **Karl Reiseck** from Acting Catering Mgr. to Catering Mgr. and **Al Rennie** from Director of Restaurants to Room Service Mgr. and Grill Mgr. . . **William Just** is promoted from Asst. Banquet Mgr. to Banquet Mgr. at the Century Plaza . . . at the Georgia, **Willy Vogl** is named Cavalier Grill Mgr. from Asst. Mgr. . . at the Ilikai **George Battha** is named Asst. Mgr. "Top of the I" from Sommelier and **J. Scott McClland** from Host to Assistant Mgr. of the "Hong Kong Junk". **Ellen Anderson** is named Catering Mgr. of the Makaha from Asst. F&B Mgr. . . at the Sir Francis Drake **Harold Gomez** moves from Storekeeper to Purchasing Agent and **John Rollins** from Front Office Asst. Mgr. to Mgr. of the "Plate of Brasse" . . . at the Washington Plaza, **Walter Brachmanski** moves from Westlake Room Captain to Room Assistant Mgr., **Don Hall** from Dishwasher to Asst. Steward and former Bellman, **Don Brown Jr.** to Supervisor of Service.

### Transfers

New personnel additions to the Winnipeg Inn include: **Lydia Meese** as Exec. Housekeeper from Exec. Housekeeper at the St. Francis; **William Smith** as Building Superintendent from the Calgary Inn; and **Donald Holmes** as Controller from Controller at the Calgary Inn . . . new Assistant Mgr. of the Antlers Plaza is **Lawrance Saward**, formerly Room Clerk at the Benson Hotel . . .

### Correspondents

This is the list of *Front!* correspondents. Please get in touch with your correspondent if you have any news for your paper:

Alameda, Michael Sauve; Anchorage-Westward, Tom Stanfield; Antlers Plaza, Don Berger; Avila, Mrs. S. Guzman Blanco; Bayshore Inn, Art Davies; Benson, Nelvia Turner; Bonaventure, Leona Dureau; Baranof, Mandy Dodd; Caleta, Marfissa Frias; Calgary Inn, Linda Abercrombe; Camino Real (Juarez), Miss Lourdes Lopez; Camino Real (Mexico), Carolina Mijares; Caravan Inn, Pat Sanders; Century Plaza, Jayne Kear; Continental Plaza, Audri Adams; Cosmopolitan, Carol Perry; Georgia, George Pinsky; Guatemala Biltmore, Jorge Senn; Houston Oaks, Pat Sells; The Ilikai - Makaha Inn Roberta Watson; Imperial Inn, Russ Revoy; The Miramar, Robert Yue; Miyako, S.F., Kristina Templeman; Northern, Con Carter; Olympic, Fran Vituli; Palace, Y. Yoka; St. Francis, Jane Dillon; Space Needle Restaurant, Sally Hartley, Washington Plaza, Bob Hutchinson; Winnipeg Inn, J. Sandy Irwin; WIH de Venezuela; Amada Castillo; WIH Executive Office, Ruth McCloy; Western Service, Rose Shaffer; WIH Credit and Accounting, Janet St. Onge and Irene Gellus.

## Apollo 13 Astronauts Splash Down At Ilikai



ASTRONAUTS just before their departure from the Ilikai with Hotel Executive Assistant Manager, Jim Wilbert, right. (L. to R.) John Swigert, Jr., Fred W. Haise and John Lovell, Jr.

THERE was good reason for the special anxiety with which the Ilikai staff members followed the splash down of the Apollo 13 Astronauts last April.

Their hotel had been selected to host the heroic Apollo crew for an overnight stay following their recovery and before their return to Houston.

It was a singular honor and all department heads and fellow hotel employees were determined to make this historic visit as memorable and pleasant as possible.

In addition to Astronauts John Lovell, Fred Haise and John Swigert, the Ilikai also hosted the three Astronauts' families, President Nixon's Press Secretary, 100 press and television reporters and NASA

officials.

ON THE evening of their visit, the Astronauts, with their wives, were wined and dined at the Canoe House, where their entrance was greeted by a standing ovation. The following morning-by special request from President Nixon-the Ilikai's Room Service Department prepared an elaborate cart of fresh island pineapple, sweet rolls and coffee for the honored trio before their return to the Mainland.

As Astronaut Jack Swigert was leaving the hotel, he was interviewed by a CBS correspondent and was quoted as saying, "I thoroughly enjoyed my restful stay in Hawaii and especially the 'Aloha Spirit' of this hotel!"

## Service Is A Home-Laundered Shirt

MRS. Dorothy Russell is a PBX Operator at the Benson Hotel . . . and a very good one.

Unofficially, Dorothy is an expert and speedy laundress, as can be testified to by Bennett Cerf, noted author and book publisher.

Recently, Mr. Cerf checked into the Benson prior to a special dinner party at the Hotel he was to attend that evening.

The shirt he had planned to wear to the affair was soiled so he called for laundry service only to discover it was too late in the day to assure its return in time. He then called Switchboard Operator, Dorothy Russell, for some laundry service suggestion assistance.

The call came about 3 p.m. just as Dorothy was going off duty, so in true Benson-service-to-the-rescue style, she volunteered to take the shirt home with her and launder it herself.

She picked up the shirt, rushed home, washed, dried and ironed it and had it returned to the delighted Mr. Cerf in plenty of time to make his dinner.

Later, replying to compliments on such quick and efficient service, Dorothy smilingly admitted, "Well, with six children at home, I've had lots of experience in rushing".

## Appointments . . . (from page 1)



BRENT MACDONALD  
Res. Mgr. Century Plaza



KERRY HILAIRE  
Mgr. Northern



LARRY MAY  
Exec. Asst. Houston Oaks



GEORGE WILLIAMS  
Exec. Asst. Benson

Larry May, formerly Executive Assistant Manager of the Benson, is now Executive Assistant Manager for the Houston Oaks Hotel which is under construction in Houston.

Replacing May as Executive Assistant Manager for the Benson is George Williams who had been with the Century Plaza as Rooms Manager.

Each of the appointees has been a WIH family member for most, or all, of their hotel careers.

Brent MacDonald joined Western as a Room Clerk with the Benjamin Franklin in 1957. Later promotions transferred him to the Roosevelt (Seattle) as Assistant Manager, to the Anchorage-Westward as Executive Assistant and to the Owyhee (Boise) as Manager. In March 1966 he was appointed Executive Assistant Manager of the Olympic and later that year was appointed Manager of the Northern.

Kerry Hilaire's Western career began at the Benson as a Host in the London Grill in 1962. Subsequently he was promoted to Desk Clerk, Jr. Assistant Manager, Assistant Manager and Front Office

Manager of the Benson. In March, 1968 he was transferred to the Antlers Plaza as Executive Assistant Manager until his most recent appointment.

George Williams began his WIH career as a Banquet Waiter at the Cosmopolitan in 1958. A year later he was named Manager of the Owyhee (Boise) dining room. After a stint in the service he returned to the Owyhee, then in 1962 became Assistant Manager of the Benson. Subsequent promotions and transfers took him to the Northern and the Olympic before his most recent Century Plaza position.

Larry May's upward rise through the Western ranks began as an Elevator Operator at the Boise Hotel in 1951. He later moved into the hotel's staff operations with regular advancements upward to Front Office Manager. In 1961 he was transferred to the Cascadian (Wenatchee) as Catering Manager and on to hotel Manager. He then held various positions at the Davenport Hotel (Spokane) and in April 1967 was named Executive Assistant Manager for the Benson.



# NEWS PICTORIAL



**NEEDLE ANNIVERSARY CAKE BENEFIT.** To celebrate its 8th Anniversary on April 21, the Space Needle restaurant participated in a fund raising drive to benefit Seattle's United Arts Council. All elevator fares were donated to the cause and matched by the Needle. During kickoff ceremonies, WIH Chairman, Edward E. Carlson (center) removes a slice from one of the four cakes decorating a Space Needle replica display and prepares to serve Bagley Wright, Chairman, Pentagram Corp.



**A GREAT CUPPA COFFEE.** Century Plaza employees Charletta Lewis, Cantina server (left) and Mozelle Harpe, Cantina Managress, smile proudly as they display the "Golden Cup Award". The award was presented to the Cantina (employees cafeteria) of the Century Plaza for consistently providing coffee in keeping with the highest standards of the Coffee Brewing Center.

**GOODBYE "WEBFOOT" - HOWDY "TEX".** (Right) When Larry May, former Executive Assistant Manager of the Benson was transferred in the same capacity to the Houston Oaks recently, he was given a "Texas type" going away party by the Benson staff members. Among his gifts was a 6 1/2 gallon hat and an "official" Lone-star sheriff badge. He is shown above with Benson's General Manager Basil Miaullis.



**MISS UNIVERSE SIGNS IN.** Lovely Gloria Diaz, the current "Miss Universe" was a recent guest at the Bayshore Inn and dined at the Trader Vic's restaurant. Above, she signs the restaurant's "Menehune" guest book very willingly assisted by Jeff Yee of Trader Vic's.



**WHO'S THE YOUNGSTER, LARRY?** Larry Lewis, St. Francis Hotel Banquet Waiter, prepares to celebrate his 103rd birthday on June 25th. He is shown above at right with Emmett G. Solomon, Board Chairman of Crocker-Citizens National Bank who has donned Larry's uniform for this coffee service turn-about picture. The bank is celebrating its mere 100th anniversary this year--a milestone Larry had surpassed some three years ago. Still spry and in top condition, Lewis continues his practice of a 6.7 mile jog each morning before walking an additional 5 miles to work at the hotel.



**BIRD'S EYE VIEW.** Seattle property outdoor signboards were viewed by helicopter for their location effectiveness recently. Prepared to board the copter on top of the Olympic Hotel heliport are Al Schilling, General Manager of the Olympic (center), Willis Camp WIH Director of Advertising (second from left) and Larry Stephan, Director of Sales for the Washington Plaza (right).



**NEW UNIFORMS.** Patt Gilbert, Cuma Hall, Liz Dean and Cheryl Stewart, all Waitresses for the Anchorage-Westward's "Top of the World" restaurant and cocktail lounge, line up for the FRONT! camera to show off their attractive new uniforms.



**THE WINNER!** Ann Swanson, Golden Belle Waitress at the Northern was selected as that hotel's Thurston-Dupar winner. Ann proudly displays her award certificate as she poses with Golden Belle Room Manager, Chuck Marcus.



**RELOCATED AND REUNITED.** The Caravan Inn's Executive Chef Richard Mann and Food and Beverage Director, Helmut Konze get together for a Department business discussion. The occasion also marks a reunion for the pair. Before their transfers to the Caravan Inn both had been employed at the Antlers Plaza . . . Mann as Night Cook and Konze as Cafe Plaza and Piccadilly Rooms Manager.



**CALORIES FOR SALE!** In early May the employee council of the Washington Plaza sponsored a bake sale in the employee Cantina cafeteria. The purpose was to raise funds for the annual summer picnic. Tossing his calorie-counter aside, Tyler Stroh, hotel Sales Manager, makes a good goodie purchase from Catering Secretary, Marilyn Long.

### Hoteletron Operations Extends Its Reservations Welcome

THE electronic arm of Hoteletron is continuing to reach out through much of Western's world at a rapid rate. Wherever it goes it welcomes new guests for WIH properties through the convenience of instant, friendly room reservations service.

Since this WIH computer reservations system was inaugurated last October, all of Western's properties and Regional Reservations Center in the United States and Canada, including Hawaii, have gone "on line".

In addition, all of our Mexico and Guatemala properties have inventory in the system and reservations are being made through the system for these hotels although they are presently being processed in the Seattle Central Reservations offices. Two terminals are being installed in Mexico City, however, and should be in operation this month or earlier.

Terminal equipment was installed in the Winnipeg Inn Reservations office last

March with Doris Freeman in charge of reservations, and inventory for the hotel has already been placed in the computer. Reservations for the Winnipeg Inn will be accepted beginning September 1, 1970.

ONE OF the most recent members on line is the Houston Oaks Hotel Sales and Reservations Center--Diane Yezak, Reservations Supervisor. Inventory for that hotel was placed in the computer on April 15 although they had been processing reservations for all WIH hotels for some-time previously. As of mid-March, the Dearborn, Michigan Reservations Offices, which services the Detroit area, has been on line under the Supervision of Shirley Zimolzak.

Also recently added to the system was the Miramar Hotel, working through Space Bank offices in Hong Kong, and two terminals for the Washington D.C. Sales and Reservations Center.

Michelle Revior is Reservations Supervisor for the Washington D.C. Offices.

IN BANGKOK, reservations for the Dusit Thani Hotel are now being handled through the AM-EX Express Reservations Center located in the Dusit Thani office building. Currently scheduled for placement of inventory into the system are the Colon Internacional Hotel in Quito, Ecuador, the Shangri-La in Singapore as well as several of our Venezuelan properties. And twelve of the Trust House hotel properties will be on line in the very near future.

What effect on reservations has the Hoteletron system produced in the little over five months of its existence?

One example might be in the results reported by the Century Plaza Hotel. At the end of the first five months of operation, the Century Plaza notes that 28% of its reservations were received through the Hoteletron System. This compares with an average of only 7% of their reservations received through Western's pre-Hoteletron internal communications system.

AS NEW hotels and Sales and Reservations Centers are added to the line the prospects for Hoteletron's effectiveness in increasing guest reservation activity will prove even brighter.

**TUNE IN**

Hey, everybody . . . want to remind you to watch TV's Emmy Award broadcast on Sunday eve, June 7th. It's being nationally televised from the Los Angeles Ballroom of the Century Plaza Hotel. Wave if you recognize anyone from the CP staff!



# The Job Captain

## THE PROFESSION AND A PROFILE

**I**nstant hotel!

Say the magic words and . . . zap! There it is, a 25-story tower of accommodations excellence. A marvel of luxurious elegance completely furnished and functional to the smallest detail. Miles of carpeting, tons of furniture and fixtures and carloads of equipment . . . everything properly placed awaiting the pleasure of its guests.

WELL, as yet, nobody has found these "magic words". However, there are a lot of practical words lying around that continue to be used to achieve these same results like, "hard work", "planning" and "coordination".

Take "coordination". The interior design of a hotel takes a tremendous amount of that in all of its various phases of planning. Coordinating, for instance, the myriad of activities involved in supplying a new hotel property with furnishings, fixtures and equipment.

Using our imaginary 25-story tower as a typical example, one can easily imagine the details involved in such a coordination project as staggering. Yet, seemingly un-staggered by it all are those WIH staff members who assume these project coordination responsibilities . . . the Job Captain.

### STAFF AND A PROFILE

As employees of Western's subsidiary company, Western Service and Supply, Job Captains operate from Western Service's Design offices in Seattle, under the direction of WS&S Vice-president, **Chuck Comstock**.

While Job Captain assignments have

been taken on by various department members as an adjunct to their regular department responsibilities, the trend is towards full-time Job Captain positions. Currently, these Job Captain staff members include **Dave Hunt**, **Brian Handley** and the most recent addition with his appointment in January, **Dave Jones**. Dave heads the department as Senior Job Captain.

Though new to the Division, Dave came eminently qualified for the post, particularly in his wide background of practical operation experience.

Since 1953 and his high school days when Dave entered the hotel world as a dishwasher at the then WIH Boise Hotel, he has devoted his career to the hotel business. In the intervening 16 years, his practical and varied hotel experience has included management of the Fairbanks Inn and, most recently, Project Director for the 32-story addition to the St. Francis Hotel.

From his accumulated experiences there isn't much about a hotel's operations that Dave is not intimately familiar with from both its administrative and physical functioning aspects.

Though soft spoken and unassuming in manner, Dave projects an air of quiet competence and authority. He also has a natural ability for getting along with and working well with others, - a trait which has, no doubt, been further polished by his previous administrative experience. This ability to work well with others is a natural requirement of the position since a Job Captain is essentially a working-with-people type of job.

As Dave states it, "The Job Captain must act as a catalyst among the various individuals contributing to the interior design, food facilities planning, and procurement for the project."

### CAPTAINS ENTER PICTURE

To illustrate, let us again refer to the imaginary 25-story tower mentioned earlier which we will label, "Project X".

At about the time the Job Captain enters the Project X picture, Western's Design and Construction staff members are pretty well into the plans for the layout of the proposed building.

This may be as early as the schematic drawing stage (were a general idea of the operation is drawn to scale but placements and details are not completely refined.) In this case, Jones may be invited to sit in on the planning discussions to familiarize himself with the project.



**Job Captains (above) Dave Hunt and Brian Handley. At left is Rose Shaffer Secretary-Assistant, who handles procurement processing details.**

As a part of the total project cost, the Job Captain draws together from the various staff members of Western Service a furniture, fixture and equipment (FF&E) budget prepared according to the standards established by the Project Officer (a company executive assigned to the project). It is then submitted to this Project Officer for review and approval by WIH executive offices.

Upon general budget approval the interior design, food facilities planning and purchasing people begin a process of selection and scheduling for installation of furnishings, fixtures and equipment for Project X.

The Job Captain coordinates all of these Western Service activities with the owners representative for the project. The project's staff also works closely with the Divisions drafting department members in coordinating their efforts on the various areas of their concern.

In the coordination of all these combined efforts, the Job Captain crosses lines of authority as needed to work directly with the Western Service and Supply staff. He not only works with these individuals, but is the liaison with the Project Director (who works with people on the project site). His is also the equally important responsibility for serving the best interests of the company, assuring an on-schedule quality performance within the stated budget.

#### CONTROL COORDINATION

It's a tall order and must necessarily involve a tremendous amount of record keeping, budgeting, scheduling, checking and trouble shooting.

Since budget control is one of the more vital areas of any project, Dave maintains a continuing record of all purchase orders processed and is kept currently aware of how much is being spent as the job progresses. A record graph schedule is maintained that exhibits at a glance when all supplies and materials have been ordered and their expected delivery dates.

Progress reports on their various project responsibilities -- Purchasing, for such general supplies as mattresses, TV's, glassware, china, cash registers, etc.; Food Facilities, for all necessary kitchen and bar equipment and installation; and Design, for specified furnishings, decor items, etc. -- are regularly supplied. In the event possible complications in budgeting, scheduling or standards occur, the Job Captain brings it to the attention of the technicians involved to initiate appropri-

ate corrective action necessary.

Again as one considers the literally thousands of items needed to fully equip a modern hotel, the dozens of diverse groups and individuals involved, and the number of suppliers and talents that are called upon, the need for a coordinating entity become apparent. Apparent too, is the need for such a person to possess a precise mind for detail.

Then there must come a day--on an established schedule--when all of these thousands of details mesh together for a perfect whole. It is the day anticipated

by the Job Captain when everything has been installed and properly functioning and Project X is at last ready to be unveiled to the public. Perhaps to these guests its glittering presence may have appeared as, zap! . . . instant hotel!

To the assigned Job Captain, however, it marks the culmination of perhaps years, of meticulous and devoted effort.

**But it is no time to pause and celebrate. Projects Y and Z and others are off the drawing boards in their various stages of progress and must be attended to!**



**NORM UHLENBERG**, Project Director for the Continental Plaza addition, reviews project drawing plans with Dave Jones.



**JOHN FIKKAN**, Senior Interior Designer, shows Dave where he plans to use fabric selection in room decor.



**LES JONES**, Assistant Food Facilities Planner, discusses kitchen planning schedules with Dave.



## INTERNATIONAL

## Miyako Announces Opening Of Royal Suite



THE SPACIOUS reception hall lounge of the Miyako's Royal Suite connects with both master bedrooms. The walls are lined in silk material and the custom-made carpeting carries a plum blossom design.

THE Miyako Hotel in Kyoto recently announced the opening of its new, ultra-luxurious Royal Suite.

The elegant 5-room Suite, located on the hotel's eighth floor, has already received many internationally distinguished guests visiting Expo '70. It contains two master bedrooms, each with its own parlor, and a spacious connecting reception room.

While basically Western in design, there is a strong Oriental influence evident in its decor. A custom-made wall-to-wall carpet in the Reception Room carries a plum blossom design. An exclusively woven silk material in a soft tone floral

design is used for the wall covering, in some of the furniture upholstery and in bedspreads and curtains.

LARGE picture windows provide guests with spectacular views of the wooded hotel grounds and the ancient capitol city of Kyoto beyond.

Presently, the Japanese Foreign Ministry has engaged the Suite for visiting V.I.P. guests for most of the duration of the Exposition.

According to Mr. S. K. Kawana, Director and General Manager of the Miyako, the Suite has made a tremendous impression on its visitors and the reaction has been highly complimentary.



PUERTO VALLARTA-Headwaiters, Waiters and Busboys of the "Las Pergolas" outdoor dining room at the Camino Real, Puerto Vallarta, line up for a group portrait.

## COMINGS AND GOINGS

(International Division)

Recent personnel changes with WIH de Mexico included: Donald Davis, who was formerly Manager of the Camino Real Hotel in Tampico, is named Director of Sales of the Camino Real, Mexico City . . . replacing Davis as Manager of the Tapachula is Guillermo Armas Barbosa, the former Controller of that hotel. Former Manager, Gunther Spaeth, is taking a leave of absence for health reasons . . . Javier Gorozpe, formerly Sales Manager for WIH de Mexico, has been promoted to Marketing and Publicity Manager for the Alameda Hotel in Mexico City.

At the Dusit Thani in Bangkok, Prakrit Chinamourphong is named Banquet Manager from Sukhothai Restaurant Manager.



CARACAS - Gina Tucker, Executive Housekeeper of the Century Plaza (right) paid a recent visit to the Hotel Avila in Caracas. She is seen above with Jean Marc Blouet, General Manager of the Hotel.



BANGKOK - A smiling welcome from Western's newest property, the Dusit Thani is offered by hotel employees (from left) M. L. Tuangnidvongs, Public Relations; Tom Keitngarm, Personnel Manager; and Tuang Tom, Doorman.



## FAMILY FEATURES



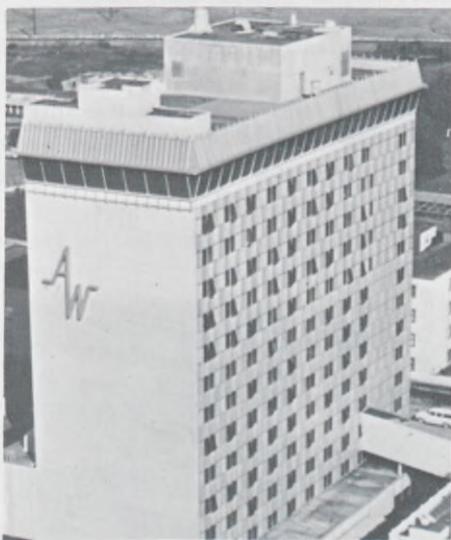
## WIH 40th Anniversary Photo Flashbacks



FROM THIS . . .  
the  
Anchorage Hotel



AND THIS . . .  
the  
Westward Hotel



TO THIS . . . the present  
Anchorage-Westward Hotel



AND, SOON, THIS . . .  
the 22-story A/W tower addition.

**EVOLUTION OF A HOTEL.** The history of the Anchorage-Westward hotel goes back to the 30's when two hotels, the Anchorage and the Westward, were built at opposite ends of the same block. In 1959, both hotels joined the Western family and the present 15-story Anchorage-Westward hotel building was built on the vacant lot separating the the earlier properties. Plans are now underway, as reported in last month's issue of FRONT! to construct a 22-story tower on the site of the old Anchorage hotel.

EDITOR'S  
INN  
BASKET

**CARRUSEL . . .** is the name on the masthead of the Caleta's new and newsy employee publication. The 8-page monthly magazine is prepared under the direction of employee, Marfissa Frias (also the Hotel's FRONT! correspondent) assisted by members of the "Courtesy Committee" employees' group and is printed entirely in Spanish.

FRONT! salutes the Caleta and the Carrusel staff on its handsome first issue and in their efforts towards better employee communications. Saludes!

\* \* \* \* \*

**KNOW YOUR HOTEL.** To better acquaint employees on what's going on in other departments, the Cosmopolitan designated May as "Orientation Month" for all of its present employees.

The orientation was conducted in groups according to a pre-arranged schedule. Each group session began with a brief address by Hotel General Manager, Bob Wilhelm, followed by a viewing of a film, "Modern Innkeepers", and were then taken on tour.

This "big picture" overview was enthusiastically received by all employees, resulting in a better understanding for many of their hotel's general operations.

Beginning this month, similar orientation programs for new employees will be scheduled each week.

\* \* \* \* \*

**CAREFREE AWARD.** We've just been informed that Western's affiliated property in Carefree, Arizona, the Carefree Inn, has been awarded a 4-star rating by the Mobil Travel Guide. The four stars, according to the Guide's judgement, indicated the Inn is considered, "outstanding--worth a special trip". In all America, only 25 resorts have received this coveted accolade. Congrats Carefree.

\* \* \* \* \*

**MAINLAND TRIP.** A story in "Inside Ilikai" announced plans by the Employee Council for an Ilikai/Makaha tour to the mainland in early October. The current itinerary calls for visits to Vancouver, Victoria, Seattle and San Francisco (Los Angeles, optional). FRONT! offices extends its warmest Aloha welcome and looks forward to your visit. (Just give us a few moments notice so that we can clean the mess off our desk!)



# PHOTO ALBUM



**CAROLINE FAITHFUL . . .** Reservations Girl for the Space Needle Restaurant.



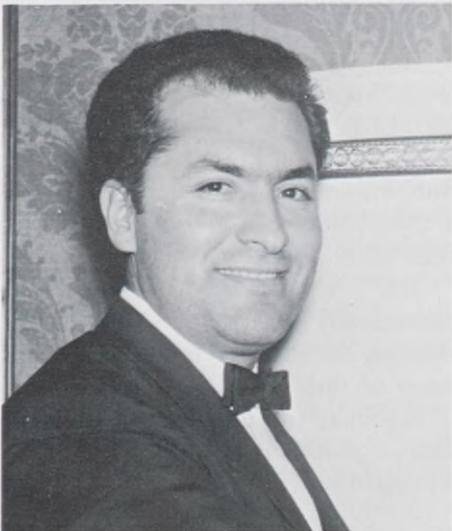
**ANNA MITCHELL . . .** Accounts Receivable Clerk at the Olympic.



**ARTHUR HOLINGER . . .** Banquet Captain of the Calgary Inn.



**CAROL JOHNSON . . .** Secretary to Assistant WIH Personnel Director, Larry Morris.



**ALONZO ZENTENO . . .** Banquet Captain for the Century Plaza.



**DIANE YEZAK . . .** Reservations Supervisor for the Houston Oaks Hotel.

GOTCHA!  
THANKS



**JOHN BROHMAN . . .** Sales Manager for the Winnipeg Inn.



**TOM VENTRESCA . . .** Asst. Executive Steward, Washington Plaza Hotel.



**KITTY WALLACE . . .** Book-keeping Machine Operator for the St. Francis.



**HARRY SCHULTZ . . .** Banquet Manager for the Bayshore Inn.

## IN WINNIPEG, MANITOBA . . .

Winnipeg Inn — *“WIN-ner’s Circle”*

WHEN this picture was taken, in late April, only the first three letters of the Winnipeg Inn’s rooftop sign had been mounted. Actually, the letters had been placed in position to better judge lettering style and appearance before actual completion.

However, with these three letters plus the addition of just three more—“N” “E” and “R”—they could have stopped right there!

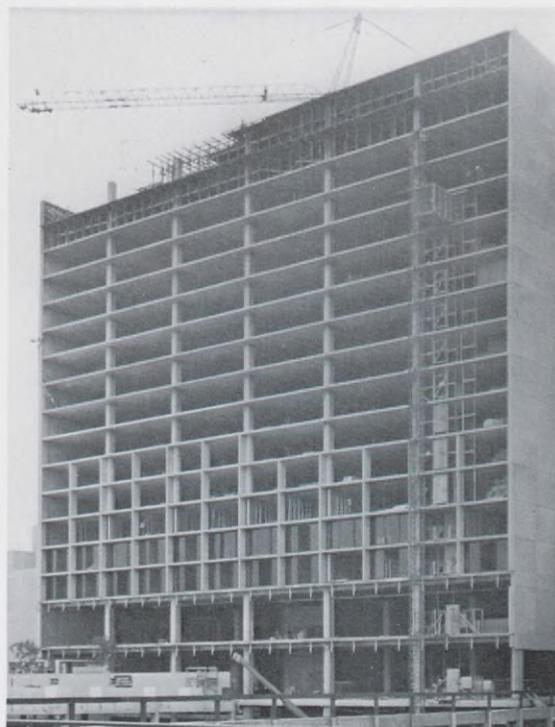
The 21-story hotel, which is scheduled to open in September of this year, is indeed shaping up as the “WIN-ner” in Winnipeg.

It’s location in Lombard Place, Winnipeg’s newest and finest commercial complex, places it at the crossroads of one of Canada’s most historic intersections . . . Portage and Main Streets. Interestingly, this address not only pinpoints the heart of downtown Winnipeg but the city itself is situated exactly halfway between Canada’s Atlantic and Pacific shores. The Winnipeg Inn’s boast as Canada’s most centrally located hotel is undisputed.

BUT, according to the Hotel’s General Manager, Arthur Oades, “Location is only our minor claim to fame. When the hotel opens, it will offer the largest, most luxurious and complete hotel facilities in Winnipeg and in the entire Province of Manitoba”.

The Inn’s growing “winner’s circle” of staff members, in addition to Oades, includes: Cecil Ravenswood, Exec. Mgr.; Manfred Gerling, Sr. Asst. Mgr.; Gary Barteluk, Asst. Mgr.; Sandy Irwin, Director of Sales; Eugene Tourville, Exec. Chef; Dieter Schramm, F&B Director; John Brohman, Sales Mgr.; Lydia Meese, Exec. Housekeeper; Doris Freeman, Reservations Super; Bill Smith, Bldg. Super.; Ted Lennon, Catering Mgr.; Les Szabo, Banquet Mgr.; among other.

## IN HOUSTON, TEXAS . . .

Houston Oaks — *“Magic Circle”*

SOMETIME early this month, the 21-story Houston Oaks, Hotel will be celebrating “topping-off” ceremonies, according to General Manager **Jim Kent**.

This term refers to exterior completion of the top story. The Houston Oaks is actually scheduled to open in January next year.

The hotel is part of the Galleria-Post Oak complex, one of the most luxurious business and shopping complexes in the United States and known in Houston as the “Magic Circle”. And the Houston Oaks itself has picked up this “luxury” cue throughout its entire concept.

Each of its 400 guest rooms/suites will be extra large with full-length windows and oversized beds and each elaborately appointed to the smallest detail.

Public rooms will include the **Savoy Room**, a sophisticated dining room on the lobby level, done in Georgian period, using cherry wood paneling, bronze fixtures and heavy velvet draperies.

ON THE third level is the **Lion Bar** with an atmosphere suggestive of a library of a men’s club. The walls are to be paneled in rosewood and leather, highlighted by tall book-cases displaying old books and art objects.

Adjoining the Bar will be the **Coffee Garden**, with its bright and flowery atmosphere of a gazebo in a summer garden. The **Galleria Roof**, on the 21st floor, will have the entire perimeter of the room windowed to provide guests with an unparalleled view of Houston and the surrounding country. This will be the entertainment dining room and will be tiered to provide all guests with a view of the stage.

Western Service and Supply is responsible for the design of all public rooms with **Don Robbins** assigned as Senior Designer for the project.



## Owl's Nest

### OF THE CALGARY INN

SOONER or later there had to be an "Owl's Nest" in Calgary.

Within the last couple of decades this western prairie community has been rapidly developing into a vigorous metropolis of super highways, high rise and high living . . . the business and social center for this prosperous Canadian oil, mining, cattle and wheat farming country.

Well-traveled Calgarians with developed tastes in fine cuisine began to hunger for an "at home" restaurant of the international dining excellence quality they were experiencing elsewhere.

In 1964 the Calgary Inn opened and with it a restaurant that fulfilled their greatest expectations. It was, of course, the Owl's Nest.

In the brief six years of its existence, and even with the subsequent addition of several new restaurants in the city, the "Nest" still remains unchallenged as the finest in the area. This is a recognition appreciated not just by the local oil barons or cattle kings, but by the average Calgarian who enjoys the ultimate in fine dining.

#### FOOD PLUS ATMOSPHERE

Perhaps it can be said the Owl's Nest has done more in the development of local dining sophistication than has anything else before or since. Traditionally, as a cattle country, Calgary is a beefeater city and beef still remains a very popular item. But thanks to the culinary artistry of Calgary Inn Chefs—including the current Executive Chef, **Wolfgang Goudriaan**—the epicurean delights of fresh seafood dishes, veal, pork and even lamb prepared in the manner of fine kitchens throughout the world has won enthusiastic approval. Here indeed, is an oasis of great dining on the prairie—complete from appetizers to desserts and complimented by a distinguished wine cellar.

But it is not only the food and wines that draws the luncheon and dinner guest to the Owl's Nest. Of as much attraction is the room's warmly inviting atmosphere.

It is a fairly large room yet a sense of intimacy is achieved by semi-open partitions of spindle-screened walls that section the room. A further sense of intimacy is

### Where Calgarians Dine with "Kings" and "Barons"



gained in the comfortable spacing of the seating arrangement. Though surrounded by an aura of bright convivality, a banquet of businessmen or a romantic table for two can enjoy its own island of privacy and quiet conversation.

Polished wood paneling, subtle wall-coverings and warm toned rugs and furnishings predominate. The "Owl" theme is delightfully handled. Framed illustrations of various owl species as well as sculptured owls in metal decorate the walls. At the restaurant entry, stuffed owls in simulated natural settings greet the guest from behind grill-work cages.

#### . . . ADD SERVICE

But the success of any room must include that essential third ingredient—the ingredient that, perhaps, does most towards bringing back guests again and again. This is in its "service excellence".



**Charles Berthoud, Owl's Nest Room Manager blends a continental flavor with the open hospitality of Canada's western prairie.**

As Maitre d', or Room Manager, **Charles Berthoud** explains, "You can have the finest food and the most attractive atmosphere in town, but it is the attitude and professionalism of the dining staff that makes the big difference. It is the personal touch . . . the warmth, friendliness and genuine interest shown towards

a guest that does so much to bring him back".

This philosophy of service excellence is obviously displayed, not only by Charles but also by his highly professional staff. Included are some dozen waiters, most quite young, most of European heritage, and all dedicated to the ideal of good service.

Charles is also European born (Switzerland) and trained. His varied hotel career has included employment in some of the finest European and Canadian dining rooms. He even served for a period as a chef for the Holland-American Lines.

#### AND STAFF . . .

Charles joined the Owl's Nest staff as Room Manager a little over a year ago. Just previously he had been with the Bonaventure as Assistant Room Manager for the Castillon.

The only female member of his staff is his Wine Stewardess, **Marlise**, "This is not a usual profession for women", Charles states, "but, **Marlise** is quite an expert on wines and she is very well received by our guests".

Charles displays a great deal of enthusiasm and pride in the performance of all his staff members. He speaks highly of each and is particularly complimentary of his very capable Assistant Room Manager, **Pierre Richoz**. Pierre has been with the Owl's Nest for some 18 months where he started as a Wine Steward.

The Owl's Nest is open for lunch from 11:30 to 2:30 p.m. every week day. Dinner service is every night of the week from 5:30 to 11:30 p.m. During each meal an empty seat is uncommon—no better proof indeed, that there had to be an "Owl's Nest" in Calgary!