



Major Additions To Los Angeles, Chicago Hotels Announced

WESTERN'S "here we grow again" activities don't always mean a new hotel in a new location.

Sometimes this growth is by way of a substantial addition to an already established property.

Two cases in point were the January announcements of expansion plans for the Century Plaza in Los Angeles and the Continental Plaza in Chicago. In both, the new construction will almost double present capacities.

IN CHICAGO

On January 23, WIH Chairman, Edward E. Carlson, announced that an agreement had been reached to purchase a doctor's residence and land immediately east of the Continental Plaza with a mid-summer closing on the deal anticipated.

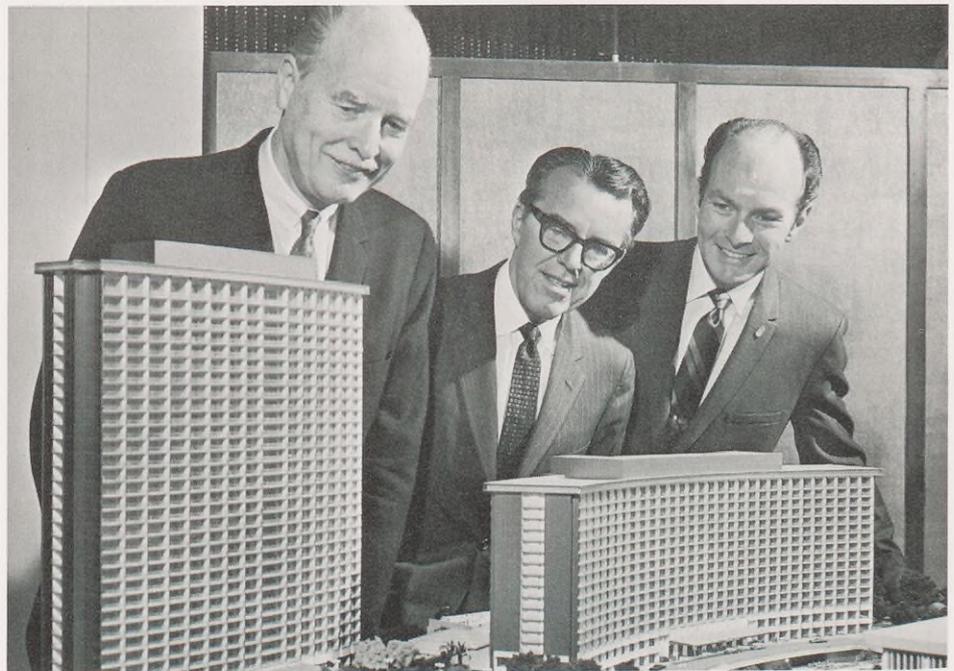
The land will be used for construction of a 24-story addition to the present hotel. The addition will be adjoined on all 16 floors of the present property with the remaining eight stories rising above. While the plans are still in the working stages, the current project cost is estimated to be around \$20,000,000 with a completion date tentatively set for late 1972.

THE ADDITION, will nearly double the Continental Plaza's guest room count, bringing its total to about 700 rooms. Additional ground floor food and beverage facilities are planned and the existing banquet and catering space will be doubled in square footage to include a second ballroom with a capacity of 1,000 persons.

Increased underground parking facilities will be provided and a new garage entrance is planned for the east end of the new structure. The hotel's main entrance will remain at its present location on Delaware Place.

IN LOS ANGELES

A few days later, on January 26, the Century Plaza addition was revealed in



WITH APPARENT smiles of approval WIH President Lynn P. Himmelman; Chairman Edward E. Carlson and Senior Vice-President and Century Plaza Managing Director, Harry Mullikin view the detailed model of the proposed 35-story addition to the Century Plaza shown at left. At right is a model of the present hotel building.

a joint announcement made by Carlson and the ALCOA Company, owners of the hotel.

Exactly doubling the hotel's present capacity, the new addition will bring to a total of 1,600 guest rooms—making the Century Plaza the largest hotel in Southern California.

The new, 35-story addition will carry the same unique curved shape of the present building in an architectural match, only its curve will flow in the opposite direction.

Plans call for a 2,000 car parking garage, exhibit center, ballrooms, health club, 17 new meeting rooms which will double present meeting space, and new restaurants.

BANQUET seating for an unlimited variety of events will also be doubled to accommodate a total of 6,000 people. Six new kitchens will give the hotel a total of 20, serving eight public restaurants, room service, meeting rooms, banquet and ballrooms.

The exhibit hall, unique for Los Angeles, will provide facilities for product

shows, convention exhibits, and special events. 150 exhibit booths can be displayed within the versatile 27,000 square foot area.

Minoru Yamaaki and Associates, architects for the original hotel, have been working on the addition design and are now preparing final working drawings. The two buildings will be connected at the lobby level and at all subterranean levels and the interiors of the new tower will correspond with that of the existing hotel.

Commenting on their new addition, Carlson stated, "Operating at nearly capacity since it opened in 1966, the Century Plaza has been one of the most successful new hotels in the world. The new expansion will make it possible to handle the increasing volume of business".

DUSIT THANI OPENING

February 27 marked the official opening of the Dusit Thani Hotel in Bangkok, Thailand.

See inside, page 3, for a report on Western's newest luxury property.

front!

A monthly publication for the employees of

Western International Hotels
Editorial Offices

The Olympic, Seattle, Washington 98111
Gabe FonsecaEditor
LITHO IN U.S.A.

Chairman's Report



Western's continued healthy rate of physical growth is demonstrated in many areas.

The recent announcement of major additions to the Century Plaza and the Continental Plaza hotel properties is such an example. In both cases the new construction will almost double present capacities.

Similar expansion additions were announced last year for other WIH properties including the Bayshore Inn in Vancouver, the St. Francis in San Francisco and the Anchorage-Westward in Anchorage.

This need for expansion of these present facilities is one indication of the continuing and growing preference for Western's accommodations within these communities.

We feel that it demonstrates a further proof that Western's higher quality standards do "win friends and influence people". These are standards of guest awareness evident not only in our accommodations and food and beverage operations but in the WIH people who have helped influence this winning difference.

Chairman

Western International Hotels.

COMINGS AND GOINGS

In-Hotel

At the Bonaventure, Barry MacDonald is appointed to Sales Manager and Yen Quon Tom is promoted from Bell Captain to Superintendent of Services . . . these promotions at the Cosmopolitan; Dick Metcalf from Night Auditor to Credit Manager and Barbara Vissar from Secretary Clerk in the Credit Office to Executive Secretary . . . Lorene Walter has been promoted from Personnel Secretary to Assistant Personnel Manager at the St. Francis . . . at the Space Needle, George Naes is promoted from Dishwasher to Relief Assistant Steward and Rose Asselin from Waitress to Room Captain . . . Kurt Bischofberger is named Room Service Manager at the Washington Plaza from Assistant Manager of the Westlake Room.

Transfers

Chris Marker is appointed Executive Assistant Manager at the Olympic from Senior Assistant Manager the Continental Plaza . . . named new Senior Assistant Manager at the Continental Plaza from Front Office Manager of the Benson, Heinz Koschuta . . . Jim Martinez is appointed Assistant Manager at the Sir Francis Drake, formerly Assistant Manager at the Northern . . . new Executive Chef at the Caravan Inn is Richard Mann, former Night Chef at the Antlers Plaza . . . Winston Cook, former Captain at the Washington Plaza is now Captain at the Space Needle . . . former Space Needle Sous Chef, Hans D'Alessio is appointed Executive Sous Chef at the Benson . . . Robert Thurston from Rooms Manager at the Continental Plaza to Management Trainee at the Century Plaza . . . Jack Elliott, formerly Resident Manager of the Washington Plaza, is named Research Director for Western Service and Supply.

Management Positions To Martinelli and Vaughn

LOU Martinelli and Jack Vaughn were appointed to hotel management positions as announced by WIH Executive Offices in January.

Martinelli takes over as General Manager of the Makaha Inn and Vaughn becomes Manager of the Continental Plaza working directly under the hotel's Vice President and General Manager, Dwight Call.



JACK VAUGHN



LOU MARTINELLI

Lou Martinelli joined WIH at the Cosmopolitan in 1962 as Credit Manager and in 1964 was appointed Senior Assistant Manager of that hotel. In 1966 he joined the staff of the Century Plaza as Director of Reservations. His next move was to the Antlers Plaza as Executive Assistant and then to the Anchorage Westward holding the same position. Prior to this most recent appointment he was the Executive Assistant for the Olympic.

JACK Vaughn's career with Western began with the Benson as Cashier in 1959 where he worked his way up to Senior Assistant Manager. In 1965 he was transferred to the Carefree Inn as Executive Assistant then moved to the Century Plaza as Director of Rooms Division in 1966. He has been associated with the Continental Plaza since 1967 as Executive Assistant prior to his newest appointment.

Correspondents

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

Alameda, Michael Sauve; Anchorage-Westward, Tom Stanfield; Antlers Plaza, Don Berger; Avila, Mrs. S. Guzman Blanco; Bayshore Inn, Art Davies; Benson, Ruth Lawson; Bonaventure, Joanne Pugh; Baranof, Mandy Dodd; Caleta, Marfissa Frias; Calgary Inn, Linda Abercrombe; Camino Real (Juarez), Miss Lourdes Lopez; Camino Real (Mexico), Carolina Mijares; Caravan Inn, Pat Varner; Century Plaza, Jayne Kear; Continental Plaza, Audri Adams; Cosmopolitan, Carol Perry; Georgia, George Pinske; Guatemala Biltmore, Jorge Senn; Metropolitan Airport Hotel, Inge O'Hearon, The Ilikai, Roberta Watson; Imperial Inn, Russ Revoy; Makaha Inn, Barbara Rickles; The Miramar, Robert Yue; Miyako, S.F., Kristina Templeman; Northern, Con Carter; Olympic, Fran Vitulli; Palace, Y. Yoka; St. Francis, Jane Dillon; Sir Francis Drake, Ann Turnbull; Space Needle Restaurant, Bobbie Anderson; Washington Plaza, Allan Wilde; Winnipeg Inn, J. Sandy Irwin; WIH de Venezuela; Amanda Castillo; WIH Executive Office, Ruth McCloy; Western Service, Rose Shaffer; WIH Credit and Accounting, Janet St. Onge and Irene Gelius; HCA Executive Office, Martha Raho.

Elaborate Ceremonies Mark Dusit-Thani Opening

BUDDHIST priests and Thai royalty, civic dignitaries and WIH hotelmen and associates, travel agents and the press. It was an impressive 'people' collection, but so was the occasion -- the elaborate religious and social ceremonies that officially opened Western's Dusit Thani hotel in Bangkok, Thailand.

For three days . . . from February 25 to 27 . . . the various groups not only participated in the festivities but enjoyed exciting preview tours of South East Asia's newest, most luxurious and tallest (22 stories) hotel property.

The hotel's first opening function was a reception for some 300 travel agents and airline personnel held in the main lobby area on Wednesday, February 25. The next evening a similar reception was held for press and media people during which Dusit Thani information press kits were distributed.

THE MOST colorful ceremonies, however, were reserved for the 27th, the official opening date.

These ceremonies began at 9:15 A.M. with the arrival of several Buddhist priests who performed prayers and offered blessings at the hotel's front entrance and at other special areas.

An hour later, Thailand's former Queen, Ramphai Barni, lent her regal presence to perform the traditional ribbon-cutting ceremonies. A hotel tour followed.

From 6 to 8 P.M. the Dusit Thani hosted its largest opening function, a civic reception for some 2,500 people. Then at 9 P.M., approximately 80 guests attended the Chairman's Dinner honoring visiting dignitaries in the hotel's rooftop Tiara Supper Club and hosted by WIH Chairman, Edward E. Carlson.

But the following day was the most important of all for General Manager Warren Anderson and his eager and expert staff. With all traces of the opening festivities removed, the Dusit Thani sparkled its welcome as it awaited the admiration of its first hotel guests.

There was much to admire in the choice of 525 guest rooms and suites, each beautifully designed and luxuriously equipped and each with its private lanai or swimming pool entrance.

DINING also offered its special attractions where the choice was the 24-hour Pavilion Coffee Shop, the Continental cuisine of the Le Castillon, authentic native dishes in the Sukhothai Restaurant, or night club dining in the



DUSIT THANI — Thai influence shows in white hexagonal shape and gold railing balconys.

Tiara Rooftop Club.

A time for cocktails could mean with-a-view from the Le Castillon or Terrace Roof Lounges; with informal relaxation on the Swimming Pool Terrace; or with entertainment at Bimbo's Show Bar.

Also to be enjoyed were the hotel's interior tropical gardens with its fountains and waterfalls, the shopping arcade of some 50 shops and boutiques and the swimming pool and sun terrace. Additional guest facilities include banquet rooms, an exhibition hall and indoor-outdoor parking for 600 cars. And, outside the hotel, guests could investigate the attractions of nearby Lumpini Park or the many fascinating possibilities offered by the city of Bangkok itself.



THAT'S WHERE ITS AT. Venezuelean hotel trainees Luis Castellanos (left) and John Stein point towards their return to Venezuela and their prospective hotel management careers.

Venezuelean Trainees Look To Bright Future

THE enthusiasm of the two young Venezueleans as they were interviewed in Seattle on their budding hotel careers was obvious.

The fast growing tourist business and hotel opportunities with the WIH affiliated properties in Venezuela promised them a bright future.

But they were particularly pleased to have been among the first to participate in the WIH de Venezuela Management Training Program. The two, Luis Castellanos and John Stein, had recently completed a 6-month Management Training course at the Olympic, and after a few more weeks in New York for some additional training, would head home and their first practical assignments.

Both men were the first of five Venezueleans selected to participate in the Management Training program, as instigated by Bill Jauregui, Vice-president of the WIH de Venezuela properties.

FOR John and Luis, it represented six months of intensive class room and on-the-job training. Their participation began in Hotel Management at Cornell University through scholarships sponsored by WIH de Venezuela and Conahutu--the government agency owning the hotels. This was followed by practical on-the-job training working for specified periods in various departments at the Olympic. In New York they would study the wholesale tour business and work with the staff of the New York Regional Sales Offices. The two young men began their hotel careers at the same time, September 1968, as trainees with the Maracay resort hotel in Maracay, Venezuela and both were transferred to the Avila in Caracas just prior to their training program.

Both young men are interested in an ultimate goal of hotel management with a special interest in food and beverage operations.

Bonaventure Guests Swim, Skate at Winter Carnival



CLOWNS and kids enliven Bonaventure rooftop winter carnival.

WHERE ELSE can you ice skate and swim at the same time--on a hotel rooftop and in the dead of winter?

If you were a guest of the Bonaventure last January 15, you were invited to enjoy both on the hotel's rooftop gardens.

On that day the Bonaventure presented its first Winter Carnival, the "Carnival d'Hiver," for the pleasure of its guests and other invited Montreal citizens.

The occasion marked the opening of the hotel's open air skating rink, for guest use. Part of the stream adjacent to La Portage showroom lounge had been frozen over for this purpose. Carnival entertainment was provided by the "Fantasy on Ice" professional figure skating group with a skating exhibition.

To 'Visit' Makaha Inn -- Dial 'Hawaii 5-0'

THE many Western people who have not had the opportunity to visit the Makaha Inn in person now have a chance to do so--without even leaving home!

The "visit" will be via TV. A segment of the "Hawaii 5-0" adventure TV series was recently shot almost entirely at Makaha Valley and is scheduled for showing on your local CBS network station on Wednesday, March 11.

This segment, entitled, "Kiss the Queen Goodbye," will show the Inn's exteriors, the hotel's helicopter service and general views of the spectacular Makaha Valley including the beautiful Makaha Inn property.

Remember to check your local TV guide for exact viewing time. Of course, this can't beat an actual on-the-spot viewing, but it may help you become better acquainted with this Hawaiian member of the Western family.

Guests were also invited to make use of the hotel's outdoor swimming pool (maintained at a comfortable 80° temperature in the below freezing atmosphere) which can be entered via a heated passageway within the hotel. Guests who enter the pool between September 1st and May 1st receive membership honors in the hotel's "Order of the Polar Bear" club. They are presented with a parchment document that proclaims their membership in this exclusive club and states the air and water temperatures on the day they entered the pool.

It is with such guest pleasing innovations as these that the Bonaventure is earning a reputation in Eastern Canada as "the hotel that knows how."



JOANNE PUGH, Bonaventure P.R. gal, joins the Carnival festivities with two young members of the St. Lambert (a Montreal suburb) Pee Wee ice hockey team.

EDITOR'S INN BASKET

PLEASANT DREAMS. The Century Plaza has added another nice touch to assist retiring guests on their way to pleasant dreams. When the night maid turns down a bed she has been instructed to also turn on the background music before she leaves the room. The effect of coming into a room with quiet, soothing music in the background, the bed invitingly turned down, and a "goodnight mint" on the pillow has caused more than one delighted guest to skip the late, late, TV show.

ANNIVERSARY "GIFT." The Canadian Province of Manitoba is celebrating its Centennial this year and Western is there with a handsome "gift" for its capital city of Winnipeg. It's the ultra-luxurious Winnipeg Inn, scheduled to be unwrapped sometime this summer. The 18-story, 250-room hotel, already topped off as part of the city's booming skyline, presents a fitting acknowledgement to the area's 100-years of progress and future growth.

According to the Inn's FRONT! correspondent, Sandy Irwin, conventions have already been booked through till 1978. Many of them will be coming into Manitoba for the first time since it is only now, because of the Inn, that there are adequate facilities to accommodate large sized groups.

One of these, booked for September, is the Wartime Pilots and Observers Reunion, scheduled as the largest of its kind anywhere. Among the more notable guests expected to attend is Actor, Richard Burton (and, as a longtime "observer" of a different sort, Sandy is hoping that the family plan rates will also entice a reservation for the celebrated Mrs. B.).

LOST AND FOUND. From the Trust House Group publication, INDOORS, we chuckled through an amusing article on the incredible variety of items left behind by departing guests. Aside from the usual personal items, one hotel's recent inventory included a pearl handled loaded revolver, a leather beating strap and a car (it seems the owner couldn't complete his payments and thought this the best way to dispose of his problem). One of the more startling discoveries, however, was a complete set of dentures, carefully wrapped in a napkin and left on a side plate in the restaurant.



NEWS PICTORIAL



PARTY ANYONE? The Ilikai Hotel's Employees Council recently elected this new slate of officers from left: Barbara Pang, Vice President; Ben Bottelo, President; Jackie Mau, Treasurer and Babette Galang, Secretary. The Council consists of a representative from each department and its primary purpose is to plan social events for the hotel's 1,000 employees.



BARBARA AND PIERRE. No, not that Barbara . . . but Barbara Raymond the attractive lifeguard for the Bonaventure's swimming pool, with Canadian Prime Minister, Pierre Elliott Trudeau. Trudeau was a guest of the Bonaventure in late January.

"YOU CAN GET ANYTHING YOU WANT AT KLAUS'S RESTAURANT". Alice Brock of Alice's Restaurant fame (including a current movie and popular song of the same name) discusses recipes with St. Francis Executive Chef, Klaus Scheftner. Alice was a guest of the St. Francis while in San Francisco to publicize her new cookbook appropriately titled, "Alice's Restaurant Cookbook".



MIYAKO "ORIGINAL" Further proof of the happy results that can be achieved from East-West culture combinations is exhibited by the new uniforms for the Miyako (S. F.) Hotel Maids. The costume consists of a basic shift dress (Western) in a variety of colors topped by a cover-all apron (Japanese) with kimono-like sleeves. Katie Reisinger, above, Executive Housekeeper of the Miyako models one of the new uniforms which she describes as "comfortable, yet pretty . . . colorful and feminine".



DEAR ANN LANDERS: While passing through the lobby of the Northern I saw you in company with two men — neither of them your husband. Can you explain? "Nosey". Dear "Nosey": The two men were gracious hosts Brent MacDonald and Arthur Beaulier who with Desk Clerks Margret Haggerty and Gail Haggerty were welcoming my arrival at the hotel. (For further details, send a self-addressed, return envelope . . .)



POT LUCK. Gals of the WIH Marketing and F&B Division offices in Seattle help themselves to a pot luck luncheon in their coffee room. Each of the girls contributes one item to the menu for these popular bi-monthly luncheons. Dishing up from left (with back to camera) are Karin Eger, Dorothy Johnson, Joyce Andrews, Doris Odum and Sharon Davidson.



HOW YOUR HOTEL OPERATES

“WHAT’S IT ALL ABOUT, ACCOUNTING?”

IT’S PAYDAY . . . and you’ve been handed your full (well, more or less) paycheck.

A glance at the deductions columns and you abruptly stop humming. “That’s what it’s all about, Alfie.” For a moment you consider having a few words with those guys in accounting. But after a more studied analysis of the information on your check you realize that “those guys” are right again . . . and to the penny!

While payroll handling illustrates one area in the department’s pursuit of accuracy this same dedication applies throughout its vast scope of hotel accounting activities.

It must have to be because through the department flows the mainstream of the hotel’s vital operational lifeline . . . the reliable and accurate measure of its state of health as a business.

To the hotel manager the department reveals and projects many of the guidelines necessary in the success of his operation. Every other hotel department without exception is dependent upon its guidance and services. Each employee is personally affected in the regular receipt of the above mentioned paycheck and in its handling of his various benefits.

To the hotel supplier it offers payment assurance for any business transaction. And to the charge guest, the department offers the means for the convenience of paying his account.

Because of the difference in size and other local factors involved perhaps no two hotel accounting departments operate in exactly the same manner. However, for this article, we have selected the accounting operations of the St. Francis hotel to illustrate some of the common basics of a department’s daily operations.

DEMANDING PROFESSION

The St. Francis staff members, like those in other Western properties, are highly trained, professional people skilled in the complexities of today’s accounting operation demands. These qualifications must especially apply to the head of the department—the Controller. At the St. Francis this is **Walt Ketterling**. (Walt is

also a member of the WIH Accounting Practices Committee.)

As department head, Walt is well versed in all phases of its accounting functions since his responsibilities are also administrative. He is entirely familiar with the duties and responsibilities of each member of his dozen or so staff members. Further, as the direct liaison with the hotel’s management, he must work closely with the Manager and have a clear understanding of the hotel’s entire operations.

He is involved in all accounting controls within the hotel including its cash flow, budgeting and in the preparation of the various hotel and corporate office reports.

He also helps to prepare the yearly hotel forecast (now scheduled as two-year forecasts) from information assembled from the various operating departments such as Rooms, Food and Beverage, etc.

Other regular reports he is responsible for includes the monthly financial and Operating Statement, Receipts and Disbursement Reports and Quarterly Budget Reports.

Working directly under Walt as his second in command is the Assistant Controller, **Bob Berry**, a fairly recent appointee to the department. Bob assists in the supervision of the department and in its general accounting functions. One of his main responsibilities is the preparation of the all important monthly profit and loss statement.

DAY BEGINS AT NIGHT

A day in the life of a hotel accounting department actually begins during the night. It is during these dark hours that the Night Auditors (usually considered Rooms Division personnel) have been busily auditing the revenue sales taken in by the hotel for the past 24 hours. (These daily sales may include actual cash received, room charges on a current guest’s account, and credit card charges which are to be billed.)

This information is transferred to the accounting department in the morning for further handling and posting. The Night Auditor’s summary of the day’s sales and a complete room status report along with a comparative analysis with the month and year before is presented in the Daily Report to the hotel Manager.

Meanwhile, Accounting’s General Cash-

Grateful acknowledgement for source material assistance in the preparation of this feature on hotel accounting department operations goes to Paul Matteucci, WIH Hotel Division Controller, and to St. Francis hotel Controller, Walt Ketterling and his staff.

ier has made the rounds of the cash vaults and the Front Desk and Food and Beverage areas to collect the funds deposited by these area Cashiers. They also distribute the necessary cash for the day’s operations. The General Cashier is further responsible for the daily audit and analysis of cash receipts and house funds and handling of daily bank deposits.

MONEY IN

All daily cash and charge sales data reaches the desks of the Revenue Clerks. It is their responsibility to analyze and allocate these amounts to their proper departments for bookkeeping entry, i.e. food, rooms, beverages, etc.

The morning’s mail has brought in a flood of payments or partial payments of accounts from charge guests. This requires the proper posting and handling by the Accounts Receivable staff members.

An important member of the Accounts Receivable staff is the Billing Clerk whose principal function is the preparation of guest statement billing. The Billing Clerk is additionally concerned with the rental charges, etc. of the hotel’s sub-tenants.

Then there are account due payments that don’t come in the morning’s mail. As a matter of fact, they may be long past due and it is then the responsibility of the Credit Manager to track down the payments. Routinely, this requires a notification letter but at times, firmer measures must be taken. The Credit Manager also maintains the credit policies of a hotel, seeks to clear up bad checks, and establishes lines of credit for guests of the hotel.

Various machine equipment is necessary for the expedient handling of certain accounting procedures. Among these are the bookkeeping machines manned by trained operators who use them for posting information from one ledger to another and for preparing payrolls and checks.

Handling payrolls for both salaried and hourly-wage employees is, of course, one of the more familiar functions of the department. The hourly-wage employee payroll is the responsibility of the hotel’s Paymaster, whose offices are usually located near the employee time-clock and

Through them flows the mainstream of the hotel's "lifeline".

SOME OF THE ST. FRANCIS HOTEL ACCOUNTING DEPARTMENT STAFF MEMBERS



ELLEN STRETCH
Accounts Payable Clerk



WALT KETTERLING
Controller



T. VINCENT LANE
Night Auditor



SALLY WEST
Revenue Auditor



SIGRID BISACCIA
Accounts Receivable
Clerk



JOHN HOULDSWORTH
Credit Manager



ROBERT BERRY
Assistant Controller



DORIS SNYDER
Secretary



MARLYN SMITH
Bookkeeping Machine
Operator



BILL GORLEY
Paymaster

check-in area. Salaried employee payroll is administered by the Payroll Clerk located within the department offices.

MONEY OUT

As with any other business, money is a matter of "out go" as well as income. Literally dozens of hotel purchases are made daily as any hotel purchasing agent will testify. This would include equipment and supplies, Food and Beverage items, Advertising costs etc.—items necessary in the operation of every hotel department.

Records of all these hotel purchases are handled by the Accounts Payable people. They are charged with the clarification of all expenses and auditing all invoices, classifying them for expense category and payment. They also maintain the records for all of the hotel's operating expenses.

Some of the larger properties, such as the St. Francis, have a Secretary Assistant for the Controller. In addition to her general secretarial duties she may be assigned to typing financial statements, travel agent commission checks and labor reports.

In some hotels the daily labor reports are prepared by a Cost Controller, who also assists in the staff planning for department heads and works on Food and Beverage costs controls.

DAILY REPORTS

At a specified time during the day, usually by early afternoon, a Daily Report is prepared and distributed to the hotel Manager and others including the department heads. The information contained is gained from the Night Auditor, Revenue Auditor and Cost Controller reports and is normally prepared by a Re-

port Accountant or Accountant Statistician. Its purpose . . . to give management and department heads a current tangible accounting of the all-over and specific hotel operations not only for the day but as a comparison with other specified periods. This group is also supplied with a weekly report recap affording a broader over-view of their operations.

The foregoing presented only the briefest highlights of accountings operations and may not necessarily pattern all hotel procedures. The point is that the preparation of paychecks is only a small part of the many and complex activities for which these fellow department employees are responsible. Their efforts have often gone unsung, but their evidences of productivity, technical skills and contribution towards the hotel's successful operation cannot be too highly rated.



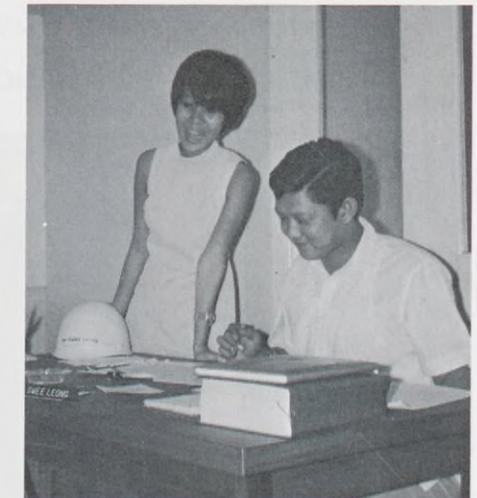
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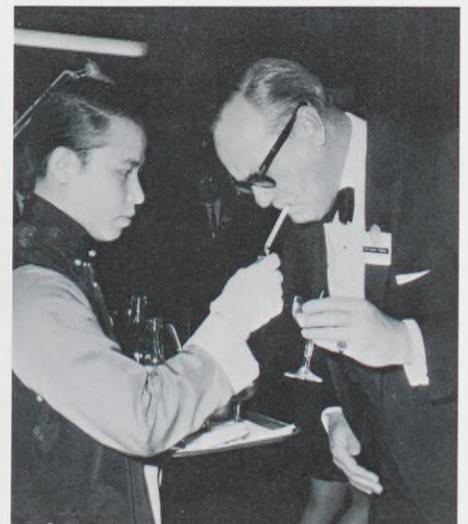
MEXICO CITY — The Camino Real in Mexico City recently established a library and reading room for the benefit of hotel employees. The inauguration of the library opening included the ribbon cutting ceremony above. Among those participating from left: Margarita Ramos, F&B Executive Secretary; Joerm Sroka, Director of Operations WIH de Mexico; Francisco del Valle, Personnel and Industrial Relations Director; Alfred Freudenthaler, Vice-President, WIH de Mexico; and, cutting the ribbon, Jean Berthelot, Managing Director of the Camino Real.



QUITO — Ecuador's Finance Minister checks into the Colon Internacional with the friendly assistance of Front Desk staffers Sonia Egas (on phone) and Eugenia Aviles.



SINGAPORE — Two new members of the Shangri-La Hotel sales staff are Hazel Ferroa, Sales Secretary and her boss, Sales Manager Tan Swee Leong, above. Both are Singapore Citizens and are looking forward to the Shangri-La opening this winter.



HONG KONG — Waiter Lee Kwok-Sun, of the Miramar hotel's Mandarin Theatre restaurant, lights up for His Excellency! The gentlemen at right is Sir David Trench, the Governor of Hong Kong, who was attending the Annual Banquet of the Federation of Hong Kong Industries at the hotel. Over 1,000 persons attended the gala affair held in late January.

MEXICO CITY — On December 12 the staff of the Alameda Hotel celebrated their eighth anniversary with party festivities that included the presentation of 5-year pins to 25 employees. The hotel now boasts 170 employees with five or more years of service. Alameda Manager, Ulrich Schwartz (left) enjoys a slice of cake with particular approval for the service. At lower right is a pastry model of the hotel topped with eight candles.



FAMILY FEATURES

Recipes I Like Best

TOKUSABURO TANAKA, Chef General de cuisine and director of Tokyo's Palace Hotel, has plied his trade for nearly 60 years but modestly proclaims, "I'm still learning." He adds that half the fun of his business is creating new and interesting dishes.

A frisky 69, Tanaka is widely recognized as the master of French cuisine in Japan. He has been associated with the Palace for more than eight years and the hotel is now recognized as the finest in Tokyo for French and other western cuisine.



CHEF TANAKA

In the true European tradition he began his career as a potato peeler at the age of 13. When he became convinced that his future could be found only in the kitchen he was determined to learn how French cuisine was prepared by the masters. Accordingly he obtained a position in the famed Ritz in Paris where, for three years, he studied under the finest chefs in the world. There he acquired skills that lifted him to the top of his trade in Japan.

SIX DINING rooms at the Palace are supervised by Tanaka. These include two excellent restaurants, a grill, Viking room, a Japanese restaurant and a coffee shop. In addition to watching over his staff of 160 he somehow manages to find time to teach a cooking class for future brides at Tokyo Kaikan. He describes this task as one of his most pleasant extra activities.

A current book, "The Art of Preparing Western Cuisine" in Japanese, authored by Tanaka, is a best seller and one of five books he has written on such subjects as Menu Planning and French Cuisine. His dictionary of French cuisine terms translated into Japanese can be found in practically every major Japanese restaurant kitchen.

His only non-cooking hobby is baseball, and he is an avid fan who roots wildly for his favorite team, the Yomiuri Giants.

LOBSTER AU CHAMPAGNE

Six servings

INGREDIENTS:

3 cups lobster meat
Salt and pepper to taste
2 tablespoons oil
1 tablespoon butter
3 tablespoons brandy
3 cups champagne
2 cups fresh cream
1/3 cup bechamel (white sauce)
6 cups sliced truffles
3 cups buttered rice

METHOD:

Cut a lobster lengthwise in half and remove corail (gritty substance) and entrails; strain the corail. Season the lobster with salt and pepper. Melt butter with oil in a pan; dip lobster into it and saute.

Add brandy and burn the alcohol; add champagne and simmer fifteen minutes; remove lobster and boil down the remaining soup and add the strained corail; mix with bechamel and fresh cream and simmer again. Dish up the lobster and add sliced truffles on its head; add sauce, serve with butter-fried rice in separate dish.

FUNNIES

Once we talked out our problems over coffee and cigarets . . . now they are the problems.

* * * * *

Overheard at the Bar: "I'm through listening to reason. It always means listening to something I don't want to hear."

* * * * *

Maybe things on the moon aren't so different from things here. After all, the astronauts had to drive an extra four miles to find a parking space.

* * * * *

TRAFFIC FATALITY EPITAPH

He looked — she didn't
He is — she isn't.

* * * * *

Back at the Bar again: **CUSTOMER**, "A dollar sure doesn't do as much for us as it used to." **BARTENDER**, "Yep, but then you gotta remember that we don't do as much for a dollar either."

* * * * *

And, back for one final round: "I started out just drinking when I was thirsty. Now, I drink other times too so I won't get thirsty.



WIH 40th Anniversary Photo Flashbacks



Back in 1931, this smartly groomed group of Bellmen and Door-men helped establish the Cosmopolitan's reputation for friendly, efficient service continued to this day. It was also the era when "front" was a word used at the front desk to request a bellman's services for a registering guest, and from which this publication gets its name.



PHOTO ALBUM

"Paris Decrees Hemlines To Mid-calf Length"

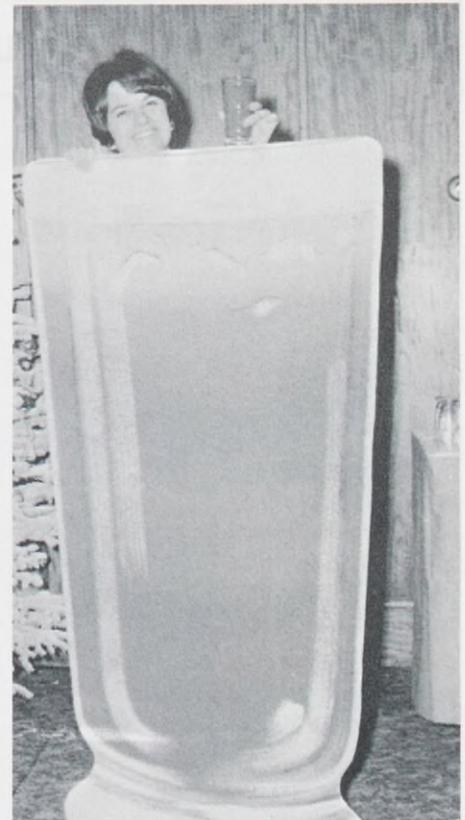
(FASHION NEWS HEADLINE)



"Why, I even wear my mumu shorter than that!" Kuulei DeClercq Goodwin, Ilikai Banquet Manager.



"Well, at least my apron length will be in style." Johnny Cheng, Cook at Bayshore Inn.



"Excuse me while my dressmaker tacks on a few inches of ruffle." Linda Abercrombie, Sales Secretary, Calgary Inn.



"The vote was unanimous--keep the mini!" Space Needle Waitresses (L. to R.) Dorothy Pasqua, Alice Engstrom, Jean Dickerson and Lynne Lambert.



"Don't ask us--we're just new here." Newcomers to Western Service Design Division, Sharon Prieve and Gail James.



"But don't you think that would be a little TOO high." Caludia Potter, Waitress and David Whitney, Bartender of the Northern.



"Drat! First the stockmarket goes down, now. . ." Bob Lintott, Night Auditor, Imperial Inn.



"Oh fudge! That means no more resting my feet on the desk top." Tiffany Stewart, Sales office Secretary, Sir Francis Drake.



FRONT! SALUTES . . .

JEAN GERBASE — A Casual Suggestion — A New Career.



AN OFFHAND suggestion made by WIH Vice President, Joe Mogush, at a Cosmopolitan hotel Awards Dinner two years ago, started Jean Gerbase on an exciting new career.

Said Mr. Mogush (as Jean now recalls it), "Jean, have you ever thought of becoming a Housekeeper? I think you would be good at it."

Replied Jean, "No . . . but it sounds interesting. I'll think about it."

Jean thought about it—seriously.

At the time she had been working as the hotel's Executive Secretary for some six years. She had been hired four years previous to that as Credit Manager. A career minded gal with healthy ambitions, Jean is the type of person who enjoys meeting new challenges and opportunities. Before joining the Cosmopolitan staff she had a "glamour" job working in Denver's "Film Row" with the motion picture distributing industry.

"It was during this time that I worked for Western Service and Supply," she mentioned. Then added, with a quick smile, "No, not ours . . . it was a motion picture equipment supply company with the same company name."

Returning to the details of her present career, Jean admitted the more she had investigated housekeeping possibilities the more intrigued she became. It was after reading the American Hotel Motel Association hotel careers booklet that she found the direction she needed. She applied for the correspondence courses the Association offered, through Michigan State, that would establish her background qualifications.

ALTOGETHER she took nine individual courses ranging from "Supervisory

Housekeeping" to "Maintenance and Engineering." Each of these she passed with flying colors even receiving Special Distinction Award honors. With the completion of her last course in December, "Coaching and Training Techniques" she earned a total of 216 credits--50 credits more than is necessary for minimum qualification.

In December Jean was named Executive Housekeeper for the Cosmopolitan to fill the current department vacancy. In early February of this year she furthered her practical training in Seattle working and observing at the Olympic and Washington Plaza hotel Housekeeping departments.

Upon her return to Denver she will apply for membership in the Denver Chapter of the National Executive Housekeepers Association, and present credentials for her Housekeeping Certification.

JEAN FINDS her fledgeling housekeeping career exciting, demanding, and challenging but with its share of fun and surprises.

"It's unfortunate," she comments, "that not more publicity is given to the profession. I think it holds tremendous opportunities and personal rewards to any qualified career-minded woman, and it is one area where women can achieve top management status in the hotel industry."

As to her personal career goals, Jean hopes to make the Cosmopolitan Housekeeping department "the best in the company!"

"I'm fortunate to be working with an exceptionally great group of people," she enthused. "They're pleasant to work with, competent and very cooperative."

It may well be that this admiration is mutual. Jean displays a highly personable, self-assured and openly friendly nature coupled with a genuine interest in people.

Jean admits to one leisure-time "vice," that of playing duplicate bridge and plays at any opportunity. Such opportunities are not always as available as she would like, however, as her membership in several business and professional organizations take up a lot of her free time. Although she has made the "switch" she still maintains an active membership in the National Secretaries Association International. She explained, "I still have many friends who belong," then added with a smile, "besides it's a good hotel business contact."

ROSE ASSELIN — The Captain Is A Lady



SEATTLE's Space Needle Room Captain staff has recently added a "Rose" to its staff.

She is Rose Asselin, the first female employee to achieve such a position with this famed WIH restaurant.

Her appointment as of January 29, recognizes an eminently qualified background that includes eight years of service as an outstanding Waitress with the Needle. This

was also recognized, along with her many personal attributes, by her fellow employees who elected her as the Needle's Thurston-Dupar Award candidate for 1969.

Qualifications mentioned in the Award application included her, "cheerful attitude among employees, keen perception, perfectionism, willingness to do more than assigned tasks . . . considerate, courteous manner in handling and anticipating each patron's needs," among others.

These same attributes have helped win her many friends among Seattle diners during her almost 18-year career with the company.

SHE BEGAN her career with Western at the Roosevelt Hotel in Seattle in 1952 (then a WIH property) in that Hotel's Rough Rider dining room. When the property was sold in 1962, Rose was transferred to the about to be opened Space Needle Restaurant, the symbol of the emerging Seattle World's Fair.

Because of her years of experience and capabilities she had also been assigned the responsibility of training new waitresses for the restaurant.

Knitting, crocheting and sewing are among her favorite hobbies and when outdoors she can usually be found on one of the local golf courses.

Now, in her position as Captain, Rose feels she will find further opportunities to contribute to the Space Needle's fine quality service reputation.



The Golden Lion OF THE OLYMPIC

FOR many Seattle diners, one of the pleasures of visiting the Olympic's Golden Lion includes entering through its University Street entry . . . especially if it happens to be a chill or drizzly day.

The flickering welcome from the handsome carriage lamps that flank the identifying crest on the outer foyer wall heightens a sense of anticipation. Then, past the heavy wooden doors, he steps into an atmosphere glowing with warmth and elegance. With it, is the pleasant realization that he has entered a world that seems to be dedicated to the sole satisfaction of his dining out pleasures. The weather outside? . . . who remembers!

The Golden Lion has been affecting diners in this same way ever since it opened in 1960--regardless of which entry is used and the current weather conditions. It was one of the first of Western's speciality "atmosphere" restaurants created by the talented staff of the Western Service Design Department.

Today, it is firmly established on the Seattle dining scene as one of the city's most popular fine restaurants. (Both Esquire and Holiday magazines have cited the Golden Lion for its superb cuisine.)

The general theme, as originally envisioned, is East Indian. It represents the gentility of British Colonialism in the height of its glory.

This is reflected in the plush turn-of-the-century opulence of its decor. The walls are covered with a custom printed fabric in red and gold and accented with burnished walnut paneling. Banquettes, luxuriously overstuffed and in a dull red matching the wall decor, line the walls. Smaller tables seating is placed throughout.

The room itself, though fairly large, is separated into sections by walnut wood spindles and molded glass disk screens that establishes a feeling of intimacy. It is further arranged in two levels with stairs leading down to the cocktail lounge from the main dining areas. The "Lion's" hotel interior entry follows a spindle screened corridor off of the adjoining Grill.

"The Atmosphere, East Indian . . . The Mood, Romantic"



EVENINGS . . . EXOTIC

For evening dining, the formally dressed waiters add an exotic touch to their costumes--East Indian turbans in metallic gold. The room is softly lit. The mood, romantic. Four lovely girl violinists, the "Lionettes," provide a mood music background as they stroll through the various room levels. Accompanying the Lionettes is pianist "Tubby" Clark who also plays solo interludes and has been a popular room entertainer for the past eight years (21 with the Hotel).

But it is the quality of the dining that brings the guest back time and time again. The menu offers a varied and tastefully prepared selection deftly served by a cordial and well-mannered staff.

Dramatically presented flaming entries, served on sword or chafing dishes are among the more popular dinner selection. Popular also is its house speciality--the Champagne Dinner--featuring a fine menu selection enhanced by an equally fine champagne accompaniment.

The restaurant boasts one of the city's finest wine cellars . . . and one of its most knowledgeable Wine Stewards. He is Frank Ferguson who has been with the room for ten years and comes complete with the traditional Sommeliers gold chain, tasting cup and, in keeping with the room's theme, a gold turban.



GEORGE WOO, Golden Lion Room Manager and welcoming host

LUNCHEONS . . . LEISURELY

Luncheons draw many of the city's leading business and professional people to the Lion mingling with other downtown diners and hotel guests.

From 11:30 a.m. to 2:30 p.m. the cocktail lounge area is off limits to the fairer sex. It becomes a posh "gentlemen's club" . . . a masculine hideaway for the discussion of business with pleasure over leisurely dining.

Currently charged with the Lion's highly successful operation is Room Manager, George Woo. He has been associated with the restaurant since 1963, starting as Room Captain, and was named Manager in 1966.

George, a slight and pleasantly mannered individual, works with the quiet efficiency of a professional host. He appears to be everywhere at once . . . welcoming arriving guests, answering a reservation call, tossing a salad or artfully performing some table cookery for a special party, while all the time keeping a watchful eye to detail assuring that everything is running smoothly.

Working closely with George is his Assistant Room Manager, Eugene Vester. Eugene began his career with the Lion in 1963 starting as a Busboy. His, too, has become a familiar face with Room patrons since he has taken on the role as "assistant host" as of last October.

As the Olympic's Golden Lion enters into its second decade it does so with the deserved confidence of a well established dining reputation in Seattle and throughout the Pacific-Northwest.