

Front!



Published Monthly for Employees
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WESTERN INTERNATIONAL HOTELS
Partners in travel with United Airlines



Meet us in St. Louis . . .

Front!

A monthly publication for the
employees of
Western International Hotels

GABE FONSECA Editor
2000 Fifth Avenue, Seattle, Wa. 98121

LITHO IN U. S. A.

OUR COVER



The proud banner of Western International Hotels hospitality has been planted in the city of St. Louis, Missouri.

On July 30, Chairman L. P. Himmelman announced that a 30-story, 800-room hotel to be managed by WIH will be constructed in that city.

The hotel will be part of a 10-acre office building and retail shopping complex—the Mercantile Center—now under construction in a primely located downtown sector of St. Louis.

The cover photo by WIH Public Relations Manager Bill Dugovich, was taken just 2 blocks away from the hotel location.

It pictures Kiener Park and the old city court house. In the background is the famed Gateway Arch—a monument to the opening of the West—fronting the Mississippi river and also within walking distance of the hotel.

Details on this newest and most exciting addition to our WIH family will be featured in next month's issue of Front!



Executive Officers Report

A feature story on the opposite page reports on the opening ceremonies of the latest addition to our family of fine hotels, the Edmonton Plaza.

It was a festive and widely attended occasion, as reported. Most gratifying, however, was the tremendous reception we received from the citizens of Edmonton welcoming us into their midst.

Their response again brought to mind the real significance underlying the opening ceremonies both for the community and to Western International Hotels.

For us, the significance is pretty obvious. The new hotel's operations, for instance, contributes to our financial stability and broadens our hospitality market. For a number of our people it opens up new opportunities for career development.

For the community, as with the establishment of any new business enterprise, a new hotel promises a number of desirable benefits.

Among other things, it provides new employment opportunities; it contributes in a number of ways to the local economy; and, as in the case of the Edmonton Plaza, contributes an impressive addition to the community's hospitality stature.

We are proud of our newest family addition and its staff of professionals at the Edmonton Plaza. We have been also assured that this feeling of pride is reflected by the citizens of Edmonton who so warmly and generously welcomed us to their community.

Handwritten signature of Lynn P. Himmelman in blue ink.

LYNN P. HIMMELMAN
Chairman

Handwritten signature of Harry Mullikin in blue ink.

HARRY MULLIKIN
President

Music, festivities herald Edmonton Plaza opening

Ceremonies heralding the opening of the Edmonton Plaza on June 25 got underway to the happy sound of music.

That musical note was provided by the 125-member Edmonton All-Girl Drum and Bugle Corps in a spirited performance in front of the hotel entrance. Then at 11 a.m. Lt. Governor Grant McEwen of Alberta cut the symbolic ribbon attached to the hotel's front door and the Edmonton Plaza was officially opened.

Following remarks by Chairman **L. P. Himmelman**, President **Harry Mullikin** and Edmonton Plaza General Manager **Bob McCauley**, festivities continued inside the hotel with a banquet luncheon attended by 850 civic and business leaders of the community.

The most elaborate opening event, however, was held on the previous evening when some 1,500 invited guests attended a formal dinner hosted by Himmelman. Also sharing host responsibilities were Mullikin, McCauley and the general managers of the five other WIH Canadian properties.



On the reception line welcoming guests to an opening function are from left: Bob McCauley, general manager of the Edmonton Plaza and WIH officers L. P. Himmelman and Harry Mullikin



Dedication ceremony remarks by Chairman L. P. Himmelman draws rapt attention from band concert performers

A less formalized introduction to our "Western style" hospitality was also being enjoyed by the 220 guests who had checked into the hotel on the day before the official opening. They were joined by hundreds of local well-wishers who came to discover for themselves what "their" new hotel in town was all about. There were a lot of exciting things for them to discover.

Off the spacious lobby area is the specialty Carvery dining room decorated in Early Provincial motif—elegant, yet with the air and comfort of a settler's farmhouse. Presiding over the Carvery is Room Manager **Paco Osmuna**. Adjoining this room is the

handsome 70-seat Carvery Bar also reflecting the dining room motif.

Opening directly into the lobby is the Terrace Room, a coffee shop and restaurant with accommodations for 156 persons. The Grill, managed by **Axel Kolzig**, is decorated in cheerful tones of reds, golds and browns softened by huge displays of live plants. Not found in other Edmonton hotels is the Edmonton Plaza's Lobby Court cocktail lounge and its plush Las Vegas style Stage Door entertainment room. The Stage Door features continuous entertainment five nights a week of top name groups direct from club engagements in Las Vegas. Manager of the Stage Door is **Remo Boselli**.

The meeting and convention floor is reached directly from the lobby by escalator or elevator. Facilities, including a number of varying sized meeting rooms and the Grand Ballroom, are capable of accommodating 1,500 persons. Recreational facilities, located on the second floor, include an all-season swimming pool and saunas.

The 350-room, 22-story Edmonton Plaza is located in the heart of downtown Edmonton on a site formerly occupied by the Edmonton Post Office. Plans are to have the clock which once adorned the post office be relocated in a tree-lined mini-park in front of the hotel—a memento of Edmonton's historic past.

COMINGS AND GOINGS

LILLY BAILEY from regional sales reservations at the Washington D.C. Regional Sales Office to sales secretary at the Mayflower

JONATHAN R. BALLARD from management trainee at the Mayflower to assistant director of development at the WIH Development Division

XAVIER BAUSER from executive sous chef at the Continental Plaza to executive chef at the Benson

JOHN BERGER from assistant F&B cost analyst at the Olympic to F&B cost analyst at the Michigan Inn

LAURENCE BERNSTEIN from sales representative at the New York Regional Sales office to administrative assistant to general manager at the Hotel Toronto

PHILIPPE CHARBONNIER from executive sous chef at the Mayflower to executive sous chef at the Continental Plaza

HERBERT ENZINGER from executive chef at the Benson to executive chef at the Anchorage-Westward

JEFF FLOWERS from director of sales at the Mayflower to senior assistant manager at the Ilikai

JAMES FRANCE from F&B manager at the Carlton House to director of F&B at the Hotel Scandinavia, Oslo

JOETTE GEIS from assistant housekeeper at the Century Plaza to assistant director of housekeeping at the Michigan Inn

DAVID HAWLEY from assistant manager at the Washington Plaza to front office manager at the Ilikai

CLAIRE HODGE from secretary at the Toronto Regional Sales Office to secretary at the Hotel Toronto

LEIF JENSEN from director of F&B at the Hotel Scandinavia, Copenhagen to director of F&B at the Crown Center

NICHOLAS SMART from assistant manager at the St. Francis to front office manager at the Michigan Inn

NEAL SNEDECOR from laundry and valet manager at the Crown Center to laundry and valet manager at the Michigan Inn

LESLIE SZABO from director of F&B at the Winnipeg Inn to director of F&B at the Calgary Inn

VICKI TORREY from catering secretary at the Olympic to catering coordinator at the Michigan Inn

UWE WELSCH from banquet sous chef at the Carlton to Carvery chef at the Edmonton Plaza

SIEGBERT WENDLER from sous chef at the Century Plaza to executive sous chef at the Ilikai

Where is everybody going?

Finding it more and more difficult to keep track of all those once familiar faces?

Well, there's an explanation according to some statistics recently put together by WIH personnel offices.

Their figures reveal that for the first six months of this year, (to June 31) 116 employees have been transferred from one WIH hotel to another. That was just two less than the total transfers processed for the entire 12 months of last year!

Further, while exacting comparative figures over last year are not available on in-hotel promotions, indications are that the increase in this area has been as equally impressive. To the same

1974 mid-year point, personnel records show some 260 in-hotel promotions listed for U.S. and Canadian properties. Department reports received from our international properties (Mexico, South Africa, Singapore, etc.) have shown an increasing frequency of in-hotel promotions in many of these areas also.

Director of Personnel **Gordon Schneider** credits the company's continuing expansion combined with the corporate policy of promotion from within for much of this personnel career development activity.

But more to the point, Schneider adds, is that a greater number of employees are pursuing career development programs of one sort or another that is qualifying them for position advancements and transfers as they arise.

Schilling and Chamberlain retire

Farewell luncheons, held at the Olympic recently, honored two veteran WIH members on the occasion of their retirement. They were **Marv Chamberlain** (39 years) budget director and **Al Schilling** (40 years) director of community affairs.

Chamberlain began his career with the old Multnomah hotel in Portland and served as controller for the property before his appointment to WIH executive offices in 1964.

Schilling joined the Newhouse in Salt Lake City in 1934 as a room clerk and by 1949 had become the general manager of that hotel. He subsequently managed the Benjamin Franklin, Davenport and Olympic hotels.

More recently, Schilling was community relations director for WIH. During his years in Seattle, he became widely known throughout the city, recognized for his active participation in countless civic projects.



Al Schilling unwraps one of his parting gifts—a portable television set.



Among the gifts received by Marv Chamberlain was this inscribed silver tray.

INTERNATIONAL

OSCAR CRUCES from rooms division director at the Camino Real Mexico City to general manager at the Acapulco Malibu

MARC GAVRILL from banquet manager at the Olympic to director of catering at the Carlton Hotel

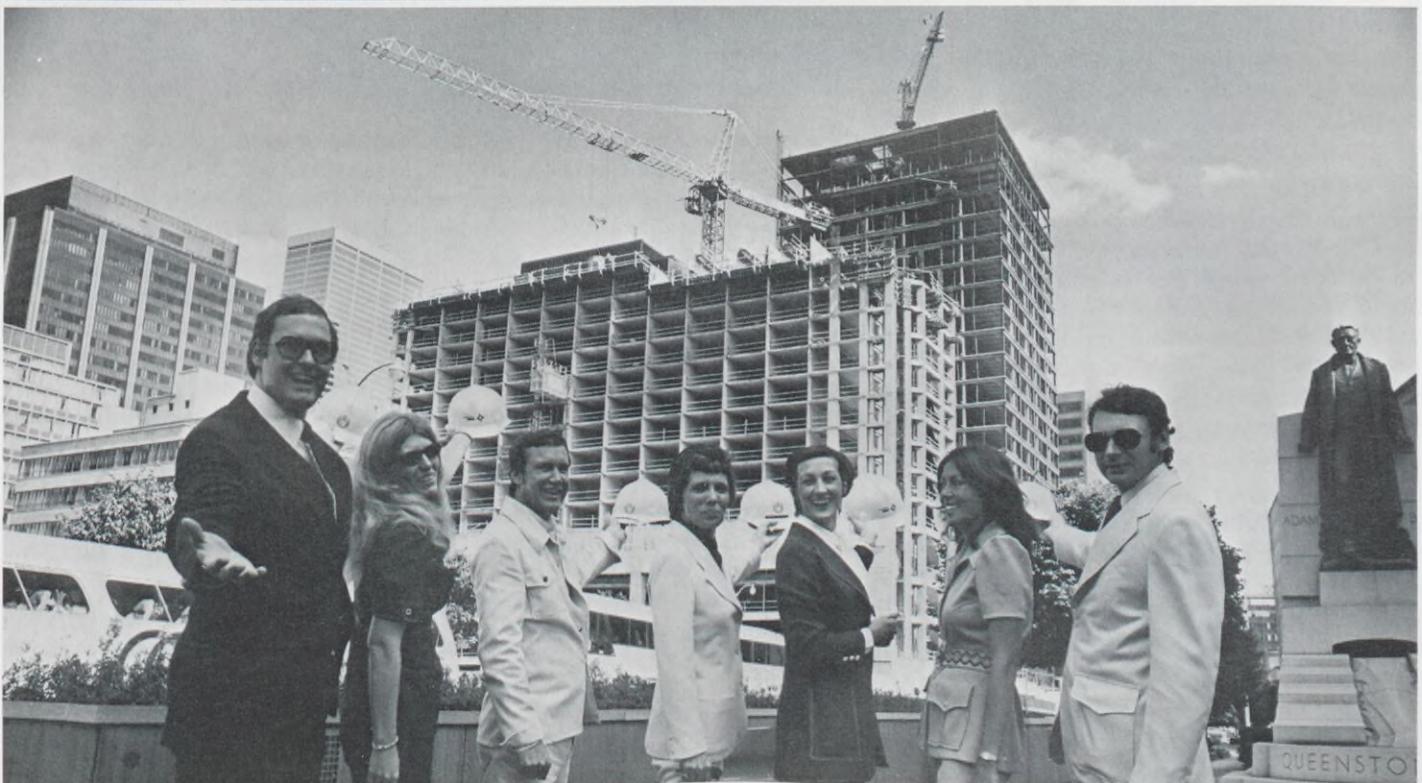
ABELARDO VARA from executive assistant manager at the Camino Real Puerto Vallarta to general manager at the Camino Real Mazatlan

PICTORIAL

DETROIT — "Partners in Travel" join as office partners in Detroit as the DETROIT PLAZA staff shares offices with United Airlines Central Region East staff. Left, Linda Roth, market research coordinator and Larry Stephan, director of sales for the Detroit Plaza, welcome United's Regional Vice President Ronald Smith and his assistant Sherry Moore to their new "home". The 70-story, 1,500-room hotel is scheduled to open in Detroit's riverfront Renaissance Center early 1977.



CHICAGO — Honored "visitors" at the CONTINENTAL PLAZA's Service Awards Banquet were three members of the soon to be opened MICHIGAN INN in Southfield. They were Lon Kellstrom, Rene Mouttet and Clay Sweeney who received service award pins. Jack Gaines, general manager of the Michigan Inn, prepares to award Sweeney (second from left) with his pin. Joining the occasion are Vice President Dwight Call and Vice Chairman Gordon Bass. Michigan Inn, a great resort hotel on Detroit's rim, is scheduled for an October opening.



TORONTO — The staff of the Hotel Toronto is pictured in a "hats off" salute to construction progress. The Toronto team from left: William Tutt, general manager; Dorothy Mitchell, research coordinator; L.W. (Pete) Peterson, construction coordinator; Nan Wigglesworth, executive secretary; Nadya Berenkey, sales manager; Claire Hodge, construction secretary; A. Gary Cook, director of marketing. The 601-room, 30-story hotel, now under construction in Toronto, Ontario, Canada, is scheduled to open in the summer of 1975.

‘... in daily contact with all sorts of interesting people.’

CHRISTY EDWARDS

front desk clerk

With some hesitancy, two Japanese business men approached the Bayshore Inn's front desk.

They had just arrived from Japan on their first visit to Canada. Neither spoke English with any fluency.

They need not have been concerned. It was **Christy Edwards** who greeted them at the desk. They were in good hands.

It's not that Christy speaks Japanese. It's just that she has developed an ability for communicating with others in spite of formal language barriers.

In the case of the Japanese hotel guests, for instance, she explains the communications approach she used with them.

"I've found that most Japanese visitors can usually read English even if they can't speak it," she says. "Another thing, most foreign guests can understand spoken English if you take the time to talk slowly and distinctly enough and leave out all unnecessary words.

Using 'body language', like gesturing with your hands, nodding with your head, and using facial expressions, also helps to get the message across. The great thing is that when they realize you are really interested in communicating with them they begin to relax and are able to express their needs to you."

Christy's communication tactics require a combination of patience, determination, an outgoing personality and a willing-to-be-of-help attitude. These are all qualities this personable, young desk clerk abundantly possesses. But more than this is her genuine empathy and a liking for people.



Christy admits that it is her quality for enjoying people that has helped steer her towards a "people business" hotel career.

Her introduction to the hotel world began while she was attending college and spent summers working at a hotel clothing shop in the Banff/Lake Louise resort area. Her job involved working with the hotel's accounting staff. This led to employment as a hotel staff member in the position of a relief cashier.

GETS 'HOOKED'

That experience was enough to get Christy hooked. She returned to her native Vancouver, and after a brief interlude at one other hotel, she "checked in" at the Bayshore Inn hired as a front office cashier.

Later, when the opportunity for a night desk clerk position developed, Christy was offered the job which she immediately accepted.

Her working schedule from 11

o'clock at night to 7 a.m. may have had its drawbacks, but Christy found they were far outweighed by the advantages.

"Because this is usually a fairly quiet period," she explains, "you can take time to apply yourself and really get to learn the operations. Then, because you are mostly on your own, you learn to make your own decisions and gain confidence in doing your job."

Last April, Christy was promoted to a day shift schedule, working both mornings and afternoons on alternate weeks.

"Working the day schedule is a lot busier operation, and, in fact, can get pretty hectic at times, but I love it!" She enthusiastically added, "But what I like most is that you are in contact with so many more people—both guests and, of course, the hotel staff."

Christy describes her desk responsibilities as "doing a little bit of everything". That "little bit of everything" includes preparing the various oc-



(Opposite page) Christy offers assistance and a smile to a registering guest

(Left) Checking the guest room rack file for room availability.

directions or sightseeing information or with their problems, complaints and all kinds of questions."

Regardless of how busy she is at the moment, Christy always takes time to devote her full attention to a guest when approached. She considers this attentiveness one of the most essential functions of her position.

"Basically, people want to be assured that their needs will be taken care of, or at very least, that they will be listened to. Sometimes people will approach me with what to them seems like enormous problems. But if you take the time to listen to them, calm them down in a nice friendly way, then do what you can to take care of their 'problem', it can work wonders. They can understand what you're trying to do for them and they will usually accept it properly."

RIGHT DECISIONS

"There are other times, however, when you have to make a decision that might be unpopular with a guest and you've got to know how to handle those situations in as nice a way as possible, too. One of the things I like about the Bayshore is that the management will stick behind your actions." Then flashing a bright smile while crossing her fingers, she added, "Of course, that means making the *right* decisions, too!"

As far as Christy is concerned, her pursuit of a hotel career has been the "right decision" for her.

She puts it this way, "I don't look at it as a job, but as an exciting place to work in daily contact with all sorts of interesting people and in a position that's challenging and self-satisfying."

cupancy reports, registering guests, keeping tabs with housekeeping on room status, blocking rooms for groups, handling pre-registration details, and dozens of other operations that involve the comings and goings of guests.

During her spare moments, Christy will lend her assistance to the cashier, the NCR machine operator or wherever else in the front desk operation where her help may be needed.

DESK TEAM

"We all work as a team on the desk", Christy emphasized, "Everyone is familiar with everyone else's job and at such times as a heavy check-in or check-out, we all pitch in and help out. It's a great system, and, really it's the only way to operate if you're going to offer people the service they expect and should get."

Another aspect of the front desk function that intrigues Christy, is in its role as sort of a guest "clearing house". "People are always approaching us for

Business is booming on 'hotline' to Omaha

"Fantastic . . . way beyond our expectations."

That's how **Bill Newman**, WIH general sales manager summed up the business activity of the Omaha Reservations Center after its first two months of operation.

In support of his enthusiastic evaluation, he reports, "According to our earlier projections, we had originally scheduled to install additional terminals by the end of September or October. But because of the increasingly heavy traffic that's been coming through, we've had to rush installation of four new terminals on line as of August 1. Also, by mid-July, we had to increase our reservations staff by five more agents." (The office now employs 19 reservations agents handling a 24-hour operation.)

Dick Whaley, Reservations Center manager, credits our promotion campaign to travel agents as a major contribution to the volume of business being handled. (Over the past several weeks the "Dial 800-228-3000" reservations message has been heavily promoted in a direct mail and trade advertising campaign to the trade and travel industry and through information articles in trade and travel publications)

Whaley further comments, "We are particularly pleased to be getting business from travel agents in areas where WIH is not as strongly represented. These agents have indicated to us that since our single toll-free number has gone into effect, contact with us has become a lot easier . . . much more convenient."

As of the first of this month, all former regional reservations offices will have been phased out with the exception of the New York office. That office will terminate its reservation service on September 1.

INTERNATIONAL

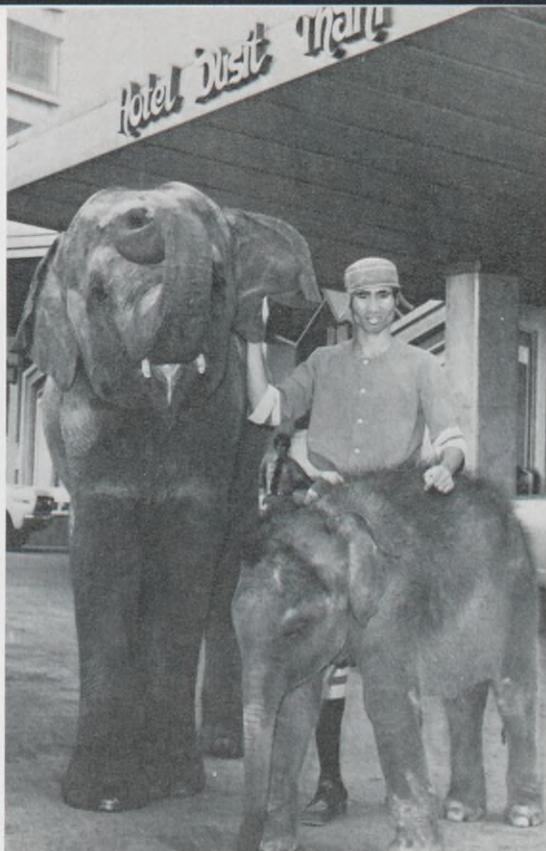


COPENHAGEN — In mid-May the HOTEL SCANDINAVIA Copenhagen celebrated its first anniversary with an "Old Timers" Award Ceremony attended by some 200 employees and department heads. Enjoying the party festivities was this staff foursome from left: Britta Lykke Larsen and Elfie L. Henriksen, Brasserie restaurant waitresses; Ellen Jakobs, Brasserie cashier; and Hasse Forsberg, restaurant manager.

HONG KONG — James J. Hartigan, senior vice president/general manager of United Airlines and John E. Courtright, vice president-Pacific, United Airlines were the guests of the MIRAMAR while on a recent familiarization tour of the Orient. The air line executives and their wives were greeted upon their arrival at Hong Kong's Kai Tak airport by Miramar General Manager Rudy Choy and Benjamin Lau, sales manager of UAL's Hong Kong office. In photo from left: Mr. and Mrs. Hartigan; Mr. and Mrs. Courtright; Mr. and Mrs. Lau and Choy.



JOHANNESBURG — To introduce its new executive chef, Walter Kohlross, to members of the press, the CARLTON HOTEL hosted an elegant luncheon—and staged it in the hotel's main kitchen! In addition to meeting with Kohlross, the group enjoyed the opportunity of observing the "behind the scenes" hustle and bustle of a busy hotel kitchen at lunchtime. Above, Kohlross chats with Lorna Vosloo of "Rapport", the Afrikaans Sunday national paper with the largest circulation in South Africa.



BANGKOK — The DUSIT THANI proudly welcomes one of the newest members to its "staff" — a six-month old Asian elephant named Sawasdee. Sawasdee is now going through a period of on-the-job training with the help of Keeper Sri Suksawang (center) and four-year old Bimbo, the hotel's mascot and "guest greeter". At scheduled periods during the day, Bimbo—and now accompanied by Sawasdee—greet and performs for arriving guests at the hotel entrance.

PEOPLE MAKING THE DIFFERENCE

Certification

HOUSTON — The two years of hard work paid off for HOUSTON OAKS Assistant Executive Housekeeper Carol Daniels. As a result of her pursuit of outside study courses and on the job performance, Carol recently received her membership certification into the prestigious National Executive Housekeepers Association (NEHA). She is also a member of the Educational Committee and the Board Committee of the National Association as well as being active in the Houston Chapter.



Examination Luncheon

SAN FRANCISCO — The preparation of an elaborate luncheon that included Roast Sirloin of Beef "Jardiniere", was a final exam requirement for cook-apprentice John Burrowes. Burrowes recently graduated from the San Francisco Hotel-Restaurant Labor Management cook-apprentice program at the ST. FRANCIS, following a three-year program. In addition to the beef dish, the menu included Consomme "Royal", Mousse of Sole "Cardinal", Croquette Potatoes and Apple Charlotte.

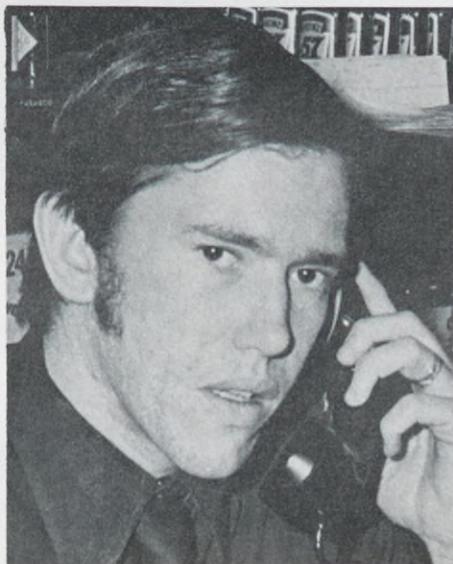


'Favorite' Tree

COLORADO SPRINGS — Jean Hartsell, ANTLERS PLAZA Thurston-Dupar Award winner, stands beside what has now become her "favorite" tree. In honor of the hotel's annual Thurston-Dupar Award recipients, General Manager John Stevens conceived the idea of mounting winner name plaques on the tree containers that decorate the hotel's front entrance.

Busy Bob

PITTSBURGH — Bob Slagel, purchasing agent for the CARLTON HOUSE in Pittsburgh, maintains a pretty busy industry involvement schedule these days. Recently, he was elected as a member of the Board of Governors for Chapter Nine of the American Hotel & Motel Association. His job is to promote Chapter enrollment among area hotels and motels. In May, Bob was installed on the Board of the Western Pennsylvania Restaurant Association. And, since he joined the Carlton House staff two years ago, Bob has been one of the most active participants in hotel employee affairs.



ALBUM



COLORADO SPRINGS — Vera Kahl, waitress in the Cafe Plaza at the ANTLERS PLAZA, is a lady with "busy fingers". Her hobbies are knitting, crocheting and sewing. Among her recent accomplishments are the house slippers, tufted pillow and double bedspread shown in the photo.



CHICAGO — Arriving at the CONTINENTAL PLAZA's recent Service Awards banquet, this trio of ladies made a beautiful entrance. From left: Mae Burda Jackson, food preparation; Leila Smith, housekeeping; and Christine Sudduth, food preparation.



PORTLAND — A familiar smile and a familiar face at the BENSON. It belongs to Bruno Estimada, room service waiter, who was recently presented with his 35-year Service Award pin.



HONOLULU — Wash day is every day for Wesley Hussey, a ten-year veteran of the ILIKAI's laundry department.

COSTA MESA — Our man in Costa Mesa . . . Dick Biehn, director of sales for the SOUTH COAST PLAZA sets out to "spread the word" on the 403-room, 17-story Southern California property which is scheduled to open next year.



WASHINGTON D.C. — Joe Muller's memories of the MAYFLOWER go "way back when." The 81-year old waiter at the hotel's Town & Country room recently received his 45-year Service Award pin and was given special recognition as the employee with the longest service at the Mayflower during its Awards Banquet.

CELEBRITY VISITS

WINNIPEG — Popular Canadian vocalist Anne Murray personally selects her dinner entree prior to dining at the WINNIPEG INN's famed Velvet Glove restaurant.



SALTILLO — Juan Jose Pesqueira (left) manager of the CAMINO REAL SALTILLO welcomes the President of Mexico, Sr. Luis Echeverria, and his party on their recent visit to the hotel.



SAN FRANCISCO — U.S. Vice President Gerald Ford is greeted by WIH Vice President and General Manager of the ST. FRANCIS William Quinn upon his arrival at the hotel for a brief stay in late June.

INN-CIDENTS

OMAHA RESERVATIONS CENTER — **Dick Whaley**, manager of the WIH Reservations Center, reports he recently received a phone call on the toll-free line that went something like this:

(Male voice, sounding slightly intoxicated) "Hello . . . I'd like to apply for a job in your hotel."

(Whaley) "I'm sorry. I think you have the wrong number. This is Western International's Reservations Center in Omaha. Where are you calling from?"

(Caller) "Seattle." (Long pause) "Omaha, huh. Uh . . . better forget it, I just couldn't take that commute."

CORRECTION

Due to a printing error, the new United Airlines symbol reproduced in last month's issue of Front! was shown in two shades of blue. United's symbol colors are blue and red.

Front! Correspondents

Here they are. Contact your correspondent with your news items or other contributions for Front!

ANCHORAGE-WESTWARD

- Linda Besse
- ANTLERS PLAZA . . . Marilyn Crawford
- BAYSHORE INN . . . Barbara Danuke
- BENSON . . . Nelvia Turner
- BONAVENTURE . . . Leona Dureau
- CALGARY INN . . . Fran Johnson
- CAMINO REAL-SAN SALVADOR
- Mabel Acosta
- CARLTON HOUSE . . . Susan Nicholson
- CARLTON . . . Leanne Hayward
- CENTURY PLAZA . . . Pris Greenberg
- CROWN CENTER . . . Barbara Harlow
- CONTINENTAL PLAZA . . . Audri Adams
- COSMOPOLITAN . . . Janey Fisher
- DETROIT PLAZA . . . Susan Larkin
- HOUSTON OAKS . . . Becky Bratton
- ILIKAI . . . Valery Satin
- THE MAYFLOWER . . . Susan Levine
- THE MIRAMAR . . . Clement Au
- MIYAKO S.F. . . . Jessica Melgoza
- OLYMPIC . . . Pat Korn
- PRINCE HOTELS . . . Y. Sekiya
- ST. FRANCIS . . . Dianne Christenson
- SHANGRI-LA . . . Gwenda Loong
- SPACE NEEDLE RESTAURANT
- Sandy Rogers
- WASHINGTON PLAZA
- Sandy Novak
- WINNIPEG INN . . . Maggie Clarke
- HOTEL CAMINO REAL, S.A.
- Alfredo Lamont
- WIH de Guatemala
- Mary Lina Ruiz-Ciani
- WIH Executive Office
- Dorothy Stauffer
- WESTERN SERVICE . . . Rose Shaffer
- WIH Credit and Acctg. . . Ken Williams

Front! FOCUSES ON...

WIH Employee complimentary and fifty percent room policy benefits



For many WIH employees, one of the most appealing benefits available to them is the company's room policy plans.

These plans, according to the individual's qualifications, allow for complimentary rooms, a 25% discount on food and beverage charges, or rooms at a 50% discount while visiting other WIH hotel properties.

The WIH Personnel Division office is now in the process of updating the present Employee Benefits Booklet distributed to new employees.

From that booklet we've extracted the details on the room policy plans and reprinted it here as a "refresher" for interested present employees. For more specifics as these plans personally apply, check with your department head or hotel personnel department.

NOTE: The one hotel where Complimentary Room Policy does not apply is the Ilikai in Honolulu. The Ilikai offers a 50% room discount, on space availability basis, which does not include any discount on food and beverage charges. The Complimentary Room Policy, however, does apply to all WIH properties in Mexico.

COMPLIMENTARY ROOM POLICY

Hotel accommodations are provided without charge to an employee after one year of continuous employment. The number of nights is based on length of service.

Requests must be submitted on the EMPLOYEE RESERVATION FORM at least two weeks in advance of the

arrival date for properties located in the United States and Canada and 30 days in advance of the arrival for other locations. Confirmation is subject to space availability at the time the request is received by the hotel.

Spouse and children traveling with the employee are granted the same benefits, even if additional rooms are required.

If additional rooms are used for other relatives accompanying the employee, they will be charged 50% of the regular room rate.

DISCOUNT ON MEALS

When employees qualify for complimentary rooms, they will also receive a 25% reduction on their food and beverage charges provided they (1) dine in the hotel where they are registered and (2) sign the check with their name, room number and note: "25% employee discount".

FIFTY PERCENT ROOM DISCOUNT

When qualifications for complimentary rooms cannot be met, employees (accompanying spouse and children) may obtain a 50% discount on the regular room rate providing space is available. Accommodations can be confirmed by the local reservations office or when this is not possible, your current hotel or office identification card may be presented at the time of registration to obtain the discount.

The 50% room discount plan does not provide for a discount on food and beverage and is not applicable to other relatives accompanying the employee.

EMERGENCIES

In case of an emergency, the employee shall verify the nature of the emergency with the manager of the hotel or office where he is employed. Emergency cases will be handled completely separate and above normal room privileges at the discretion of the manager.



ANCHORAGE
Anchorage-Westward



PUERTO VALLARTA
Camino Real

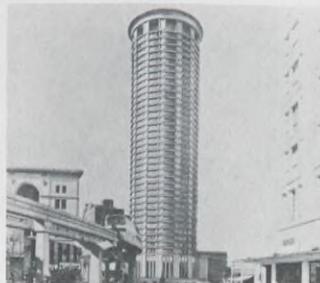


HOUSTON
Houston Oaks

**THESE, AND MANY
OTHER EXCITING
WIH HOTELS
WELCOME
YOUR VISIT!**



VANCOUVER
Bayshore Inn



SEATTLE
Washington Plaza