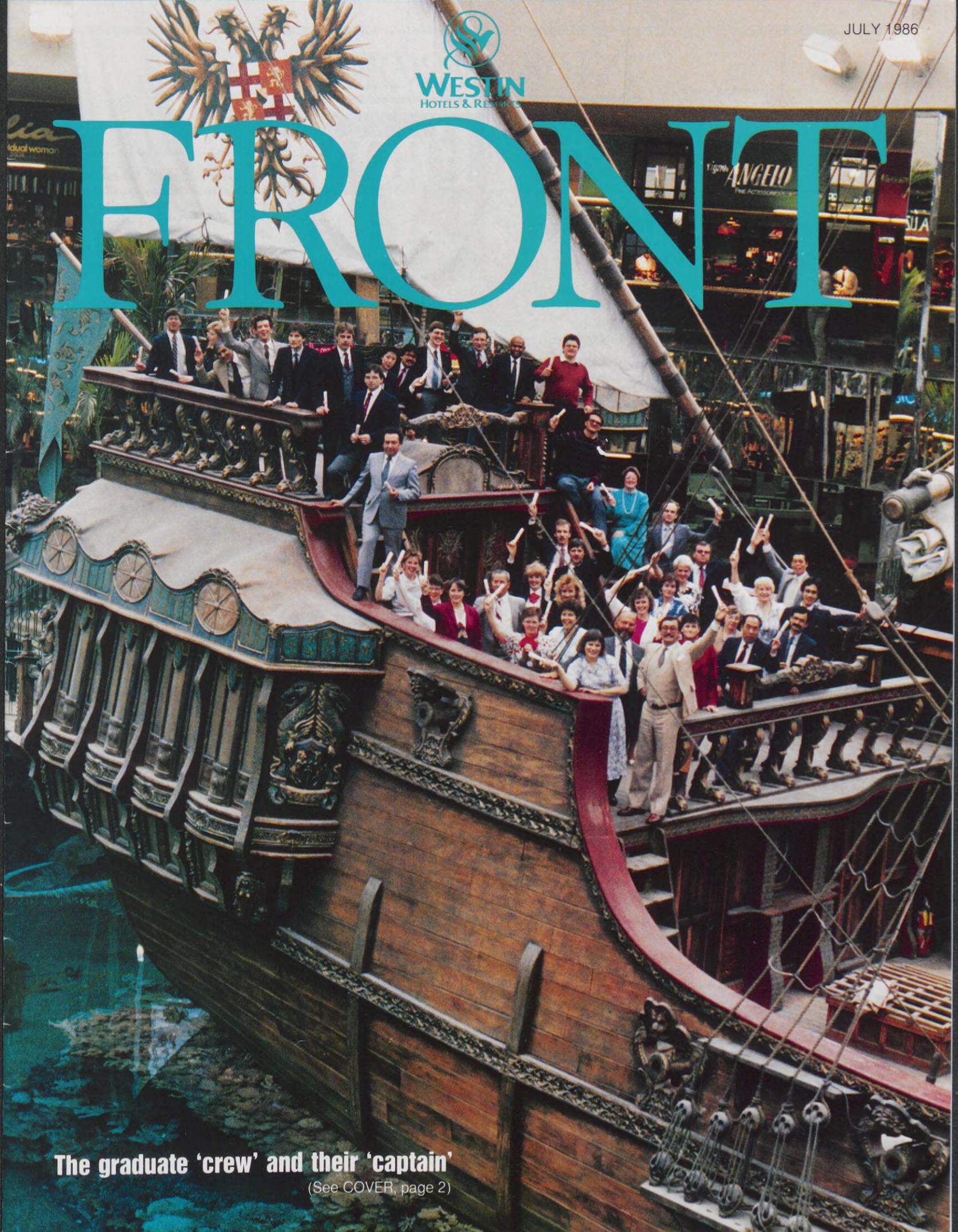


FRONT



The graduate 'crew' and their 'captain'
(See COVER, page 2)

NEWSFRONT

FRONT LINE

AND THE WINNERS ARE...

The Grand Prize winners in the recently concluded Employee Recognition Program will be announced in next month's issue of FRONT. Winners will be listed by hotel and according to the prize won — \$1,000, \$750 and \$500.

COVER: At various times over the past eight months, over 50 supervisors and managers at The Westin Hotel, Edmonton have been participating in a 16-week AHEMA training course "Supervisory Development III."

Recently all the graduating members were rewarded for their achievement with a reception at the hotel followed by a visit to the nearby Westin Edmonton Shopping Mall, where this replica of Christopher Columbus's flagship the Santa Maria is on display, for their group photograph.

Led by their "captain" general manager Liam Lambert (front), the graduate "crew" proudly wave their hard-earned diplomas.

FRONT

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

Gabe Fonseca
Publications Editor
The Westin Building
Seattle, WA 98121

Printed in U.S.A.

Moving on Moving up

Chris Baum, director of marketing, The Westin Hotel, O'Hare to director of marketing, The Westin Peachtree Plaza.

Kelly Chesney, F&B operations analyst, The Westin Hotel, O'Hare to financial analyst/staff planner, The Westin Hotel, Chicago.

David Dolquist, asst. banquet manager, The Westin Peachtree Plaza to banquet manager, The Westin Hotel Utah, Salt Lake City.

David Marsh, director of marketing, The Westin Peachtree Plaza to director of marketing, The Westin La Paloma.

Tony Meek, director of marketing, The Westin La Paloma to director of marketing, Arizona Biltmore.

John Meissner, director of marketing, The Westin Plaza to director incentive market development, Corporate Sales Office — New York.

Sara Mitchell, sales manager, Corporate Sales Office — Chicago to sales manager, The Westin Hotel, Chicago.

Felix Sturmer, executive sous chef, The Westin Crown Center to executive chef, The Westin Canal Place.

Patrick Wheeler, executive chef, The Westin Hotels, Houston to executive chef, The Westin Hotel, Stamford, CT.

MANAGEMENT CHANGES

Steve Bullock, executive asst. manager, The Westin Hotel, Washington, D.C. to resident manager, the Westin Hotel, Seattle.

David King, resident manager, The Westin Hotel, Seattle to manager, The Westin St. Francis.

FRONTLINE is a confidential communications forum for Westin employees. Use FRONTLINE to ask questions of general concern, to offer suggestions or to express opinions. Send your questions in an inter-office envelope to: FRONT editor, Westin Hotels & Resorts, 2001 6th Avenue, Seattle, WA 98121. Letters must be signed and include hotel or office location. Names are held confidential. All unprinted letters will be answered by mail.

QUESTION: What is the status on the property that Westin is building in Milbrae, CA. out at the San Francisco airport? When is it scheduled to open, and when does the pre-opening staff begin to set up their offices?

RESPONSE: *By Peter Blyth, Vice President and Project Officer:*

Construction on The Westin Hotel, San Francisco Airport commenced on May 5th of this year with completion and opening planned for January, 1988. The pre-opening staff will be on site approximately six months prior to opening around June, 1987.

QUESTION: When will the Westin reservations lessons be updated? I believe they are about 10 years old.

RESPONSE: *By Harvey Cannova, Manager, Reservations Systems*

Westron lessons are somewhat out of date, although not quite 10 years old.

Current plans for updating is dependent on implementation time of an enhanced reservations system. Migration of Westron to a more modern environment is anticipated with a decision due by late third quarter of 1986. If Westron remains in its current environment for more than two years, then lessons will be updated late this year or early 1987.

(NOTE: We have received a few FRONTLINE questions that were unsigned including one purported to represent an entire department. While names are kept confidential, all letters to FRONTLINE must be signed and if a question or expressed opinion is submitted as representing a group or department, in fairness to the group all members should sign the letter.)

Sale of two hotels underway

Sales activity for the Westin Hotels Limited Partnership units being offered by the Company's subsidiary, Westin Realty Corp., through Merrill Lynch Capital Markets and Smith Barney, Harris Upham & Co., Incorporated began in early July.

Westin Realty Corp. is the sole general partner of this public real estate partnership which will acquire The Westin St. Francis and The Westin Hotel, Chicago through subsidiary partnerships. The total consideration to be received by Westin, through Westin Realty Corp., will consist of the proceeds of \$100 million dollars of new debt financing and \$135.6 million dollars to be raised from the sale of the limited partnership. Westin will retain a \$12.4 million dollar equity interest in the hotels. The securities will be sold for \$1,000 per unit, with a minimum \$5,000 purchase.

In announcing the sales startup, CEO Harry Mullikin noted that the hotels will continue to be managed by Westin Hotel Company under long-term management agreements, and employees, suppliers and guests should not be affected in any way by these financial transactions.

NEWSFRONT



Architect's rendering of The Westin Hotel, Bellevue.

Seattle suburb site for newest Westin

Bellevue, Washington, a major suburban community located across Lake Washington from the city of Seattle, is site for a new 374-room hotel to be managed by Westin.

The hotel, to be called The Westin Hotel, Bellevue, will be constructed in downtown Bellevue as part of Bellevue Place, a four-block, mixed use development.

Construction on the hotel is scheduled to begin this month (July) with a mid-1988 opening projected.

The Westin Hotel will feature a divisible main ballroom as

well as a junior ballroom and nine meeting rooms.

An all-occasion restaurant will seat 130 persons and a lobby bar and 24-hour room service will also be offered.

The hotel's health club will feature a swimming pool, racquet ball and squash courts, massage and suntan rooms, a lounge and juice bar and a terrace with a Lake Washington view.

The Wintergarden, a nine-story glass atrium will be the hub connecting The Westin Hotel with the two high rise office buildings planned for the complex, and will be accessible from a five-story underground parking facility. The second

floor of all buildings and the Wintergarden will comprise of retail shops and a wide variety of restaurants and food outlets.

The city of Bellevue is renowned for its careful melding of greenery and commerce in a quality suburban setting. It features the cultural amenities of a large metropolitan center and is home to a growing number of new-technology corporations.

In announcing the new hotel, CEO Harry Mullikin noted, "While we are an international hotel company with properties from New York to Singapore, we are particularly proud as a Northwest-based company to be establishing Bellevue's premier hotel".

Monterrey hotel now Westin affiliate

The Hotel Ambassador in Monterrey, Mexico has joined Westin's family of fine hotels as an affiliated property.

The 250-room hotel, being managed by the Westin affiliated Hoteles Camino Real (HOCASA), has recently undergone extensive renovation. As a result, all guest rooms, restaurants and public areas, as well as kitchen and laundry facilities and the reservations system meet the exacting standards consistent with HOCASA and Westin Hotels & Resorts.

Located in the central financial and commercial district of Monterrey, the Hotel Ambassador is ideal for business functions in that it boasts complete meeting and banquet facilities for groups and conventions from 20 to 800 persons. Also available are telex and bilingual secretarial service, a car rental and a travel agency.

Food and beverage outlets include the specialty restaurant, Le Pavillon, which features French and international cuisine. The more casual Los Vitrales restaurant features breakfast and lunch buffets.

Other guest amenities include 24-hour room service, safe deposit boxes, valet service, a beauty and barber salon and covered parking for 155 automobiles.

Monterrey, the third largest city in Mexico (after Mexico City and Guadalajara) is located in the Northeast section of the country. While it has long been the country's leading manufacturing center, it retains much of its colonial charm attracting visitors from neighboring Texas as well as foreign and local tourists.

PHOTO NEWS



Good Scouts

LOS ANGELES—The annual fund raising banquet sponsored by the Los Angeles Girl Scout Council at The Westin Bonaventure held special meaning for the hotel this year. The hotel was recipient of a top service award honor from the Council largely in recognition for the volunteer hours given to the Scout Council over the past four years and for assuring their

annual dinners held at the hotel are not only culinary but financial successes. This year the Council banquet grossed nearly \$150,000. Pictured during the evening's festivities are (from left): Jim Treadway, managing director of The Westin Bonaventure; Susan Fernau, director of public relations; Tova Borgnine, recipient of the Council's annual Grace Award, with her husband, actor Ernie Borgnine.



Partners in planning

FORT LAUDERDALE—In mid-May, partners in travel representatives from Westin, United Airlines and Hertz met in Fort Lauderdale, Florida in joint marketing force that would, among other things, promote Westin's new property, The Westin Cypress Creek. A major effort of the meeting was to identify the means to jointly

reach the corporate and individual traveler.

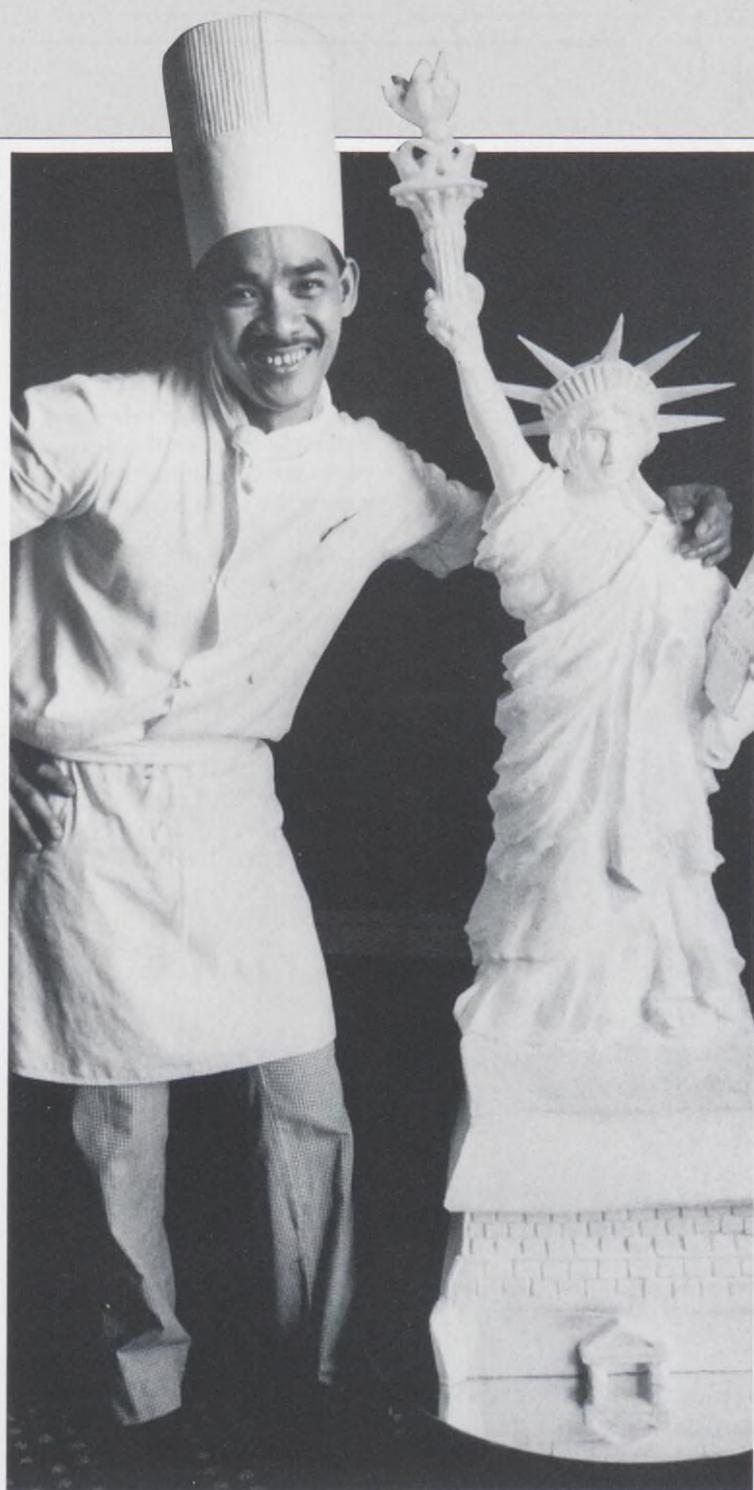
The planning partners group (from left): Frank Gill, director of marketing for The Westin Cypress Creek; Ivan Rodriques, senior account representative, Hertz; Pat Platner, senior sales representative, United; Ray Sylvester, general manager of The Westin Cypress Creek; John Turano, regional sales manager, Hertz.

Open house

SEATTLE—In celebration of the completion of its new offices in the historic Lenora Square Building, FORMA, Westin's subsidiary interior design, purchasing and food facilities planning firm, hosted an open house in late May. Among the greeters welcoming some 300 clients and friends to the event were FORMA staff members (from left): Judy Davison, director of interior design; Jack Knudtsen, vice president; Carla Thompson, director of marketing; Les Jones, director of food facilities planning; Jan O'Leary, director of purchasing; Pat O'Brien, president.



PHOTO NEWS



Bring me your tallow carvers

SAN FRANCISCO—Not to be outdone by the renovation of the original in New York harbor, Westin St. Francis banquet chef Adel Fimar (Marc) Polintan worked from scratch to create this 5-foot, 60-pound tallow Statue of Liberty replica. The piece took a First Place Blue Ribbon at the recent American Culinary Federation's Western Region Show in San Francisco, and was on display in the lobby of the hotel over the July 4th weekend.



Hail to the chefs

DENVER—The culinary staff of The Westin Hotel, Tabor Center Denver has every right to be proud. At this year's Colorado-Wyoming Restaurant Association Show, The Westin's chefs took the Grand Prize Award, the first group in the Show's history to earn enough points to qualify for this most prestigious award. Five additional Gold Medals were awarded the team

in the individual areas of Tallow Sculpture, Meat Platter, Seafood Platter, Pastry and Breads. The hotel team (from left, standing) Chris Berg, Davis Duncan, executive chef Serge Delage, general manager, Parker J. Smith, Donald Cope, Mark Addair. (Seated, from left): Ian Orr, Mike McCarey, Connie Leonard, Rodney Chenoweth.



Caviar connoisseurs

CHICAGO—If Westin ever wanted to buy a wide-body DC-10, they would probably ask United Airlines for advice before purchase. Likewise, when United Airlines director of planning, Carl Baber (left) wanted some advice on selecting a superior brand of caviar to serve on their expanded first-class Pacific routes, they turned to Vlastimil Lebeda (right), executive chef of The Westin Hotel, O'Hare for help. The caviar tasting, which included a \$900 tin of Beluga caviar, took place in the United Airlines test kitchen at O'Hare.

ROOMS
CONFERENCE
Report

The 1986 Rooms Conference held at The Westin La Paloma, Tucson June 10-13, might be characterized as having had two agendas.

There was the formalized one as spelled out in the attendee program schedules. Then, there was a "hidden" one — the recurring messages of inspiration, positive attitudes and a unified direction that came from the presentations, workshop sessions and group interaction.

Both were of equally impactful benefit to attendees.

Basis of the formalized agenda was the mix of presentations and working sessions that focused on topics of major operational concern. This included the introduction of the new Rooms Division Standards of Operations Manual; a presentation and discussion of the new hotel organization structure and titles chart which has been implemented in some of Westin's newer properties, and the standardization of Division forms as used throughout the company.

Discussion group session highlights covered such pertinent topics as linen inventory, amenities control, laundry productivity, materials handling, IBM PC applications and a very enlightening presentation on marble cleaning by Daisy Handy, housekeeper at The Westin Canal Place.

At the president's reception and dinner opening the conference, held in conjunction with the already-in-session Food & Beverage Conference — the Rooms division got things off to an early start with the presentation of a "fashion show." This



The Westin La Paloma front desk agent Claudia Rafter models the housekeeper uniform, standard for all Westin hotels, during the Rooms Conference uniform fashion show.

The focus was on guest care and comfort needs.

was the premiere showing of the new hotel uniforms, for both back and front of the house personnel, now being introduced throughout Westin. The national contract uniform line was modeled by employees of the Westin La Paloma.

In addition to that evening's get-together, both conference groups met in combined session for most of the following day in a program of mutual interest. Events

included remarks by attendee corporate officers, Larry Magnan, Chris Marker and Fletch Waller; the traditional "Town Hall Today" question and answer session with CEO Harry Mullikin; and a presentation on risk management by Dr. Anthony Marshall, Dean, School of Hospitality Management at Florida International University.

The previously mentioned "hidden agenda" was one that was both experienced and verbalized. It was an emphasis

on consistency of standards, the pursuit of excellence, and, most basic of all, a focus on the care and comfort needs of the guest as top priority.

It was also an agenda that fostered a good deal of idea exchange and interaction among the attendees, of shared concern and resources, and of an esprit de corps.

Most of all, it was an agenda of attitude inspiration and positiveness that was perhaps best reflected in senior vice president Larry Magnan's address who noted:

"What I keep coming back to was the fact that we are good — very, very good! But could we be better? We know from all we read and hear that good is not good enough in this overbuild, competitive world. We must strive for excellence or better — and the theme I wish to leave with you is to expect excellence of/from yourself — your people — your hotel — in all you do."

Magnan followed up with this "formula" for expecting excellence — "Get back to the basics and do the basics very, very well. Better than anyone else. Better than the hotel next door — down the street."

Attending this year's conference — the first in three years — were about 100 directors of housekeeping and senior assistant managers representing most of Westin's properties.

Conference chairperson was Hanne Dittler, Director of Rooms Division who was assisted by Anneliese Chan-chorle, Director of Property Service and Mark Boydston, Director of Front Office Operations.

F & B
CONFERENCE
Report

The marketing technique sessions highlighted agenda.

The 1986 Food & Beverage Conference may have been comparatively short in length—two days plus a combined session with the Rooms Conference attendees—but it was long on focus. That is, in its in-depth focus of a few selected topics and its projections for future direction.

In his conference opening remarks, Didier Calvez, Westin's director of Food & Beverage, succinctly came to grips with the major challenges facing Westin's F&B operations. Two of them were given particular emphasis and were subject for much of the presentations and workshop sessions to follow. They had to do with decreasing the present rate of staff turnover and increasing Westin's market share of food business and maximizing profitability.

As to the latter, a better knowledge of marketing techniques and the pursuit of Westin's market-driven philosophy were seen as key.

Consequently, a number of sessions were devoted to marketing techniques as applicable to the F&B operations. These included presentations by executive vice president of marketing, Fletch Waller; director of advertising and public relations,

GOLDEN CHALICE AWARDS

Daily Fresh Sheet: The Westin Hotel, Toronto.

Best Wine List: La Chaumiere restaurant, Century Plaza.

Most Outstanding Beverage Promotion: The Westin Hotel, Ottawa for its Beaujolais Nouveau Promotion.

Best Original Drink Recipe: The Westin Hotel, Canal Place for its Portofino Peach Cocktail.

SILVER SPOON AWARDS (MENUS)

Specialty/Theme Restaurant Lunch: A tie between the Bistro, The Westin Hotel, Washington, D.C. and Sidewalk Cafe, The Westin Oaks, Houston.

Specialty/Theme Restaurant Dinner: English Grill, The Westin St. Francis.

Fine Dining Lunch: The Roof, The Westin Hotel Utah.

Fine Dining Dinner: Dome Grill, The Westin Paso del Norte.

Three-Meal Restaurant Breakfast: Brasserie, The Westin Hotel, Copley Place Boston.

Three Meal Restaurant All Day: Fifth St. Market, The Westin Hotel, Cincinnati.

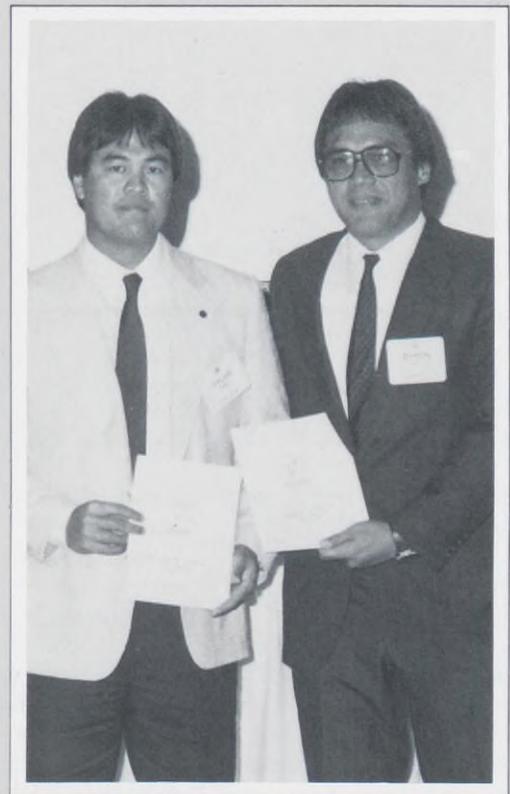
Nutritional Menus: Garden Pavilion, Century Plaza.

Banquet Theme Party: The Westin Ilikai's Streets of Hong Kong.

Banquet Refreshment Break: The Westin Ilikai.

CHEF REINHOLD KELLER AWARDS

The competition challenge: to develop a banquet menu high on



Sharing the First Place Chef Reinhold Keller Award are Tylun Pang (left), executive chef at The Westin Ilikai and Byron Moku, the hotel's restaurants manager.

nutrients and low on fats according to certain criteria guidelines as provided by the corporate F&B Division.

First Place: The Westin Ilikai.

Second Place: The Westin Hotel, Ottawa.

Third Place: The Westin Hotel, Washington D.C.



An Arabian Nights theme party, hosted by The Westin La Paloma for the F&B Conference delegates, impressed the attendees with the creative talent of the host hotel's F&B staff.

George Chambers, and director of marketing research, Trudy Peeps among others.

Reinforcing these presentations, Calvez urged the attendees to seek new opportunities for increased sales and profits through innovation, aggressive merchandising and increased sensitivity to market trends.

Noting that food and beverage operations generated more than forty percent of Westin's total revenues, Calvez said, "Never before has the market been so competitive, yet there are so many new opportunities for Westin to build on its reputation for fine food and superior service."

Widely known leaders in the food service industry highlighted general sessions as Ron Plummer, nationally recognized food service consultant and writer, and Brian Rea, noted authority in beverage merchand-

ising and service, addressed the attendees.

Attending this year's conference — June 9-11 at the Westin La Paloma and the first in three years — were executive chefs and directors of food & beverage representing most of Westin's hotels.

Noted Calvez, "One of the most beneficial results of the conference was bringing Westin's F&B people together to meet and talk with each other — especially for the newer people — and the exchange of ideas in resolving common problems. Those few days together built up a great camaraderie and esprit de corps as well as a united sense of direction for everyone. This was a real highlight."

Identification of critical exposure areas was key.

It was a diverse group of hotel people attending the Risk Management Workshop held at The Westin Paso del Norte, El Paso in early June. They ranged from hotel managers and execs to human resource and security directors and loss control managers and building superintendents.

However, that coming together was of single and direct concern. All of the hotel attendees held a major responsibility for the risk management activities of their respective properties. Diverse also is the area of risk management, since it involves the safety and well-being of not only employees but guests as well and includes a hotel's physical property.

It was the identification of these diverse areas of critical exposure, as presented by Westin's risk manager Erwin Mallernee at the Workshop opening, that set the stage for the two and a half day agenda.

In their Conference opening remarks, Corporate officers Chris Marker and John Calvert stressed the importance of active hotel loss control programs as a means of achieving some of Westin's corporate objectives.

Among the critical exposure topics that were covered in follow-up presentation and discussion sessions included liquor liability, claims management, the training of security personnel and security/safety training for employees.

In other sessions, selected attendees presented "case histories" or successful "technique"

reports covering such areas as litigation control, infrared surveys and non-slip floor treatments as administered in their properties.

Of particular interest, especially to the attending hotel managers, were the sessions dealing with skyrocketing insurance premiums and the impact on Westin. This triggered a number of presentations and discussions focusing on loss control and safety management improvements.

One of the more enlightening of the outside presentations was that given by luncheon speaker Frank E. Bird, Jr., president and executive director of the International Loss Control Institute, who spoke on "Maximizing Success in Safety Management". It was Bird who had been working with Westin's Risk Management Department in developing Westin's Safety Rating System, a first for the hospitality industry.

It was also during this session when the 1985 Westin Safety Award of Excellence was presented to The Westin South Coast Plaza and accepted by Lee Sawyer, director of security, on behalf of his hotel. Along with the award plaque went the traditional \$1,000 award check.

A closing day session highlight was the presentation of an instructive video on back injury prevention through pre-work warm-ups. Copies of the video, developed by the Risk Management Department, were supplied to each hotel for staff benefit use.

THE WESTIN STAMFORD

'Act two' debuted July 1st

On the morning of July 1, simple in-house ceremonies celebrated "act two", the opening of the world's tallest hotel, the 73-story Westin Stamford hotel in Singapore.



Raffles City complex: The Westin Stamford in foreground. At right is the 28-story twin-core Westin Plaza and the 42-story office block is at left.



The Westin Stamford and Westin Plaza executive committee (from left): Tan Eng Leong, Gary Cook, William Godfrey, William McCreary, David Paulon, Charles Berthoud, Phil Stoy, C. V. Healy.

In February, "act one", The Westin Stamford's sister property, The Westin Plaza, celebrated its opening.

In combination, the Raffles City properties — the 1,257-room Westin Stamford and the 796-room Westin Plaza — is Westin's largest. In fact, it's almost impossible to talk about the Raffles City complex without tossing in any number of superlatives. For instance:

The Raffles City Convention Centre at the base of the hotels is the largest in Singapore, capable of handling 5,000 delegates at one time.

The Compass Rose Restaurant (opening at the end of the year) located at the top of The

Westin Stamford will be the highest restaurant in Singapore.

The Raffles Ballroom is the largest column-free ballroom in Southeast Asia.

And the computer system for both hotels is one of the largest in the world.

But the superlatives that really count are those that come from the guests. The Westin Stamford, as with The Westin Plaza, offers much to please and excite even the most discriminating guests in its unmatched style, service and services.

All 1,257 deluxe guestrooms, including 80 magnificent suites, have private balconies from which guests can enjoy excep-

tional views of Singapore and even the neighboring countries of Malaysia and Indonesia on the higher floors.

Room amenities include color television with two movie channels, radio, mini bar and a well-furnished bathroom with telephone. There is bedside control of the lights, television and radio.

In addition to the Compass Rose, The Westin Stamford offers four other dining outlets including Scribbles for continental cuisine; Prego, an Italian restaurant; L'Express, for international and local specialties

and the Raffles Deli gourmet shop. This in addition to seven other food outlets at The Westin Plaza.

Available to guests of both properties are a number of other guest services and recreational facilities including a fully-equipped health club, two swimming pools, a comprehensive executive business center with complete secretarial assistance and translation service, 24-hour room service and laundry/valet service.

While The Westin Plaza's major appeal is to the individual traveler, The Westin Stamford's focus is on group business. Currently, visitor business to Singapore shows about a fifty-fifty split in business and pleasure travel categories. More than 50 percent of that travel business market is from within Asia and 16 percent coming from America, 15 percent from Europe and about 12 percent from Australia and New Zealand.

Actually, while The Westin Stamford is fully open for business as of July 1, its official grand opening will not take place until this October. At that time some 1,000 prominent guests will be invited to a formal evening ceremony to be held in the Raffles City Atrium.

In a sense, that event will raise the curtain on "act three" of the greatest and most glamorous hospitality show in Singapore — The Westin Hotels of Raffles City.

An impressive turn-out by The Westin Mauna Kea staff.



The '...ultimate expression of aloha'

The Hawaii Hotel Association's Visitor Industry Charity Walk is one of the largest single fund-raising events in the state.

This year's event, held May 17, drew some 8,500 participants including employees of The Westin Ilikai on Oahu and The Westin Mauna Kea on the Big Island of Hawaii. It also included two groups of future employees of Westin representing their future employers, The Westin Maui and The Westin Kauai. These walkers were furloughed employees of the former Maui Surf and Kauai Surf hotels which are now undergoing major transformations to emerge in the early fall of 1987 as Westin's "super resorts" on the respective islands.

Among the four properties, some 523 walkers collectively raised a highly impressive \$22,600. More than half of that amount was raised by The Westin Mauna Kea which enlisted the largest number of walker volunteers, 225, of any hotel in the state and was among the Walk's top fund raisers. Funds raised from the Walk are contributed to mainly local as well as statewide charitable causes.

Hawaii chairperson for this year's Walk was Adi Kohler,



Wesley Hussey of The Westin Ilikai welcomes walkers to a checkpoint on Waikiki Beach staffed by hotel members.

general manager of The Westin Mauna Kea. While separate walks were held on each island, Kohler, as Walk Chairperson, opted for the Oahu Walk held in the state's capitol city of Honolulu. As did a few hundred other participants, however, he ran rather than walked the 10K distance coming in a respectable 41st place.

"The enthusiastic participation by so many Westin family employees including our soon-to-be family members from Maui and Kauai, was the ultimate expression of the aloha spirit." Kohler commented after the event, "It's heartening to see Westin and Westin people making such a strong community presence in Hawaii."



The Westin Maui walkers just before taking off display the "shaka" hand signal which translates as "right on" or "everything's okay".



Off walking and running is the 53-member Westin Kauai Group.

WESTIN PEOPLE

Game show fan spins and wins

When Toni Harris-Tinker, front office assistant manager at The Westin Hotel, Renaissance Center Detroit, urged Annie Turner, night audit supervisor, to compete in a "Wheel of Fortune" game show contestant search last August, Turner was hesitant.

Even though she is a game show fanatic and seldom misses the popular television show, Turner realized she would be up against 10,000 hopefuls competing for a chance at fame and fortune.

However, lured by the chance of winning thousands of dollars and the excitement generated by the show's hostess Vanna White, who was at the hotel on a contestant search, Turner agreed to attend a try out.

The try out turned out to be a triumph. She solved 15 puzzles in three minutes which

guaranteed her a spot on an upcoming "Wheel of Fortune" show. That show was filmed in Los Angeles in January before a live audience and aired on television a month later.

"I was scared to death", Turner admitted about that experience. "It's 100 times easier solving those puzzles at home than it was in front of a live audience. But I kept thinking that if I didn't solve them, chances were that my two opponents would. I tried to keep calm and concentrated."

During the show, Turner accumulated \$4,200 in prize money, besting her nearest competitor by more than

\$2,000. This qualified her for the bonus round and the big prize of a 1986 Dodge Conquest TSI.

She almost muffed it.

Her first answer, "...one get one free" left out the first word in the phrase which was "buy." But she was able to correct her response to win the car just moments before her 15-second time limit expired.

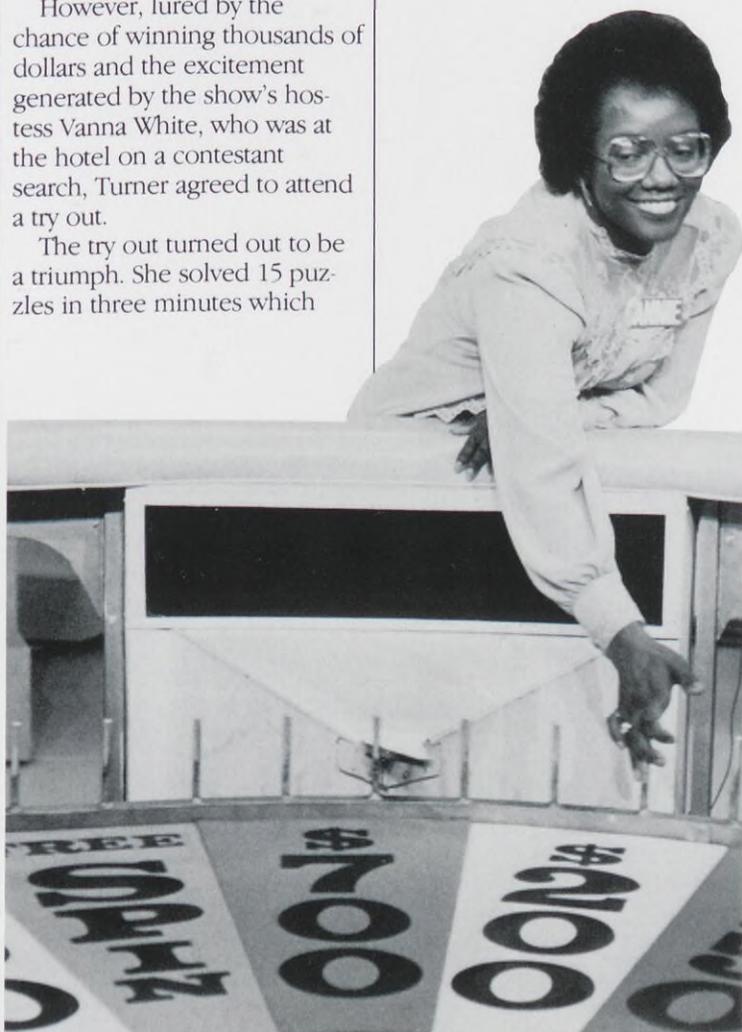
Cleo Anthony of the hotel's human resources department, who accompanied Turner to Los Angeles, rushed down from the audience to congratulate her on her win. Both hopped into the car. In a daze, Turner later recalled, "I turned to Cleo and said something like, 'I must be dreaming — this can't be happening to me."

"But my doubts about this really happening disappeared when I started the car — in gear. The car lurched forward and scared the camera crew from their places."

The unexpected incident drew a laugh from the audience quickly erasing Turner's fears that she was dreaming.

Turner's wheel spinning may not have won her a real fortune, but she admits, the cash, a new car and a flash of fame was not too shabby a reward for those anxious, high-pressure moments in front of the TV cameras. She is most pleased, however, in the satisfaction of realizing that her penchant for solving puzzles and her addiction to game shows had paid off.

(Story details from Westin Union, employee publication for The Westin Hotel, Renaissance Center Detroit.)



Repeat performance

TORONTO—In 1982, Stella Wysocki, banquet server at The Westin Hotel, Toronto was awarded the Chairman's Award of Merit for relieving a guest from choking distress through application of the Heimlich maneuver. Just recently, Wysocki again came to the rescue of a choking banquet guest using the same Heimlich technique. Presenting heroine Wysocki with her second Award of Merit plaque is Bob McCauley, vice president, Westin Hotels & Resorts.

FRONT DESK

Notes
and
news
briefs

CU loan payment periods have been extended.

Effective June 1, in response to members' requests, the United Air Lines Credit Union (UALCU) has extended its loan repayment periods. The new loan repayment periods have been revised as shown.

LOAN RATE

12% A.P.R.
13.5% A.P.R.
15% A.P.R.

FORMER REPAYMENT PERIOD

1-36 months
37-48 months
49 months
or more

EFFECTIVE SINCE JUNE 1

1-48 months
49-60 months
61 months
or more

(A.P.R. is the acronym for Annual Percentage Rate)
UALCU notes that extending

the repayment periods will benefit members in many ways, including:

- Refinancing 13.5 percent A.P.R. and 15 percent A.P.R.

loans to a lower interest rate.

- Stretching out the 12 percent A.P.R. loan interest rate to reduce monthly repayment amount.

- Consolidating higher interest rate credit card and debt obligations into one low convenient payroll deduction payment.

For more information about the extended loan repayment program or other services that are offered, members should call or visit their credit union office or check with their Human Resources Department.

THE PLACES OF WESTIN

(An ongoing series of profile briefs on Westin's hotels and resorts by geographical locations)



IN CALGARY:

The Westin Hotel

In the heart of Calgary's financial and shopping community and a short distance from the Convention Centre, Heritage Park and the world-famous Calgary Stampede grounds. The hotel opened in 1964 with 318 rooms. Four floors were added in 1969, and in 1976, a 21-story addition was added to bring the current room total to 550. Its Owl's Nest restaurant has maintained a reputation over the years as one of Calgary's finest. Recreational features include an enclosed roof-top swimming pool, saunas and whirlpool. The Westin Hotel, Calgary, employs 350 people.



IN EDMONTON:

The Westin Hotel

Its right downtown location places it close to businesses, the main shopping district and the most popular night spots. Opened in 1974 the hotel subsequently added a 72-room executive wing for a present room count of 420 rooms. Its lounges and restaurant include the award-winning Carvery specialty dining room. For relaxation there is a year-round swimming pool, exercise room and saunas. Hotel guests can take a direct shuttle to the West Edmonton Mall, the world's largest fun, fashion and shopping center. The Westin Hotel, Edmonton employs 300 people.



IN WINNIPEG:

The Westin Hotel

Its location, at the historic intersection of Portage and Main, places the hotel in the center of major business, shopping and cultural activity including the Centennial Centre complex, home of the world-famed Royal Winnipeg Ballet, the renowned Winnipeg Symphony and Manitoba Opera. The 350-room hotel opened in 1970. Among its food and beverage outlets, the fine dining Velvet Glove restaurant is recognized as one of the best in Winnipeg. Its top floor, 21st story, indoor swimming pool and sauna area provides a spectacular view of the city's skyline. The Westin Hotel, Winnipeg employs 265 people.

This recognition is for that recognition.

Westin's Employee Recognition Program not only made points with Westin employees, but with the American Hotel & Motel Association as well. The program won the AH&MA Gold Key Public Relations Achievement Award in the Corporate Employee Relations category. News of Westin's win was announced at the Awards Breakfast during the Association's Annual Convention held in Las Vegas in mid-May.

The AH&MA Gold Key program is designed to acknowledge the members of the hotel industry who have developed outstanding public relations programs during the course of the previous year. Ten individual properties and corporations were presented with winner Gold Key certificates in various categories in the 1986 competition.