

July/August 1988

# FRONT



Hotel awards  
by the dozens...

Premier Performers  
kicks off

American  
Wine Program

Ninth Annual  
Culinary Institute

and more...





### Westin Board Announces Officer Appointments

At their April Board of Directors meeting, the Westin board members elected the following officers to new positions and responsibilities.

John Chen, who had been head of operations for Caesar Park Hotels, is now Senior Executive Vice President/Operations for Westin. Chen reports to Dwight Call, President.

Larry Magnan, formerly Senior Vice President/Technical Services, now reports to John Chen as Executive Vice President/Hotel Operations.

Ray Whitty, formerly Senior Vice President/Treasurer, was elected Executive Vice President, Treasurer and Chief Financial Officer, reporting to Dwight Call.

Martin Harder was elected Vice President/Human Resources for Westin, reporting to John Chen. Harder was formerly with Marriott and Sheraton.

Two officers have also announced their resignations: John Schneider, formerly Senior Vice President/Development, and John Calvert, formerly Vice Chairman and Chief Financial Officer.

### Media Receptions Promote Westin

Professional travel and business writers, editors and publishers gathered at receptions in New York and Los Angeles recently to hear about Westin's new ownership and company direction.

The Plaza hosted the 13th Annual New York Media Luncheon, and the Century Plaza hosted the 3rd Annual Los Angeles Media Reception.

The receptions serve as a forum for travel and business press to meet

Westin executives, and for Westin to promote new products and services.

As keynote speaker, Harry Mullikin reiterated Westin's commitment to quality and service. He also clarified the changes in Westin ownership, and noted that Westin plans to continue building deluxe properties and has no plans to diversify the product line into areas such as all-suite hotels.

### Let's Hear It For American Wines

Napa Valley, California was host recently to Westin corporate, hotel, and food and beverage executives as they sipped, slurped, and occasionally even swallowed 129 different quality wines bottled in the United States.

Their goal? To choose a core list of wines for recommendation to all hotels, with quality, flavor, volume

and pricing assured.

As a result of four days of professional tasting, with varietals organized by flights, blind taste tests, and score cards, 59 wines were chosen to be recommended to Westin hotels. Five are from Washington State, one from Oregon and the balance from Napa, Mendocino and Sonoma counties, California.

American wines, especially those from Washington and California, are winning high accolades for superior quality, and today's economy makes American wines an outstanding value.

Didier Calvez, corporate director of food and beverage, commented, "As a company, Westin is proud to offer only the best to our guests and customers. Travelers have always known they can enjoy a choice of fine wines at Westin hotels, and now they can be assured that this choice can also include superior quality American wines at tremendous value."



FRONT COVER STORY

Westin chefs participating in the Ninth Annual Culinary Institute await the reception of the luncheon they have prepared for Westin executives and the press. Left to right: Rob Creasey, Donald Duda, Jim Whitney, Hugh Kelly, Roland Hinni, Ian Orr, Scott LeCompte.

### Chefs Train For The Future

On a sunny day at Seattle's Pike Place Market, 19 chefs in their whites carefully selected fresh ingredients for the preparation of their "practical exam": a luncheon for Westin executives and the press.

It was all part of the ninth annual Culinary Institute, a program designed to train sous chefs and executive sous chefs for higher positions.

Corporate executive chef Waldo Brun runs the Institute, which is the first in-company training program of its kind in the United States hotel industry. Founded out of a concern for complete training,

the Institute focuses on management techniques as well as culinary arts.

Brun commented, "Not only are chefs expected to produce the best possible culinary product, but also to be expert managers of both people and profit centers. Since they are advancing in their careers at an ever earlier age with no opportunity to train for this management role, the Culinary Institute provides that opportunity." Eligibility requirements for participation in the Institute are rigid, including minimum length of service, a recommendation from the hotel's general manager and approval by the Institute's committee.

The chefs, from Westin hotels and resorts around the world, remained in Seattle for three weeks, receiving training in menu preparation, culinary arts, cost control, pricing and management.

This year's Institute participants included: Roland Hinni, *The Westin Peachtree Plaza*; Bill Herpich, *The Westin Hotel, Chicago*; Donald Duda, *The Westin Hotel, Renaissance Center*; James Reaux, *The Westin Mauna Kea*; Steven Pidgley, *The Westin Maui*; Peter Hoefler, *The Plaza*; Hugh Kelly, *The Westin Hotel, Stamford*; Scott LeCompte, *The Westin Hotel, Vail*; Markus Wespi, *The Westin Hotel, Edmonton*; Terry Hamada, *The Westin Stamford & Westin Plaza*.

Jim Whitney, *The Westin Hotel, Copley Place*; Ian Orr, *The Westin Hotel, Tabor Center*; Fred Scheim, *The Westin Paso del Norte*; Rob Creasey, *The Westin Kauai*; Christian Reber, *Century Plaza*; Carlos Gonzalez, *The Westin Benson*; Curtis Hicks, *The Westin La Paloma*; Bill Wong, *The Westin Hotel, Washington, D.C.*; Kurt Schillinger, *The Westin Bayshore*.

### Moving On Moving Up

**David Adler**, assistant F&B director, Arizona Biltmore to director of F&B, The Westin Hotel, San Francisco Airport.

**James Bills**, director of F&B, The Westin Hotel, O'Hare to director of F&B, The Westin St. Francis.

**Gary Cope**, director of reservations, The Westin Bonaventure to manager — hotel reservations, corporate marketing.

**John Crabb**, sales manager, The Westin Hotels, Houston to sales manager, Century Plaza.

**Bob Dauner**, formerly with Hyatt, has been appointed Westin's director of incentive market development. Dauner works in the Chicago Corporate Sales Office.

**Dave DeTitto**, bartender, The Westin Maui to head bartender, The Westin La Paloma.

**Nellie Etheridge**, housekeeper, The Westin Canal Place to housekeeper, The Westin Maui.

**Marc Fox**, benefits assistant, corporate benefits to employee benefits/records coordinator, The Westin Hotel, San Francisco Airport.

**Firoz Gangji**, assistant controller, The Westin Hotel, Calgary to controller, The Westin Hotel, Winnipeg.

**Margaret Hess**, housekeeper, The Westin Paso del Norte to senior housekeeper, The Westin Crown Center.

**Janet Jacobs**, controller, The Westin Hotel, Copley Place to senior auditor, corporate.

Continued on page 5

FRONT  
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COVER  
Westin chefs gather fresh luncheon ingredients at Seattle's Pike Place Market. The luncheon was part of the ninth annual Culinary Institute, which provided nineteen chefs the opportunity to hone their culinary and management techniques.  
2 Story, page 3.

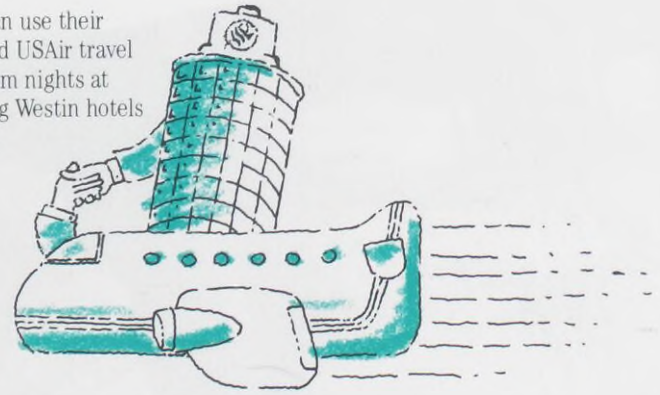


## Westin And USAIR — Partners In Travel

As of June, 1988, members of USAir's Frequent Traveler Program will have the opportunity to earn 500 USAir miles per stay at participating U.S. Westin hotels and resorts.

To receive the 500 mile credit, members present their USAir membership cards and airline tickets at time of check-in.

Members can use their miles toward USAir travel and free room nights at participating Westin hotels and resorts.



## Management Changes

*Recent changes in management positions:*

Jack Skinner, formerly on special assignment, is now general manager at The Westin Hotel, Galleria Dallas.

Pat Burton, formerly general manager at the Westin Hotel, Galleria Dallas, is now general manager at the Arizona Biltmore.

Pat Kelly, previously general manager at The Carlton, Johannesburg, is now general manager at The Westin Hotel, Ottawa.

Jose Rivera, formerly general manager at the Camino Real, Ixtapa, has moved to the Camino Real, Cancun as general manager. Rivera replaces Cesar Perdomo who has resigned.

Rene Macin has moved from the Camino Real Guadalajara to Camino Real, Ixtapa as general manager. And Jose Manuel Rossas, formerly resident manager at the Galeria Plaza, takes over as general manager at the Camino Real, Guadalajara.

Ray Brum, formerly director of marketing for The Westin Galleria and Oaks, Houston, has accepted the same position at the Walt Disney World Swan.

Dell Schooley moves from The Westin Hotel, Vail to The Westin Hotel, Seattle as director of marketing.

Glenn Brooks, formerly sales manager national accounts, The Westin Mauna Kea sales office, is now director of marketing for The Westin Cypress Creek.

And Frank van Haalen, formerly director of marketing at The Westin Cypress Creek, has been named to that position at The Westin Hotel, Cincinnati.

Mary Keppler, formerly national sales manager for The Westin Hotel, Vail, is now director of marketing there.

## PR Pros Gather In LA

**D**irectors of public relations for Westin's properties around the world gathered at the Century Plaza recently for the first annual PR Workshop.

The first day of the meeting was devoted to the needs of hotels outside the United States, while the remaining two days addressed the many responsibilities of all PR professionals, including: coordinating familiarization trips for business and travel writers; promoting local media relations; handling TV and motion picture crews; developing special promotions; and planning for crisis communications.

Fletch Waller, executive vice president of Marketing, made an educational presentation on Westin's current position in the marketplace.

Public relations is an important component of the marketing process, and everyone at this first PR Workshop agreed that the sharing of ideas, information, and experiences will make them better prepared for the many challenges they will face in the coming year.

## Marketing Conference Goes Hawaiian

Westin's directors of marketing and directors of sales recently said "Aloha" to their staffs and headed to Hawaii for the 1988 Sales and Marketing Conference.

There was little time for fun in the sun, however, as a busy agenda kept everyone indoors for most of the meeting, which was split between The Westin Maui and The Westin Kauai.

This year's session placed heavy emphasis on leadership, communications, and team building, as well as providing an opportunity for Westin's marketing leaders to tour, and help promote, Westin's two

newest hotels. (Everyone received a list of customers to call on for the resorts when they returned to their home city.)

In addition, Harry Mullikin's popular "Town Hall Today" session gave everyone an opportunity to ask questions about Westin's future direction and growth.

On the final evening of the conference, a banquet was held to honor the recipients of the third annual Westin Hotels & Resorts Marketing Awards. For a complete list of winners, see this month's "Westin Winners" column.



## Hotels Sold In New York And Hawaii

Two of Westin's most famous hotels, The Plaza in New York and The Westin Mauna Kea on the Big Island of Hawaii, were recently sold to new owners. Westin will retain management contracts at both locations.

The Plaza was sold to billionaire real-estate investor Donald Trump for \$410 million. The Westin Mauna Kea was sold to the Seibu Group of Japan for \$325 million.

Westin has full or partial ownership of some of its hotels and management contracts only on

many others. The trend in the hotel industry is to grow through management contracts without investing in real estate, so there is nothing unusual about these transactions (except the high prices!).

Both properties should be active and important members of the Westin family for many years to come.

## Westin Management Of The Carlton Ends

Effective April 15, 1988, Westin's management contract of The Carlton, Johannesburg, ended. Westin and Carlton Centre Limited, owners of The Carlton, agreed jointly to terminate the contract.

Speaking on behalf of Westin, Patrick Kelly, The Carlton's former General Manager, said, "Although we are sorry to be leaving South Africa, the experience of the last 15 years has been a very positive one which has benefitted both parties tremendously."

The Carlton will operate as an independent hotel, and as a division of Carlton Centre Limited.

## Moving On Moving Up

*Continued from page 3*

**Jeff Jones**, senior housekeeper, Arizona Biltmore to director of housekeeping, The Westin Cypress Creek.

**Joseph Marinelli**, national sales manager, The Westin William Penn to national sales manager, The Westin Hotel, Washington, D.C.

**Steve McCleave**, restaurant manager, The Westin Hotel, Tabor Center to restaurant manager, The Westin La Paloma.

**Susan Morse**, convention coordinator, The Westin Hotel, Copley Place to conference services manager, The Westin Kauai.

**Deana Nesbitt**, sales manager, The Westin South Coast Plaza to sales manager, The Westin La Paloma.

**Russell Newman**, reservations supervisor, The Westin Bonaventure to assistant manager, The Westin St. Francis.

**Monica Pivec**, senior housekeeper, The Westin Hotel, Seattle to director of housekeeping, The Westin Benson.

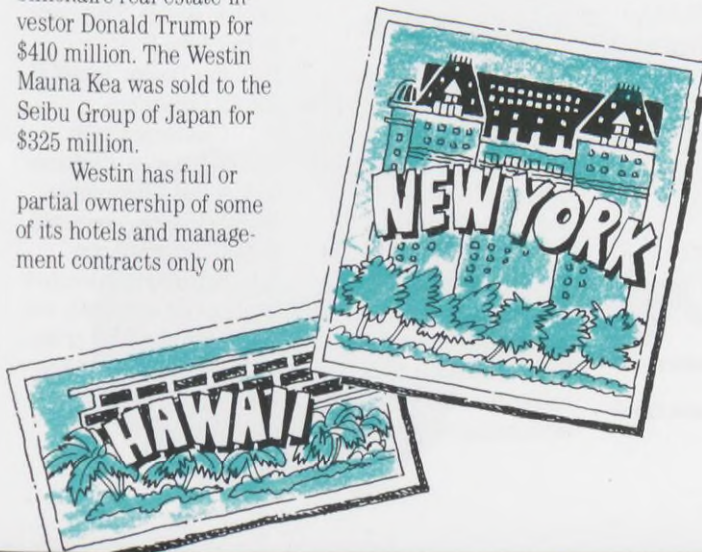
**Karen Prazak**, account executive, The Westin Bonaventure to conference service manager, The Westin Hotel, Washington, D.C.

**Benjamin Rojas**, sous chef, The Westin Crown Center to sous chef, The Westin Cypress Creek.

**Brian Roy**, project coordinator, The Plaza to sales manager, The Westin Hotel, Copley Place.

**Robert Schwab**, room service manager, The Plaza to room service manager/main building, Century Plaza.

**Eric Winer**, senior assistant manager, The Plaza to restaurant manager, The Westin Hotel, Stamford.



And the winners are...

## Westin Receives Numerous Honors

Once again, Westin stands as a winner of numerous industry and consumer awards for excellence. The American Automobile Association (AAA), Mobil Travel Guide, and Travel-Holiday magazine have all recognized Westin properties and restaurants for superior performance and guest service.

### Travel-Holiday

In May, 1988, for the eighth consecutive year, Westin received top honors in *Travel-Holiday* magazine's travel poll.

The editors of this travel publication asked its 2.1 million readers to evaluate hotels and judge the quality of service based on their actual travel experience. The criteria for judging hotels focuses on general cleanliness, courtesy of staff, quality of dining facilities and check-in and check-out efficiency.

Hotel companies are listed under two classifications: within and outside the contiguous United States. Westin captured first place within the U.S. and tied for first place internationally.

In addition, 21 Westin restaurants received special awards and recognition for excellence in dining from *Travel-Holiday*.

Restaurants receiving *Travel-Holiday* awards for 1988:

- Orangerie**  
*Arizona Biltmore, Phoenix*
- La Chaumiere**  
*Century Plaza, Los Angeles*
- Yamato**  
*Century Plaza, Los Angeles*
- Victor's**  
*The Westin St. Francis, San Francisco*
- Augusta**  
*The Westin Hotel, Tabor Center Denver*
- The Colonnade**  
*The Westin Hotel, Washington, D.C.*
- The Pavilion**  
*The Westin Mauna Kea, Hawaii*
- The Batik Room**  
*The Westin Mauna Kea, Hawaii*
- Le Jardin**  
*The Westin Canal Place, New Orleans*
- Ten Huntington**  
*The Westin Hotel, Copley Place Boston*
- Delmonico's**  
*The Westin Hotel, Cincinnati*
- Blom's**  
*The Westin Hotel, Galleria Dallas*
- Delmonico's**  
*The Westin Galleria, Houston*
- The Palm Court**  
*The Westin Hotel, Seattle*
- Foquet's de Paris**  
*Camino Real, Mexico City*
- La Perla**  
*Camino Real, Puerto Vallarta*
- The Carvery**  
*The Westin Hotel, Edmonton*
- The London Grill**  
*The Westin Benson, Portland*

Restaurants receiving *Travel-Holiday* fine dining recommendations are:

- Reandry's**  
*The Westin Bonaventure, Los Angeles*
- Trader Vic's**  
*The Westin Hotel, Seattle*
- Chateaufneuf**  
*Harbor Castle Westin, Toronto*

### American Automobile Association (AAA)

Unannounced, AAA representatives annually inspect hotels and resorts across the U.S., Canada and Mexico. Properties are assigned an overall rating of one to five diamonds.

Five diamonds are bestowed only to those exceptional hotels and resorts which are widely recognized for superior guest facilities, service and atmosphere.

Westin's 1988 AAA Five-Diamond award winners are:

- The Westin Mauna Kea**,  
*Big Island, Hawaii*
- Arizona Biltmore**,  
*Phoenix*
- The Westin St. Francis**,  
*San Francisco*
- Las Brisas**,  
*Acapulco*
- Camino Real**,  
*Mexico City, D.F.*

Four-Diamond awards are given to exceptional hotels and resorts offering luxurious accommodations and amenities, and whose management, staff, housekeeping and maintenance rank well above average.

Westin's 1988 AAA Four-Diamond award winners are:

- The Westin Peachtree Plaza**,  
*Atlanta*
- The Westin Hotel, Copley Place**  
*Boston*
- The Westin Hotel**,  
*Chicago (Downtown)*
- The Westin Hotel**,  
*Chicago (O'Hare)*
- The Westin Hotel**,  
*Cincinnati*
- The Westin Hotel, Galleria**  
*Dallas*
- The Westin Hotel, Tabor Center**  
*Denver*

- The Westin Hotel, Renaissance Center**  
*Detroit*
- The Westin Paso del Norte**,  
*El Paso*
- The Westin Cypress Creek**,  
*Ft. Lauderdale*
- The Westin Oaks**,  
*Houston*
- The Westin Galleria**,  
*Houston*
- The Westin Crown Center**,  
*Kansas City*
- Century Plaza**,  
*Los Angeles*
- The Westin Bonaventure**,  
*Los Angeles*
- The Westin Canal Place**,  
*New Orleans*
- The Westin South Coast Plaza**,  
*Costa Mesa*
- The Westin Benson**,  
*Portland*
- The Westin Hotel**,  
*Seattle*
- The Westin La Paloma**,  
*Tucson*
- The Westin Hotel, Williams Center**  
*Tulsa*
- The Westin Hotel**,  
*Vail*
- The Westin Hotel**,  
*Washington, D.C.*

### CANADA

- The Westin Hotel**,  
*Calgary*
  - The Westin Hotel**,  
*Edmonton*
  - The Westin Hotel**,  
*Ottawa*
  - Harbour Castle Westin**,  
*Toronto*
  - The Westin Bayshore**,  
*Vancouver*
  - The Westin Hotel**,  
*Winnipeg*
- MEXICO
- Camino Real**,  
*Cancun*
  - Camino Real**,  
*Guadalajara*
  - Camino Real**,  
*Ixtapa*
  - Las Hadas**,  
*Manzanillo*
  - Galeria Plaza**,  
*Mexico City*
  - Ambassador**,  
*Monterrey*
  - Camino Real**,  
*Puerto Vallarta*
  - Camino Real**,  
*Saltillo*

### Mobil Travel Guide

Mobil conducts annual inspections of hotels and resorts in the U.S. and Canada for its Mobil Travel Guide, with ratings from one to five stars.

The Arizona Biltmore, Phoenix has received the coveted Five-Star Award for the 29th consecutive year. This makes the resort the longest-running award winner

in the publication's history. A Five-Star resort must offer twice daily maid service, superior service, and a wide range of recreational facilities.

Four-Star awards demand that the hotel or resort have a distinctive building design, luxurious lobby and public space, fine art work, extended room service hours, a supervised health club, artistic landscaping and impeccable housekeeping.

Westin's 1988 Mobil Four-Star award winners are:

- The Westin Hotel, Copley Place**  
*Boston*
  - The Westin Hotel (O'Hare)**,  
*Chicago*
  - The Westin Crown Center**,  
*Kansas City*
  - Century Plaza**,  
*Los Angeles*
  - The Plaza**,  
*New York*
  - The Westin Benson**,  
*Portland*
  - The Westin St. Francis**,  
*San Francisco*
  - The Westin La Paloma**,  
*Tucson*
  - The Westin Hotel, Williams Center**  
*Tulsa*
  - The Westin Hotel**,  
*Washington, D.C.*
- CANADA
- The Westin Hotel**,  
*Calgary*
  - The Westin Hotel**,  
*Edmonton*
  - The Westin Bayshore**,  
*Vancouver, B.C.*

### Other Awards

For the third consecutive year, FORMA has received honors from Restaurants & Institutions Magazine for excellence in kitchen design. They were awarded the Food Facilities Design *Award of Special Distinction*.

Challenged with minimum space, moderate budget and high volume food service requirements, FORMA designed one compact, centrally located kitchen that efficiently and effectively meets all of the food service needs of The Westin Hotel, San Francisco Airport.

*There's gold in them thar smiles...*

# Employee Recognition Program Kicks Off

**W**estin has a favorite saying: "Westin people make the difference." What sets Westin apart from its competition perhaps more than anything is the level of friendly, caring service employees consistently provide to guests.

In recognition of that service, Westin has just launched its 1988 Premier Performers program, which rewards employees for outstanding performance.



**F**rom July 25 through September 30, Westin employees in the U.S., Canada and Central Reservations Office can win merchandise, awards and a chance at free travel, by providing special Premier Performer service on the job.

How does it work? Employees who provide special service during this time earn Premier Dollars. Each Premier

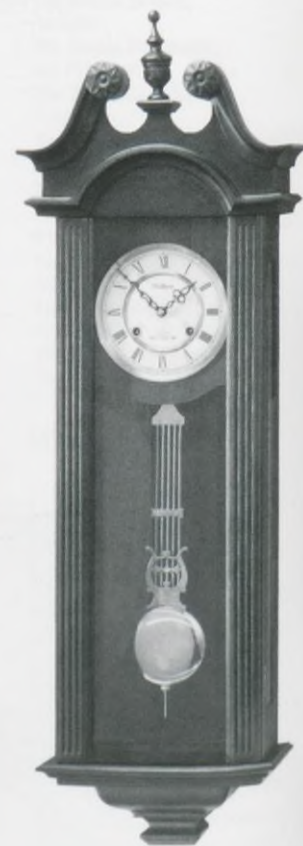
Dollar carries either a merchandise value level, which can be cashed in for prizes, or a sweepstakes entry, which enters the ticketholder in a drawing for an all-expense paid weekend getaway for two at a Westin hotel.

In addition, the front-of-house and back-of-house employee at each property who earns the most Premier Dollar cards wins an All-Star Team Grand Prize which includes a trip for two to Atlanta with the other All-Star Team winners, and a host of activities, awards, and prizes.

Premier Dollars can be earned two ways. First, supervisors will be watching for the extra effort employees demon-



*These are just some of the prizes that Premier Performers can earn with their Premier Dollars.*



strate on the job. Showing initiative and teamwork, excelling at quality standards, calling guests by name and providing first-rate friendly service are just some of the Premier Performer winning ways that can earn Premier Dollars.

Employees can also earn Premier Dollars through guest comments.

Throughout the program, Westin guests will be asked to complete a guest comment card, giving them an opportunity to recognize employees who have given them special service. A mention here earns another Premier Dollar.

So polish up that smile; it could be worth a few dollars — Premier Dollars, that is.

And maybe we'll see you in Atlanta this fall.





### Mexico Honors Carolina Mijares

Carolina Mijares, public relations director for Hoteles Camino Real, Mexico, has been honored with the 1987 Camino Real Hotels Award, Mexico's equivalent to the Thurston-Dupar Award.

Each of the 11 Mexican hotels and corporate offices nominates one of its outstanding employees each year, and then a committee selects the winner.

And a winner Carolina is. Says HOCASA Vice President/General Director John Berthelot, "There are many fine qualities that set Carolina apart. It is not just her dedication and the quality of her work that have made her a leader in her field, but it is also how she goes about accomplishing her job.

"It is her warmth and personal touch that help make our hotels special."



Mijares started with Hoteles Camino Real in 1962 at the Alameda in public relations. In 1967 she transferred to the Camino Real Corporate offices. One year later she was promoted to public relations

manager there, and in 1972 she became director of that department.

Mijares received the award in early spring at the HOCASA annual awards dinner.

W E S T I N



Patricia Wyatt



Louis Coruzzolo

### Sweet Gold

Mak Wai-Ming, first pastry cook at the Kowloon Shangri-La, displays the gold medals he and fellow hotel chef Peter Schoch won at the Food & Hotel Asia International Salon Culinaire. Held biannually since 1978, more than a hundred chefs from all over the world participate in this culinary competition. Mak won the gold for his entry in the confection and cold desserts category, individual competition. Judging criteria included presentation and general impression, preparation, degree of difficulty, and novelty. In addition, Sous Chef Schoch, together with six other chefs from Hong Kong, won a gold medal in the city team competition.



**Theresa Arellano**, Employee of the Year (1987) at The Westin Mauna Kea. Theresa works in the hotel's Receiving area. First runner-up was **Ricky Kamimura** of Engineering, and second runner-up was **Carol Carvallyo**, Room Service.

An ice carving of an aquarium of tropical fish won **Larry Battle**, Chef Garde Manger at The Westin Hotel, Washington, D.C., a "most unique" and "best overall" recognition in an ice-carving contest. For his artistic efforts, the self-taught ice carver won a weekend trip to The Westin Hotel, Copley Place in Boston.

**Louis Coruzzolo**, an assistant manager at The Plaza, New York, and an evening hotel management student at New York University, has been awarded a \$1,000 American Hotel Foundation Scholarship.

**Bob Dobyms**, 1987 Employee of the Year at The Westin Galleria/Westin Oaks. Bob is Lead Bell Attendant, and according to his fellow employees, "serves up a large portion of Texas hospitality"

**Schodi Forde**, 1987 Employee of the Year for The Westin Hotel, Tabor Center Denver, where she is a banquet server. In addition to her Employee of the Year award, she also has earned the Chairman's Award of Merit for performing the Heimlich maneuver on a fellow employee.

Another Award of Merit winner is **Bob Leblanc**, house attendant at The Westin Hotel, Winnipeg. Bob defused a potentially critical situation, saving a hotel guest from serious bodily harm.

**Roger Meyers**, security officer at The Westin Hotel, Tabor Center, was awarded the Chairman's Award of Merit for saving a choking guest's life with the Heimlich maneuver.

**Wayne Mountain**, an assistant manager at The Westin Bonaventure, credits his hotel training for quick and calm actions during his recent apartment house fire. Waking up to a fire alarm, and alert to smoke in the hallway, he first let his cats out onto the bal-

### Cleanest Coins On The Coast

Octogenarian Arnold Batliner runs the world's only money laundry, found at The Westin St. Francis. During his

tenure he has washed over \$15 million in coins — an estimated 975,000 pounds of change. Batliner, who turned 84 this year, has held this unique position for over 26 years.

*"Clean money," a trademark of The Westin St. Francis, originated in 1938 when silver dollars were the coins of the realm as Westerners scorned paper money.*

### W I N N E R S



Wayne Mountain



Bob Leblanc

cony where they could leap to safety. Then, as he proceeded to make his escape, he heard a woman screaming, located her, and helped guide her to safety down three flights of stairs. The woman credited Mountain with saving her life.

Executive Chef **Beat Richei** of The Westin Hotel, Renaissance Center Detroit, was named a Grand Master Chef of America by the California Gourmet Society. Chef Richei was one of only four chefs in the Detroit area named in this year's selection.

**Kay Russell**, Sales Manager of the Year (1987) at The Westin Hotel, Renaissance Center. Kay is sales manager, national accounts.

**Patricia Wyatt**, sales manager for The Westin Crown Center, has been appointed to the Defense Advisory Committee on Women in the Service.

*These 1987 Marketing awards for outstanding performance were announced at the Marketing Conference in March:*

*Director of Marketing:* **Jim Miller**, The Westin Hotel, San Francisco Airport.

*FIT Marketer:* **Don Welsh**, Corporate Marketing.

*Group Marketer:* **Cindy Novotny**, The Westin South Coast Plaza.

*Marketing Manager:* **Hermann Gammeter**, The Westin Peachtree Plaza.

*Hotel Salesperson (tie):* **Mary Keppler**, The Westin Hotel, Vail; **Leigh Ebdon**, The Westin Hotels of Houston; **Pris Texeira**, The Westin Kauai/Maui.

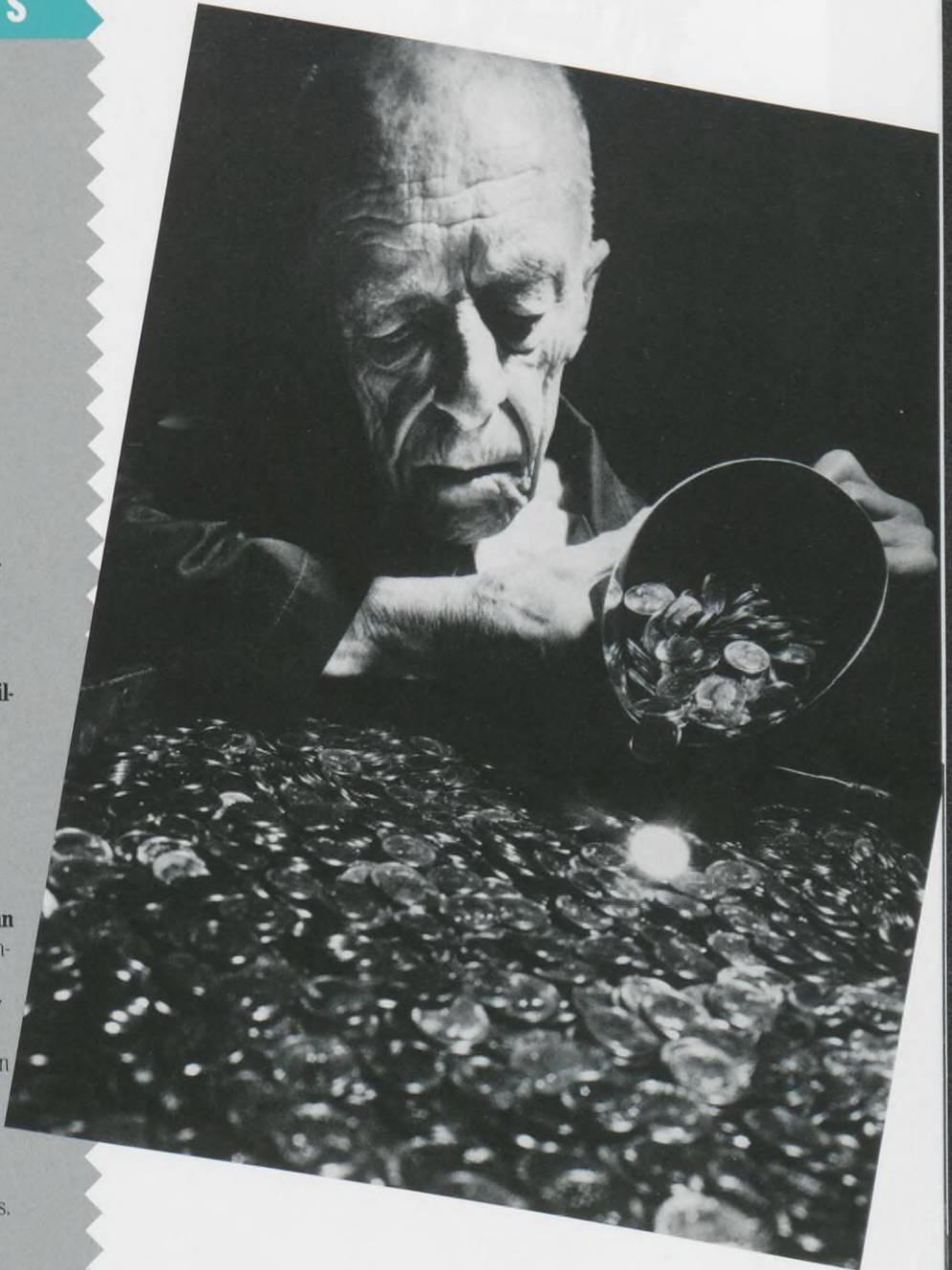
*Catering Marketer:* **Larry Dean**, The Westin St. Francis.

*Hotel Sales Team:* **Denver**, **Washington, D.C.**

*Convention Services Marketer:* **Aimee Goldberg**, Century Plaza.

*Director of Sales:* **Darlene Krammer**, The Westin Hotel, Chicago.

*Reservations Marketer:* **Arcele Simpson**, The Westin Hotel, Tabor Center Denver.





**Vail Gets A Lift**

The Westin Hotel, Vail now boasts a new chairlift. The Cascade Village lift is located just feet from the hotel, and can transport 1,800 skiers each hour. And this also means the hotel can now offer skiers "ski in-ski out" service — ski out with the lift, and ski in on the already existing Westin Ho ski trail.

Hotel staffers present for the chairlift's dedication were, from left, Sarah Pearce, sales manager; John Edwards, director of food and beverage; Barb Sommer, controller; and Keith Bryant, conference services manager.



**Run For A Good Cause**

The Arizona Biltmore's team of runners recently placed 13th in a field of 110 entries in the 10K Greyhound Corporate Challenge race, which raises money for a local hospice organization.

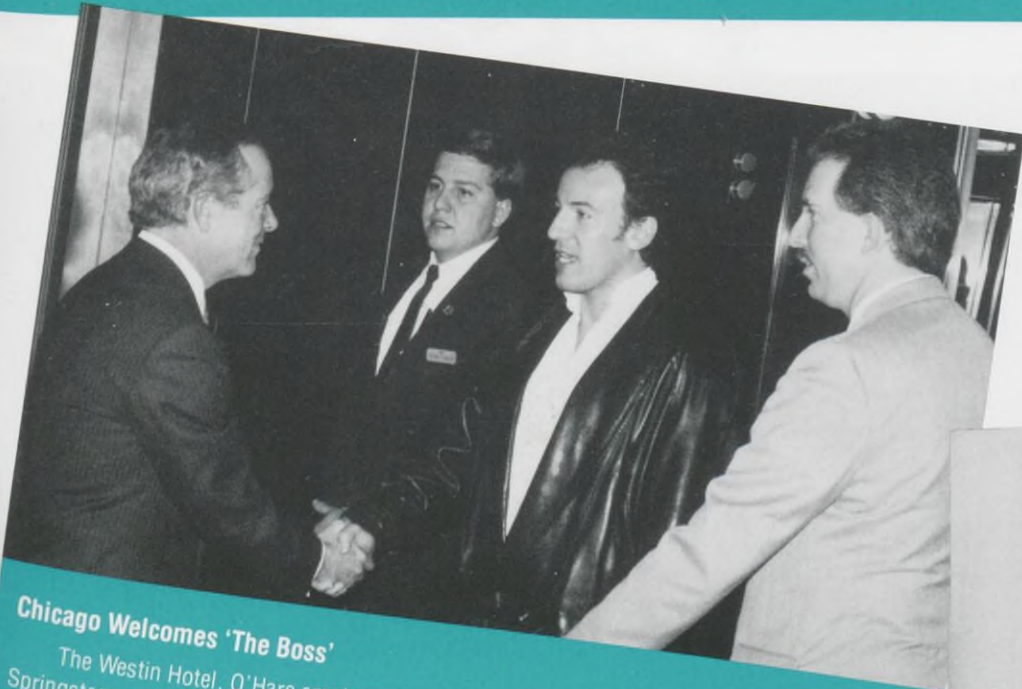
The runners (from left): Joe Bolda, Joe Green, Aris Macrodimitrakis, Scott Woodward, Alex Troncellito, Kelly Ritola, Suzanne Jensen, Erin Tanner, Bob Henderson, Mary Unes, Steve Henderson, and George Aukskalnis.



**V.P. Visit**

Super Tuesday was a super day, not only for victorious Vice President Bush, but also for several members of the staff at The Westin Galleria and Westin Oaks. As Vice President and Mrs. Bush were making their way through the hotel to speak at the victory celebration, a few staff members captured the visit on film.

From left to right: Armando Romero, Reza Nazari, Anthony Douglas, Dallas Rudy, Ziauddin Ahmed, Bush, Vu Kim Pham and Iraj Ghanavatian.



**Chicago Welcomes 'The Boss'**

The Westin Hotel, O'Hare employees were abuzz with excitement when Bruce Springsteen walked through their front door. The rock star was in Chicago in March — one of his stops on the Tunnel of Love tour. Greeting 'The Boss' (from left) was Rick Layton, general manager; Mike Fendler, security; (Springsteen); and Gad Reiser, assistant manager, guest services.



**Chef For A Day**

Pascal Fontaine (left), executive sous chef of The Colonnade in The Westin Hotel, Washington, D.C., is sharing his innovative cooking techniques with a few invited guests. Once each month the chef is hosting a group of gourmands who will join him in the kitchen.

Each guest dons an apron and chef's hat to assist in the final stages of an elegant lunch, and then the group retires to a private dining room to enjoy the fruits of their labor. The aprons, hats and recipes go home with each guest as a souvenir. Heather Freeman (right) models the chef-for-a-day gear.



### Vertical Marathoners

For the second year in a row, Westin's Singapore hotels have sponsored an unusual sort of foot-race. It's a vertical one, in fact, taking runners up 1,336 stairs to the top of The Westin Stamford, the world's tallest hotel.

The race drew 140 runners, eight of whom were Westin Stamford & Westin Plaza employees. Showing off their commemorative medals as they take their well-earned rest at hotel rooftop are, from left: Gunajekaran, Peter Fernando (31), Colin Tan (33), Paul Lee, Ismail Ahmed (35), Nedumaran, and Musa Mohd (34). Also participating, but not pictured here is Alex Lim Soon Hiang.

Winning time was 7 minutes, 35 seconds, and Musa Mohd clocked the fastest Westin employee time of 10 minutes, 2 seconds. The Vertical Marathon also served as a fund-raiser for Singapore's Community Chest.



### The Most Spectacular . . .

Lounging beside The Westin Philippine Plaza's swimming pool, billed as "Asia's most spectacular," are five members of the hotel's sales team attired in what has to be Asia's most spectacular T-shirt. The shirt, built for five, was designed to promote the Manila and Singapore hotels' equally spectacular mid-year 40%-off room rates.

From left to right (in the T-shirt) are: Nennette Manalo, Angie Zamora, Rey Villar, Lourdes Juco and Danny Lim. Standing is Joe Hickman, director of marketing for The Westin Philippine Plaza.



### Clam Kudos

Chalk up yet another title for the Turner Fisheries' already-famous clam chowder. The restaurant, located in The Westin Hotel, Copley Place Boston, recently put their clam chowder up against the famed Manhattan concoction, and came out a winner once again — giving them the right to boast that their chowder is "the best east of the Mississippi." Last summer the restaurant clamped down on the title for the best clam chowder in New England.

Here, executive chef Norman Wade puts the finishing touches on the special chowder, as Turner Fisheries manager Juergen Mahneke and executive steward Jose Rodrigues lend their proud support.

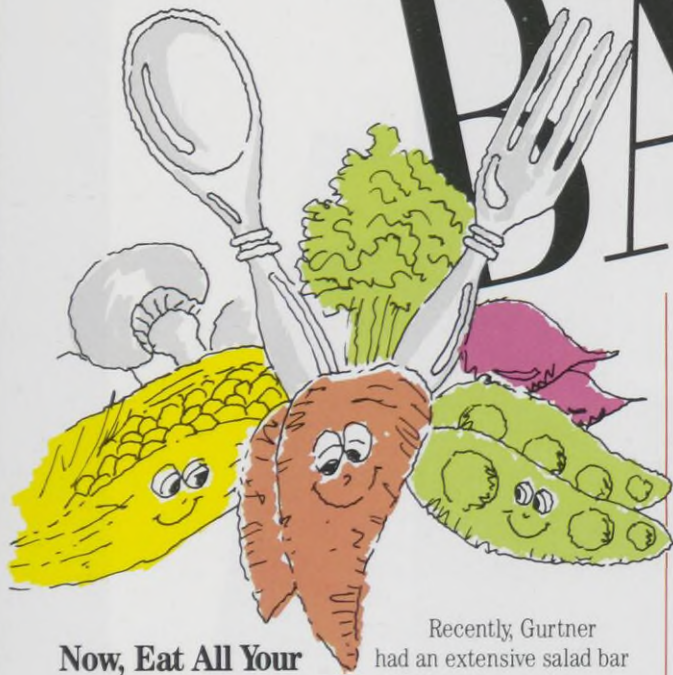


### This Spuds For You

Spuds MacKenzie, the current darling of the animal-actor world, was busy recently making his rounds in Los Angeles. Here, he helped The Westin Bonaventure celebrate the one-year anniversary of its Flower Street Bar. The hotel reported that Spuds created enough local interest to fill the bar to near capacity for most of the evening.

With Spuds (left) is John Quigley, national sales manager for the hotel, and at right, Ms. Bud-Light. Spuds also stopped off at the Century Plaza where he attended a Muscular Dystrophy Association meeting.

# BACK



## Now, Eat All Your Vegetables...

**F**or his efforts in promoting physical fitness and general good health among his staff, Tom Gurtner, general manager at The Westin Hotel, Washington, D.C. is the recipient of an award from the President's Council on Physical Fitness and Sports.

Gurtner, a dedicated health advocate, runs five miles a day, in addition to his daily workouts at the hotel's fitness center.

And Gurtner also preaches what he practices.

Recently, Gurtner had an extensive salad bar added to the employee cafeteria, and he encourages Westin employees to use the hotel's fitness center by offering them discounted rates. Among fellow worker-outers in the fitness club are Bruce Carpenter, director of marketing; Kathy Sherwood, director of catering, and executive sous chef Manfred Ochs.

And then there's Gurtner's stop-smoking campaign. He figures he's helped motivate at least 10 employees to kick the habit.

We'll toast to that with our V-8's...

## Dinner For 2,500 — To Go...

**P**reparing dinner for 2,500 is a challenge itself. Preparing it to go, well, that's another story. But that's exactly what The Westin Crown Center's catering staff had to do when they served the 100th anniversary dinner for the city's Chamber of Commerce.

You see, the dinner wasn't at the hotel; the food was prepared at The Westin Crown Center and then shipped to its serving location in a half-dozen 16-foot trucks.

No easy coordination task when you're talking about 2,600 pounds of prime rib, 600 pounds of carrots, 550 pounds of green beans and 360 pounds of potatoes — plus dessert and about 500 bottles of wine.

But all was accomplished without a hitch by about 220 Westin

staffers. Walkie-talkies provided the crucial communication links between the serving site staff and executive chef Christophe Leu. The hotel was even able to accommodate last-minute requests for substitute fish plates.

Now, that's service...

## Bamboo For Breakfast Anyone?

*It's panda-monium in Calgary.*

**I**t seems one of the hits during the XV Winter Olympics was a spectator sport of a different kind: viewing the two pandas at the local zoo, on loan from China.

But, since the two pandas couldn't come to the hotel, the enterprising Calgary marketing team put together a Panda Package so guests could travel to the local zoo to view the antics of the cuddly pair.

The Panda Package included two nights lodging, reception and private viewing of the pandas, a panda souvenir and Sunday brunch. And the hotel sales

staff reports that breakfast and dinners with the bamboo-munching pair were close to being sell-out events.

And no, bamboo was not on the breakfast menu for Westin's guests — only for the pandas.



### LOTSA LAUGHS!

*Hotels can be crazy places, and we'd like to share your humorous personal experiences with other Westin employees. If you've had something funny happen to you at work, send a brief recap to: Chris Baum, The Westin Building, MKT 13, Seattle, WA 98121. If it makes the grade, you might just see your story in the next issue of FRONT!*

