



WESTIN HOTELS

DECEMBER 1984

FRONT

CENTURY
PLAZA TOWER
'Projecting a
very distinct
personality'

(Story, page 4)



NEWSFRONT

Moving on Moving up

Jeanne Brock, executive steward, The Westin Hotel, Galleria Dallas to executive steward, The Westin Hotel, Tabor Center Denver.

Eberhard Kohlman, executive sous chef, The Westin Bellevue Stratford to executive sous chef, The Westin Hotel, Seattle.

Joan LeFevre, assistant controller, The Westin Ilikai to assistant controller, The Westin La Paloma, Tucson.

Maury Mortensen, loss control manager, The Westin Ilikai to profit improvement manager, The Plaza.

David Shepherd, assistant director of housekeeping, The Westin South Coast Plaza to director of housekeeping, The Westin Hotel, Winnipeg.

Diana Spicer, director of housekeeping, The Westin Hotel, Williams Center Tulsa to director of housekeeping, The Westin Hotel, Tabor Center Denver.

Stacy Stevens, convention services manager, The Westin Hotel, Seattle to conference services manager, The Westin Hotel, Tabor Center Denver.

Hart Sugarman, director of property services, The Westin Hotel, Winnipeg to director of property services, The Westin Bellevue Stratford.

Noboru Takano, international sales manager, The Plaza to international sales manager, The Westin Bonaventure, Los Angeles.

Richard Vrijmoet, F&B director, Philippine Plaza to F&B director, The Westin Hotel Utah, Salt Lake City.

COVER: The Century Plaza's Tower addition (photo left) makes a year-end debut with its opening on Thursday, December 27. The slender, 322-room Tower rises 30 stories above a mahogany-colored base of polished Italian marble. Its elegant, aluminum-sided exterior is finished in light-reflective rosy champagne hue. Fronting both the Tower and the Century Plaza hotel is Century City's famed Avenue of the Stars.

(Cover photo courtesy of Bill Groenekamp Photography)

FRONT

A monthly publication by and for employees of **Westin Hotels**

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Management changes

These hotel management changes have been announced over the past several weeks:

Jack Skinner, resident manager of The Westin Hotel, Renaissance Center Detroit, has been named general manager of The Westin Hotel, Vail.

Taylor Terao, director of operations with The Westin Hotel, Vail, has been named executive assistant manager of The Westin Hotel Utah, Salt Lake City.



Newest lobby court

The "lobby court" lounge concept is a very popular one with Westin's guests for many reasons. Among them is their easy accessibility and convenience for meeting friends and business associates; their "living-room comfortable" conversational seating, and as ideal vantage for people or lobby activity watching.

Most recently opened Lobby Court is the one pictured here at The Westin Hotel, Galleria Dallas. Situated in the center of the lobby, the lounge is partitioned by glass and brass trimmed railings and features islands of comfortable sofa and chair seating. Daily bar service is from noon to midnight.

Ten hotels rate Five-Diamond awards

Ten Westin hotels have captured 1985 American Automobile Association (AAA) Five-Diamond Award ratings. This is more than received by any other hotel company in North America.

In announcing the recipients of this year's top rating award, AAA noted that just 55 hotels,

resorts and motels in the U.S., Canada and Mexico out of more than 15,000 AAA-approved lodging establishments, qualified for this prestigious recognition.

The ten Westin hotels honored with Five-Diamond Awards for excellence in quality and service are:

Arizona Biltmore
Phoenix

Mauna Kea Beach
Big Island, Hawaii

The Westin Galleria
Houston

The Westin Oaks
Houston

The Westin St. Francis
San Francisco

The Westin Hotel Utah
Salt Lake City

The Westin Hotel
Williams Center Tulsa

The Westin Bayshore
Vancouver

Las Brisas
Acapulco

Camino Real
Mexico City

According to AAA, lodging establishments undergo rigorous inspections each year, and if they qualify, are assigned an overall rating of one to five diamonds.

Five diamonds are awarded only to those exceptional properties which are widely recognized for marked superiority of guest facilities, services and atmosphere.

The rating will be included in the 1985 AAA Tour Books, which are available to the more than 25-million AAA members.

NEWSFRONT



Terrace off of La Paloma Country Club dining room.

Club opening is stunning preview of coming attractions

When Westin moves into a new management area, you can bank on it being something first class.

And so it is with The La Paloma Country Club, the strikingly handsome, superbly appointed and definitely first class facility of The Westin La Paloma, Tucson. The private club located some 400 yards from the hotel, opened in mid-November. It is the first facility of its kind to be operated by Westin.

Features of the 35,000-square foot club building include a pro shop, three restaurants and men's and women's locker rooms each with showers and saunas. Its contemporized Santa Barbara Mission-style architecture complements that being used throughout the low-rise 404-room resort property now under construction on the 36-acre site.

While part of The La Paloma Country Club is reserved for the

exclusive use of Club members, after the hotel itself opens guests will be invited to use many of its facilities including the main indoor/outdoor dining room, and the golf course and tennis and health facilities.

The Westin La Paloma, Tucson will open in late 1985 as a total-destination luxury resort of 5-star quality. Intended to be one of the premier resorts in the Southwest, the hotel will offer complete meeting and dining facilities as well as a

wide range of recreational attractions.

Its championship 27-hole golf course is one of 11 Jack Nicklaus-designed courses in the country and one of just two of these that can be used by resort guests. The first 18 holes of the course were ready for play with the opening of the Country Club.

In addition to golf, resort guests can play tennis on a choice of 10 lighted championship-caliber courts and are offered full use of the resort's tennis clubhouse with its pro shop, lockers and dressing rooms. Other recreational facilities include indoor racquetball, massage, swimming pool, spas, a fully-equipped health club and jogging and cycling trails.

General manager of The Westin La Paloma and of The La Paloma Country Club is Andy MacLellan. The La Paloma Country Club manager is John Malin.



Don't be a name dropper. Let's all make Westin a habit.



CENTURY PLAZA TOWER

On Century City's Avenue of Stars, a dazzling new star is born

W

hen the Century Plaza opened in 1966, it was heralded as "The World's Most Beautiful Hotel."

A somewhat extravagant claim perhaps, but there were few to dispute it.

This month, on December 27, the hotel's \$85 million Century Plaza Tower opens its doors to welcome its first guests. The Tower's more modest claim, "One of the most luxurious and deluxe hotels ever built in the United States."

Says Bill Quinn, vice president and managing director of the Century Plaza, "The Century Plaza Tower was designed not merely as an addition, but as a major enhancement to the existing facility. So though it connects with the hotel via a concourse and is compatible in every way with the original structure, it projects its very own, very distinct personality."

Quinn elaborates. "When we planned the 30-story, 322-room Tower, our aim was to come up with a new super-deluxe concept that would be of particular appeal to a discerning clientele from around the world. A clientele that, I might add, includes many of the same individuals who currently are regular guests of ours."

The Century Plaza Tower's "most luxurious and deluxe" claim is well founded. As to a few particulars:

- **The Plaza Suite:** Occupying the entire 8,000-square-foot 30th floor, the Plaza Suite is the largest and most lavish in Southern California. Accommodations feature two stunning bedrooms, living room, dining room, a study and bathrooms with his and hers dressing areas, jacuzzi and steam room. Expansive balconies on all four sides offer a sweeping view of Los Angeles from the mountains to the sea.

- **Guest rooms:** Exceptionally spacious and luxurious (only 14 per floor) measuring 570 square feet on the average. All have a wet bar and refrigerator, marbled double-sink baths with both shower and tub, lanai and a sitting area large enough for entertaining or an informal business meeting.

- **Restaurants:** There's La Chaumiere, the premier fine dining room featuring a menu blending the best elements of nouvelle California and classic French and European regional cuisine. The room has its own private one-story elevator from the vestibule area which leads directly to the restaurant's adjoining Club Bar.

On the lobby level is the Garden Terrace restaurant with a delightful outlook onto magnificently landscaped gardens and the arbor-screened pool area.

- **Decor art:** The tower is a stunning showcase of original and museum-quality artifacts valued at nearly \$1 million and displayed throughout the guest rooms, suites and public areas. This includes a 14-panel Chinoiserie screen in the lobby,

dating from the early 19th century, two commissioned watercolors and other paintings by a number of artists for the guest rooms.

- **International business center:** Located on the concourse level, the business center offers a multi-lingual staff, a business library, a communications center including computer terminals, private work space — everything to accommodate almost any business traveler need. It is staffed from 6 a.m. to 10 p.m. to accommodate global time.

- **Suites:** In addition to The Plaza Suite, the Tower's 28th and 29th floors are strictly suite floors. With just four suites to a floor, each suite is a corner one affording spectacular views from spacious, luxuriously furnished interiors.



"... a new super-deluxe concept that would appeal to a discerning clientele from around the world." —Bill Quinn

- **Meetings and functions:** Space includes the 6,000-square-foot Century Room equipped with state-of-art audio-visual equipment, an elegant prefunction area, plus five executive boardrooms.

Totally self-contained, the Tower has its own registration, concierge service and on-premise parking.

A circular drive just south of the Century Plaza hotel directs guests to the Tower's glass canopied porte cochere entrance doors which are flanked by two specially sculpted bronze griffins. Guests checking in at the hotel can reach the Tower through the richly-decorated, marbled underground gallery concourse that connects the two buildings.

The Century Plaza Tower is truly an exercise in superlatives — it's not just the newest, but the most dazzling star to adorn the prestigious Century City Avenue of the Stars street address.

A "visual" photo coverage report on this newest addition to our Westin family will appear in *FRONT's* February issue.

The President's choice in Los Angeles

Ever since he held office as governor of California, U.S. President Ronald Reagan and Mrs. Reagan have been frequent guests of the Century Plaza, particularly during celebratory occasions. Reagan certainly had a lot to celebrate on election eve, November 6, when, again as a guest of the hotel, he learned of his overwhelming win solidly confirming his return to the White House for the next four years. Reagan's acknowledgement of his victory was delivered to a capacity crowd (pictured here)

THEY, TOO, CHOOSE WESTINS

Business and pleasure travelers and meeting group planners are not the only ones making the Westin choice a habit.

Westins are also the repeat choice of yet another, if somewhat more specialized, guest segment. That small but equally discerning group—visiting royalty, heads of state and other top government figures from around the world.

Some recent cases in point:

at the hotel's Los Angeles Ballroom that evening before retiring for the night in his suite. (It might be noted that it

was no mere coincidence that the Reagans occupied the hotel's Presidential Suite.)

AP/Wide World Photos



The Vice President's choice in Houston

On election eve, U.S. Vice President George Bush, returned to his native Houston to watch the election returns with Mrs. Bush at The Westin Galleria. Welcoming Bush to the hotel and escorting him to his suite is Naveen Ahuja (right), general manager. (Ahuja has known Bush since his resident manager days at The Westin St. Francis.) A special dinner, prepared by the hotel's executive chef Markus Bosiger, was served to the Bushes in their suite while they watched the returns.

VICTORY CELEBRATION 1984 CENTURY PLAZA HOTEL, LOS ANGELES



The Queen's choice in Winnipeg

During her royal visit in early October, England's Queen Elizabeth II chose The Westin Hotel, Winnipeg as headquarters for herself and her royal party during her three-day stay in that city.

The royal party consisted of a 21-person entourage who brought with them some 700 pieces, or five tons, of luggage. The Queen was royally accommodated in the appropriately named Royal and Crown Suites,



both of which had been completely renovated in preparation for the visit.

Her Majesty's thank-you note to the hotel's general manager, Douglas Hales, commended him and his staff for "all the splendid arrangements" and stressed that her stay "could not have been more comfortable."

It might be noted that Queen Elizabeth, and her husband Prince Phillip, are no strangers to Westin hospitality having been accommodated or feted at some half-dozen Westin hotels in the U.S. and Canada during their various North American visits.



THE CHEF'S TABLE

HOLIDAY



(Submitted by: Bernd Liebergesell, executive chef, The Westin William Penn)

APPLE OR CHESTNUT DRESSING

Ingredients:

- 1 cup onions, finely chopped
- 1/2 cup leeks, (white part), finely chopped
- 1/2 cup celery, diced
- 2 eggs, lightly beaten
- 1 tblsp. parsley, chopped
- 2 cups apples, peeled and diced. (Or you can alternate with one cup each apples and canned or cooked chestnuts or just use chestnuts)
- 1 doz. dinner rolls or loaf bread, 2-3 days old
- 2 tblsp. butter
- 4 cups milk
- Salt and pepper to taste

Method:

1. In large skillet saute onions and leeks in butter until golden. Then add celery and continue to saute on low heat.
2. Chop or tear rolls/bread into small pieces and let soak in milk for 2-3 minutes.
3. Remove vegetables from stove and add soaked bread, salt, pepper and the parsley. Mix well.
4. In another pan, saute the diced apples in butter for 3-5 minutes.
5. Add the apples to the dressing mix and/or the chestnuts and the eggs.
6. Mix all ingredients and taste for seasoning.
7. If you are going to use as a side dressing, cook mixture in oven for 15-20 minutes at 375°, or use as is for a stuffing. (This is ample dressing for stuffing a 15 lb. turkey or two 7 lb. geese.)



(Submitted by: Xavier Hetzman, executive chef, The Westin Baysshore)

RICE-RAISIN STUFFING

Ingredients:

- 2½ cups long grain rice
- 1 - 8 oz. package sliced bacon
- ¾ cup dark seedless raisins
- 1/3 cup boiling water
- ¾ cup butter
- 4 cups diced celery
- 2 cups diced onions
- 1 tblsp. salt
- 1/2 tsp. pepper

Method:

1. Prepare rice as label directs.
2. In 12-inch skillet cook bacon over medium low heat. Drain on paper towels then crumble into pieces.
3. Plump raisins in bowl with boiling water (10-15 minutes).
4. In 8-quart Dutch oven, cook celery, onions, salt and pepper in the melted butter, stirring often, for 10 minutes.
5. Remove from heat and stir in rice, bacon pieces and seedless raisins. (Makes enough dressing to stuff a 16-18 pound turkey.)



From randomly contacted Westin hotels comes this collection of chef's holiday table recipe favorites. They were selected for their ease and simplicity of preparation using readily obtainable ingredients with portions listed in home kitchen terms.

You might want to choose from among them to add to your own holiday table menu this season. It may be just what you are looking for to spark your traditional menu of family favorites, or for holiday entertaining.



(Submitted by: Joseph Trombetti, executive chef, The Plaza)

CRANBERRY MOUSSE

Ingredients:

- 1 qt. cranberries
- 1½ cups sugar
- 6 oz. water
- Juice from 1½ limes
- 1 oz. orange juice
- 1 tsp. orange zest
- 1½ tps. gelatin
- 1½ cups heavy cream
- 1 tsp. vanilla
- 3 tblsp. confectioners sugar

Method:

1. Boil the cranberries in water, stir in sugar, then puree.
2. Add gelatin, lime juice, orange juice and orange zest while hot.
3. Cool in a bowl of ice, stirring occasionally.
4. Beat the cream until thick, add vanilla and confectioners sugar and fold into puree.
5. Portion into desired glasses or glass bowl. Refrigerate and garnish as desired. (Serves 8)

DERBY PIE

Ingredients:

- 1/2 cup margarine
- 1 cup sugar
- 3 eggs (beaten)
- ¾ cup light corn syrup
- 1/4 tsp. salt
- 1 tsp. vanilla
- 1/2 cup chocolate chips
- 1 cup chopped pecans/walnuts
- 2 tblsp. bourbon
- 1-8" or 9" unbaked pie crust
- Whipped cream topping (optional)

Method:

1. Cream margarine and gradually add sugar.
2. Add beaten eggs, light corn syrup, salt and vanilla to margarine-sugar mixture and mix thoroughly.
3. Add chocolate chips, pecans or walnuts and bourbon and stir well.
4. Pour mixture into pie crust. Bake at 375° for 40 to 50 minutes. Rewarm to serve and top with whipped cream. (A good alternative to the standard pumpkin or mincemeat pie.)



(Submitted by: Dennis Kolodziejski, executive chef, The Westin Hotel, Cincinnati)



(Submitted by: Javier Reyes Huato, executive chef, Las Hadas)

MEXICAN CHRISTMAS COOKIES

Ingredients:

- ¾ cup of butter or margarine
- 1/2 cup of Tequila
- 1/4 cup of sugar
- 1-1/2 cups of flour

Method:

1. Sift the flour and sugar into a mixing bowl. Make a hole in the middle of these ingredients and add melted butter/margarine and the tequila.
2. Beat the dough or knead with your fingers until smooth, then roll out the dough to approximately 1/4-inch thickness.
3. Use two-inch cookie cutter to form cookies and place onto greased cookie sheet.
4. Depress center of each cookie and add tablespoon of strawberry jam and sprinkle with sugar.
5. Place on top shelf of oven and bake for 20 minutes at 350°. Makes approximately 20 cookies (Note: Chef suggests you leave the tequila bottle in the kitchen while you are baking, since a glass or two mixed with lime juice, Cointreau and ice will get you into a festive mood for a happy holiday season.)



PHOTO NEWS



Messages up in lights

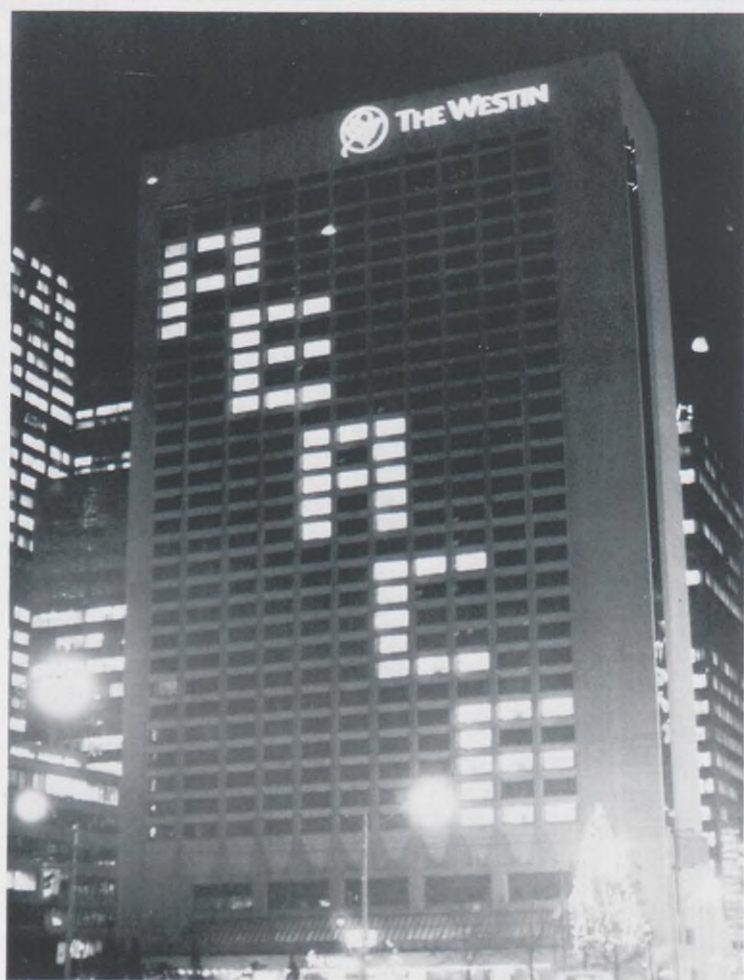
For at least the past two seasons The Westin Hotel, Toronto and the Shangri-La, Hong Kong have used special lighting effects to transform their building exteriors into giant Christmas cards visible from great distances.

Pictured here are the displays the hotels projected last year.

Coincidentally, both hotels had focused on the same "Peace" message though lighting methods used differed considerably.

RIGHT: The Toronto hotel spelled out their message by simply turning on lights in specific guest rooms.

ABOVE: The Hong Kong version involved a complex arrangement of thousands of miniature lights wired to display outline forms then mounted on the hotel's facade by the engineering staff.



Safe and secure

JOHANNESBURG—Mike Genard, director of security at The Carlton, proudly displays the latest safety award won by the hotel. The impressive Fireman's Helmet Trophy was presented to the hotel as winner of the National Occupational Safety Association's (NOSA) 1984 Fire Safety Competition for the Johannesburg region. Even more impressive, during 1984 The Carlton also received a 5-star grading in safety and security from NOSA, a 5-star grading from the Civil Defense Corps and Westin's own Safety Award for Excellence. It is the only hotel in South Africa to have achieved these safety/security standards.

Champions of the Culinary Olympics



Members of the U.S. Culinary Olympics teams, (from left): Victor Gielisse, The Westin Hotel, Galleria Dallas; Marcus Bosiger, The Westin Galleria, Houston; Raimond Hofmeister, Century Plaza.



Fred Zimmerman of The Westin Hotel, Calgary and member of a Canada Culinary Olympics team.



Members of Canada's Culinary Olympics teams, (from left): Franz Hoefler and Yoshitaka Chubachi both of The Westin Hotel, Winnipeg.



Martin Maphanga of The Carlton, Johannesburg and member of the Junior South African Culinary Olympics team.

In the rolls of the 16th International Culinary Olympics, let these names stand out:

Marcus Bosiger, executive chef at The Westin Galleria, Houston. Member of the four-member U.S. National Team, winners of two of the three national team categories (cold food platters and hot food preparation).

Yoshitaka Chubachi, executive sous chef at The Westin

Hotel, Winnipeg. Winner of two individual gold medals and one team gold medal as a member of Canada's Regional Manitoba Culinary Team.

Victor Gielisse, executive chef at The Westin Hotel, Galleria Dallas. Winner of an individual gold medal, and an individual silver medal as a member of the U.S. Houston Regional Culinary Team.

Franz Hoefler, executive chef at The Westin Hotel, Winnipeg. Winner of one individual gold medal and team gold medal as a member of Canada's Regional Manitoba Culinary Team.

Martin Maphanga, restaurant cook at The Carlton, Johannesburg. Winner of one individual gold medal and one individual silver medal. Maphanga was a member of the Junior South African Culinary Team.

Fred Zimmerman, executive chef of The Westin Hotel, Calgary. Winner of one individual gold medal and one team gold medal as a member of Canada's Regional Alberta Culinary team.

The International Culinary Olympics is held every four years in Frankfurt, Germany and is considered by many profes-

sionals in the food industry as the world's most impressive exhibition of culinary expertise.

The event attracts the world's master chefs who compete in a series of contests emphasizing national recipes that make use of indigenous native ingredients. This year, nearly 1,000 chefs from 28 countries around the world participated.

FRONT joins with Westin Hotels people from throughout the company in saluting these Culinary Olympics Champions and in congratulating them for bringing home the gold—and the silver and bronze.

WESTIN PEOPLE

Anneliese Chanchorle — new director of property services

Anneliese Chanchorle, recently appointed corporate director of property services can well relate to the travel-weary guests checking in at Westin's hotels. She's been there.

During her almost two-decade career in the hotel business, she has racked up a pretty impressive number of travel-weary miles on her own that has spanned five of the seven continents.

Her world travels began some 18 years ago when Chanchorle joined the Inter-Continental Hotels chain as housekeeper. A native of Germany and a hotel school graduate, she has previously been working as an F&B controller with a hotel in Baden Baden.

Her first move with Inter-Continental was to Beirut, Lebanon. From there she moved to Monrovia, Liberia, in northern Africa as executive housekeeper. Later, Inter-Continental transferred her to their property in Singapore. It was here where she left that company to join Westin as director of housekeeping for the just opening Shangri-La hotel in the early '70's. A few years later, Chanchorle rejoined Inter-Continental and was named regional director of housekeeping for their Pacific/Asia region.

In 1982 she was named division director of housekeeping for that same region with extended responsibilities for 15 hotels. The distribution of these



properties spanned half the world from Pakistan to Australia and to the United States west coast. These were hotels in San Francisco and in San Diego at which she participated in their openings.

All by way of excellent background credentials for her forthcoming travels with Westin on

projected hotel visitations worldwide. Excellent credentials also in her extensive background and knowledge of the hotel business gained over the past 18-plus years.

"I'm pleased to be back with Westin," Chanchorle comments in her charmingly accented English (she also speaks German, French and Indonesian), "and I look forward to working with the housekeeping people in the field around the system."

Chanchorle expresses as one of her primary goals to increase communications among all housekeeping members, and to develop training programs and promote workshops and seminars that would stimulate new

perspectives and the exchange of ideas.

She also looks forward to assisting the hotels as her expertise is needed, particularly in the area of linen and guest supply controls.

Among her priority responsibilities is assisting in the pre-opening of new properties. This month, in fact, she will be doing just that during her on-site visit to the soon to open Westin Hotel, Tabor Center Denver.

Chanchorle reports to Hanne Dittler, director of the Rooms Division for Westin Hotels.



Show of support

SINGAPORE—More than 190 staff members of the Shangri-La, Hong Kong, were tapped for that many pints of blood in a recent record-breaking show of support for the Hong Kong Blood Bank. A Red Cross blood transfusion service set up a

temporary station in the hotel's ballroom for the convenience of donating employees. Here, staffers queue up to have their hemoglobin tested and blood pressure checked before donating.

WESTIN PEOPLE



'Good going, guys'

MANILA—Philippine Plaza general manager Paul Ross proudly congratulates the hotel's executive sous chef, Roland Hinni, for winning first prize in the Cold Seafood Category at the "Chefs on Parade" exhibition in Manila which was sponsored by the Hotel and Restaurant Association of the Philippines. Also competing in this major culinary event was sous chef Robert Kunkler (left), who won a second prize in the individual competition for the Cold Ham Category. Karl Laile (right), the hotel's executive chef, was the over-all team leader for the event.



His designation, CHSE

WINNIPEG—Chris Baum (right), director of sales for the Westin Sales Office/Houston and currently serving on Westin's special Marketing Task Force, recently became the first Westin employee to earn the Hotel Sales and Marketing Association International's (HSMIAI) coveted "Certified Hotel Sales Executive" designation. To qualify for his CHSE award, Baum had to document his continuing education, industry involvement and HSMIAI activities, pass an extensive written examination and write an acceptable research paper on a hotel marketing topic.

Cliff Johnson (left), president of HSMIAI, presented Baum with his CHSE pin during award ceremonies at the organization's 1984 annual meeting held in Winnipeg.



Her designation, CPS

KANSAS CITY—Joyce Harwood, accounting secretary at The Westin Crown Center, is among 1,138 secretaries in the U.S., Canada, Puerto Rico, Virgin Islands, Jamaica, Malaysia and

South Africa to earn a prestigious Certified Professional Secretary (CPS) designation for 1984. This from the Institute for Certifying Secretaries, a department of Professional Secretaries International.

The CPS rating is achieved by passing a two-day, six-part examination administered by the Institute and by fulfilling work and educational requirements. The examination is given annually in May at over 250 examination centers around the world. Its six parts include: Behavioral science in business, business law, economics and management, accounting, office administration and communication, and office technology.

FRONT DESK

Notes
and
news
briefs

This letter recently forwarded to the FRONT Desk, really does not need any editorial comment.

It was written by John Phillips, route supervisor for Gulfex Beverage Supply, Inc. of Houston, Texas, and is reprinted here in its entirety:

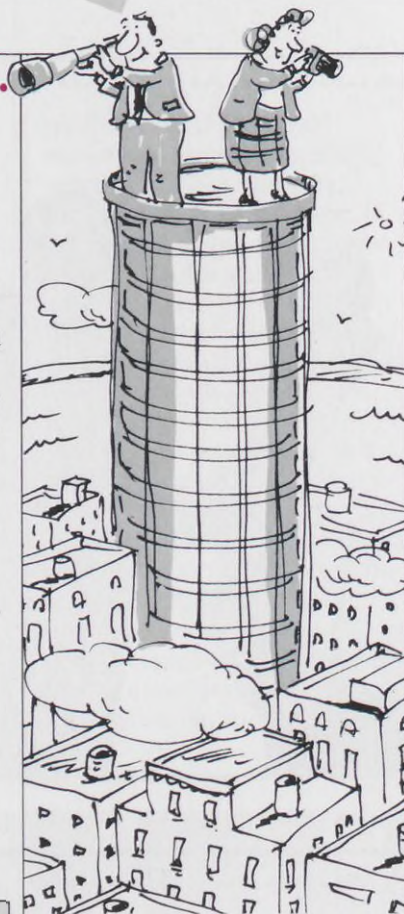
"I was recently assigned the duty to take an inventory of all our syrup containers, CO₂ and nitrogen cylinders at several locations here in Houston. The Westin Oaks and The Westin Galleria were among my assigned locations.

As in most other locations, I expected the management personnel to reluctantly and begrudgingly guide me through kitchens, bars, storerooms, etc. However, when I met with Andy Levy at The Westin Oaks

and Dan Seributra at The Westin Galleria, I found the opposite to be true. These two professional gentlemen took time from their busy schedules to accommodate me. I was treated better than most hotels treat their paying guests. What a pleasant surprise!

This works to your advantage in two ways. First, I will personally see that both locations receive the very finest delivery service our company can offer. Second, whenever I travel or take vacations, the name 'Westin' will come to mind first.

Simply put, I am impressed. More establishments should realize that salesmen are also potential customers."



Quoted from "The GM's Desk," Cecil Ravenswood's column appearing in the Dustcloth, the employee publication for the Arizona Biltmore.

"Good service, care and friendliness will do more to bring a customer back to a hotel than any other facet of their stay. Principally, the key ingredient is good service. It is given in many ways — not just with good bell staff, room attendants, waiters and the like, but in the attitude of all of us." This from the general manager of a hotel whose consistent Five-Star reputation for good service has become legendary.

And in the same publication issue, another article carries this five-star quote from Pat Adler, the hotel's assistant director of personnel, "You can teach people to do anything, but you can't teach them attitude — that's something they must come in with (but) if you think Five-Star, you'll act and be Five-Star."

TRADER VIC'S

It all started out as Hinky Dinks. That was the name recently deceased restaurateur Victor Bergeron gave the glorified eatery and beer parlor he opened in Oakland, California in 1934. Three years later, Bergeron re-christened his highly successful establishment Trader Vic's. Bergeron revamped for an exotic Polynesian decor atmosphere, designed a menu featuring Pacific/Asian and Continental specialties and developed a number of unique drink recipes including the original "mai tai." The rest is success-story history. Today, 50 years later, the internationally renowned Trader Vic's chain numbers 21 restaurants. Six of them are located in Westin's hotels in Seattle, Portland, Kansas City, New York, Toronto and Vancouver.

To all Trader Vic's employees — and especially those associated with our Westin family members — a mai tai toast on your golden anniversary.

On a clear day you can see three countries.

Right now, The Westin Hotel, Renaissance Center Detroit holds the Westin record for international view dining. From the hotel's Summit, the tri-level revolving restaurant and lounge that crowns the 73-story tower, the territorial view takes in both Canada and the United States.

Come mid-1986 with the opening of The Westin Stamford in Singapore, however, the Detroit hotel's Westin standing will drop a notch. The Westin Stamford's Compass Rose restaurant/lounge, perched on the top three floors of their 73-story tower, will offer a commanding view of three countries — Singapore, Indonesia and Malaysia. And from that height, the days (or nights) don't really have to be that clear for all that international viewing.



SEASON'S GREETINGS

'TIS THE SEASON — To wish all members of our Westin family the happiest of holidays and a prosperous New Year. Special greetings and sincere appreciation to all FRONT correspondents for their news and picture contributions that have helped fill these pages throughout the year.

—FRONT Editor