



Tours, Social Events Highlight Opening

Winnipeg Inn Bows In

THE Honorable Saul Cherniak, Manitoba's Minister of Finance, signed his name with a quick flourish as he "registered in" as the first official guest.

Then, with a broad smile, he shook hands with General Manager **Arthur Oades** -- and the Winnipeg Inn was officially opened.

With this simple ceremony on Tuesday, September first, the 350-room Winnipeg Inn began its first day of operation as another proud member of the WIH family.

This incident, which occurred at 11:30 a.m., was followed by a luncheon at noon honoring approximately 400 of Winnipeg's civic and business leaders. Guests of honor at the luncheon from WIH offices included Chairman **Edward E. Carlson** and President, **Lynn P. Himmelman**.

THAT evening the Inn hosted a reception and hotel tour for some 1,500 of Winnipeg's leading citizens. With hotel employees to guide them, the group enjoyed a whirlwind preview of the hotel interior . . . that took them from the underground shopping concourse to the "Top of the Inn" cocktail lounge on the 20th floor.

Highlights enroute included a stop at the gourmet dining room, the **Velvet Glove**. The room, done in 18th Century Georgian style, is reminiscent of an



English country manor with its intricate walnut paneling, polished brass chandeliers, and its huge open fireplace.

IT WAS quite a different atmosphere that greeted these groups as they entered the **Stage Door** entertainment room. Here it was the golden age of show business that sparked the scene. Among the room decor "show stoppers" are five-foot illuminated drawings of such old time greats as Garbo, Chaplin, Valentino and W.C. Fields.

The time clock swung back to yet another era as they visited the **Cafe Lombard**. This is the 24-hour Coffee Shop in a setting that suggests the quiet charm of a Victorian garden.

Other tour stops of particular interest along the way included a "walk through" of the versatile and handsomely designed convention and meeting rooms including the splendid Winnipeg Ballroom; the enclosed roof top swimming pool; and glimpses into a few of the luxuriously inviting guest rooms.

AT tour conclusion, guests agreed that this was a most impressive introduction to the City's newest and most beautiful hotel property. Credit for the Winnipeg Inn's exciting interior decor goes to Senior Designer, **John Fikkan** and his associates under the direction of Western Service and Supply.

New Management Appointments

BILL BRYANT, former General Manager of the Georgia Hotel, was named WIH Vice President-Thailand and General Manager of the Dusit Thani Hotel in Bangkok effective as of August fourth.

The announcement, was made by WIH Chairman and Chief Executive Officer, **Edward E. Carlson**, who explained the move was necessitated due to a leave of absence now being taken by former Dusit Thani General Manager, **Warren Anderson**. Anderson had previously returned to the United States for a medical examination and had been advised by his doctor to go on a temporary leave -- 60 to 90 days -- for health reasons.

Bryant's successor at the Georgia is **Bob McCauley**, the former General Manager of the Imperial Inn.

Replacing McCauley as new General Manager of the Imperial Inn is **Fred Oakley** who had held the position as Director of Sales for the Georgia.

BRYANT has been with WIH since 1950 when he joined the staff of the Sir Francis Drake. Previously he had worked at various hotels in Florida. Subsequent promotions within Western had trans-

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(Above) **Bill Bryant** to Dusit Thani.
(Above Right) **Bob McCauley** to Georgia.
(Right) **Fred Oakley** to Imperial Inn.

front!

A monthly publication for the
employees of

Western International Hotels
Editorial, Offices

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

Chairman's Report



Western International further extends its hand of hospitality to travelers in Canada with the opening of the Winnipeg Inn on September first.

This is the sixth WIH hotel property to be located in Canada. Established hotels in Victoria, Vancouver, Calgary and Montreal have gained a recognition for quality excellence in all their operations. It is in this tradition that the Winnipeg Inn will also serve its guests in the city of Winnipeg.

Western International's hotel activities in Canada have enjoyed a long and pleasant history that began in 1930 with our association with the Georgia Hotel in Vancouver. Now, the opening of the Winnipeg Inn will, we believe, further strengthen the ties of this most desirable relationship.

We invite you to join with us in extending a warm welcome to the Winnipeg Inn as the newest member of our Western family.

And to General Manager Arthur Oades and his tremendous staff, our best wishes for their success in this new venture.

Chairman and Chief Executive Officer
Western International Hotels

Gabe Fonseca

COMINGS AND GOINGS

In-Hotel

These promotions at the Bonaventure: **George Torrani**, formerly Assistant Manager (Front Office) is now F&B Controller and **Jorg Neuenhaus** is named Assistant Manager (Front Office) from Desk Clerk . . . **Jim Henwood**, formerly with the Front Office staff at the Continental Plaza is named Assistant Cantina Manager and **Herbert Enzinger** is promoted from Banquet Sous Chef to Executive Sous Chef . . . at the Century Plaza, **Bernard Scherbaum** is promoted to Catering Manager from Senior Banquet Manager and **Bodo Lemke** from Convention Service Director to Director of Catering and Convention Service Director . . . these promotions at the Olympic: **Jim Stevenson** is named Manager of The Golden Lion Restaurant from F&B Controller; **Roger Hamilton** from WIH Management Trainee to Front Office Assistant Manager; **Ross Anderson** from Assistant Executive Steward to Executive Steward; **Lucien Moussier** is named Room Service Captain; **Sharon Davidson** from Sales Secretary to Secretary for General Manager, Al E. Schilling . . . at the St. Francis **Pat O'Brien** moves from F&B Cost Controller to Purchasing Agent.

Transfers

Transferred to the Winnipeg Inn prior to its opening were: **Al Rennie** as Assistant Manager from Grill Manager at the Calgary Inn; **Gerry Barteluk** as Assistant Manager from Senior Room Clerk at the Bayshore Inn; **Dale Der** as Director of Guest Services from the Calgary Inn; **Jean-Pierre Blottie** from the Bonaventure as Sous Chef; **Dace Barry** as Chief Kitchen Steward from Accounting Trainee at the Bonaventure; **Raymond Ho** as Assistant Supervisor of Services from Bell Captain at the Bonaventure; **Christian Leclerc** as Night Manager from Front Desk Clerk at the Bonaventure; **Curt Smith** from Management Trainee at the Bonaventure to Front Desk Clerk . . . **Thomas Gurtner** trans-

fers to the Bayshore Inn as Desk Clerk from the same position at the Olympic . . . appointed Executive Housekeeper for the Houston Oaks is former Executive Housekeeper for the St. Francis, **Ethel Frenzel** . . . **Jack Skinner** transfers from Director of Personnel & Cost Control at the Space Needle to Manager of the Beef and Oak Rooms at the Washington Plaza . . . **Rene Mouttet**, former Sous Chef at the Sir Francis Drake transfers to the St. Francis as Executive Sous Chef . . .

New

New to the St. Francis staff is **Daryl Francis** as Assistant Controller . . . **Bruno Haberettl** joins the Olympic staff as Sous Chef of the Golden Lion restaurant.

APPOINTMENTS . . .

(continued from page 1)

ferred him to WIH properties in Washington State, Alaska and Canada. He was named Manager of the Georgia in 1967.

McCauley joined the Western family at the Georgia Hotel where he held positions that included Assistant Manager, Director of Sales and Executive Assistant Manager. He was appointed Manager of the Imperial Inn in February, 1969.

Oakley began his hotel career as Front Office Desk Clerk at the Benjamin Franklin in 1959. He was later transferred to the Bayshore Inn working as Assistant Manager and Director of Sales. In 1968 he was transferred to the Georgia as its Director of Sales.

CARLSON'S announcement included best wishes of company officers in the continued success for these new appointees and anticipated the future return of Anderson when plans would be made to further utilize "his many years of excellent experience".

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, Marilyn Crawford; Avila, Mrs. S.Guzman Blanco; Bayshore Inn, Art Davies; Benson, Nelvia Turner; Bonaventure, Leona Dureau; Baranof, Mandy Dodd; Caleta, Marfissa Frias; Calgary Inn, Linda Abercrombe; Camino Real (Juarez), Miss Lourdes Lopez; Camino Real (Mexico), Carolina Mijares; Caravan Inn, Pat Sanders; Century Plaza, Jayne Kear; Continental Plaza, Audri Adams; Cosmopolitan, Carol Perry; Georgia, Mary Wade; Guatemala Biltmore, Jorge Senn; Houston Oaks, Pat Sells; The Ilikai - Makaha Inn Roberta Watson; Imperial Inn, Russ Revoy; The Miramar, Robert Yue; Miyako, S.F., Kristina Templeman; Northern, Con Carter; Olympic, Fran Vituli; Palace, Y. Yoka; St. Francis, Jane Dillon; Space Needle Restaurant, Larry Denenholz; Washington Plaza, Bob Hutchinson; Winnipeg Inn, J. Sandy Irwin; WIH de Venezuela, Amada Castillo; WIH Executive Office, Ruth McCloy; Western Service, Rose Shaffer; WIH Credit and Accounting, Irene Gellus.

Savings Bond Drive Shows 100% Gain



RECOGNIZED for his efforts as U.S. Savings Bond Chairman for the Cosmopolitan is F&B Controller, Bill Hagen, right. A U.S. Treasury official presents Hagen with an Award certificate.

ONE out of five WIH employees of U.S. properties are adding to their savings by purchasing U.S. Savings Bonds.

The impressive statistic was revealed following a survey of the results of the recent U.S. Savings Bond Drive during the month of June.

This means a 100% participation increase over last year according to Al Vettori, WIH Office Manager, who was charged with consolidating the program.

While involvement in the program showed appreciable gains in all properties, most outstanding was the participation record of the Cosmopolitan Hotel. With a total numbership of 238 full-time eligible employees (those with U.S. citizenship) 198 of these employees have signed up for a total of 83.77% participation. Included were 62 new sign-ups with the program as a result of the 1970 drive. This is in keeping with the Cosmopolitan's highly impressive record of previous drives.

A GREAT deal of the success of the Cosmopolitan's 1970 campaign has been credited to the efforts of Campaign Chairman, William Hagen, Food and Beverage Controller for the hotel, and through the able assistance of his department captains.

Vettori also credited similar sales efforts by campaign chairmen and their crews in the other properties as well as the interest rate rise in the bonds from 4 1/2% to 5% as among those factors contributing to the success of the 1970 drive.

Fire Fighting Drills For Imperial Inn Staff

THE threat of fire is now just a "big put down" for staff members of the Imperial Inn.

As a result of a recent, practical demonstration on fire fighting techniques, Inn staffers have now been alerted to the proper procedures of fire control.

The demonstration program, conducted by the Victoria Fire Department, was the first of its kind offered for hotel personnel of that city. It was held on the hotel grounds and began with a lecture on fire fighting and prevention theory by a fire department authority.

This was followed by actual demonstration of various type of fires with employees given the opportunity to handle the proper equipment necessary to extinguish each type.

The success of the program was enthusiastically acknowledged by former Imperial Inn Manager, Robert McCauley and the fire department's Lt. R. Warner, who conducted the classes.

A similar demonstration program is scheduled for this winter with plans for repeating them semi-annually.



JANE ELWORTHY of the Imperial Inn Housekeeping Department, learns to operate a piece of fire fighting equipment in putting out the demonstration fire.

All U.S. properties and offices participated in the drive during this same period except for the St. Francis hotel which has scheduled its drive this month (September).

Hoteletron Link With WIH Mexico Offices



SYLVIA BERG (seated center) instructs the crew of the WIH de Mexico Reservations offices on the operation of the Hoteletron reservations equipment.

AS OF July 24th Hoteletron terminal equipment for sending and receiving hotel reservations has been installed and in operation in Mexico City.

Two installations were made -- one at the WIH de Mexico Sales and Reservations Offices (located in the Camino Real) to service all Mexican properties and the other at the Camino Real Hotel Reservations Offices.

Leticia Arratia is Reservations Supervisor for the WIH de Mexico Sales and Reservations Center and Ignacio Tejera heads the Camino Real Reservations department.

This installation represents a long anticipated and very vital extension of Western's reservations system reports Sylvia Berg, WIH Reservations Supervisor. Mrs. Berg had gone to Mexico City during the installation to assist in the personnel training and implementation of the system.

PREVIOUSLY, reservations for the Mexico properties, received outside of the country, were processed through the Central Reservations offices in Seattle. In turn they were forwarded to Mexico by mail or via Telex resulting in some delay.

Now, with the installation of Hoteletron in Mexico, City, the reservations for the Mexico properties can be processed without delay by telephone or telex to the respective hotels.

The Hoteletron installation also offers a new instant confirmation convenience for travellers from Mexico who wish to make reservations with any other WIH hotel or affiliated property.

Stampede Visitors Live It Up At Calgary Inn

A VISIT to the Calgary Inn has become a not-to-be-missed tradition for many visitors to the annual Calgary Stampede.

Inn staffers, many dressed in Western regalia, seem to radiate a particularly warm welcome as they greet visitors and guests from all over Canada and the U.S. Each year, the Inn itself, schedules special activities to celebrate the event.



At 8 a.m. each morning a Chuckwagon rolled to a stop in front of the Inn and dished out free flapjacks and bacon to hotel guests and passers by. Above, Calgary Inn Doorman, Bill Stewart, is first in line for service.

As this year's Stampede, held in late July, the Inn once again proved itself as Calgary's non-stop "fun center". From early morning Chuckwagon breakfasts to the final nightcap at the Owl's Nest, this was where the action was.

Two of these activity highlights were captured in film by FRONT! Correspondent, Linda Abercrombie, and are presented below:



Audience participation square dancing is led by staff members, Marie Beaudry (center) and Linda Abercrombie (left) with music provided by the Chapperells Western band.

EDITOR'S INN BASKET

BETTER COMMUNICATIONS. Roberto Niederhauser, formerly of WIH de Mexico, is now managing Trader Vic's at the Cosmopolitan. But that's not the item. What's making news is his new news column appearing in the hotel's publication, HOME FRONT. It is written entirely in Spanish for the benefit of Spanish-speaking employee readers -- a "better communications" idea that other WIH hotel publications might want to pick up.

* * * * *

PARKING . . . FOR 100 DOGS. The hotel doors swung open and as the startled guests watched with mouths agape, a Malamute dog team guided by its "musher" swept into the lobby, did a 360° turn then dashed out again into the snowy night.

This was one of the many colorful incidents as reported in the "A/W LOOK", a publication of the Anchorage-Westward Hotel, in reviewing some of its early history.

According to LOOK, while dog sleds -- at least in downtown Anchorage -- are pretty much a thing of the past, they figured prominently in the Anchorage hotel's early life when it opened in 1915. The hotel was equipped to accommodate both owners and their dogs and about 100 stalls were provided for the dogs at a minimal fee. Each owner cared for and fed his own team. Owners could sit in the lobby and watch over their dogs as they visited with other guests.

Today, as the citizens of Anchorage anticipate the construction of the 22-story A/W tower addition, we're sure many an old timer will also be looking back with some nostalgia to the days when one drove up to the hotel entrance by Malamute instead of by Mustang.

* * * * *

SUDDEN THOUGHT . . . While traveling via United Airlines and taking particular note of the flight's particularly attractive stewardesses . . . just how far does our "kissing cousins" relationship (as everyone seems to refer to it) with UAL, Inc. extend?

* * * * *

BIG SPENDER . . . From the Continental Plaza's employee publication, BACK, comes the story about the salesman who returned after 6 weeks on the road and presented his expense account to his boss. "What's this big item here on your account?" growled the boss. "Oh," replied the salesman, "that's just my hotel bill". "Well," grunted the boss, "just don't buy anymore hotels!"

MATTIE ROBINSON — Space Needle "Bar Belle"



MATTIE mixes one up.

IT WAS bound to happen sooner or later . . . even unto WIH.

And it was the Space Needle who was first to break precedent when it recently appointed its first Bar Girl. Traditionally, within Western anyway, the position had always been a staunchly male stronghold.

But when a Bar Boy left creating an opening, innovative Space Needle Manager, George Johnson, seized upon the opportunity to experiment with the dis-staff side and selected Mattie Robinson

as replacement.

This bow to the fairer sex couldn't have happened to a nicer gal. For the past five years Mattie had worked on the "other side" and had become recognized as a very popular and efficient Room Waitress. While she was content with her waitress position, she was intrigued with the Bar Girl idea and decided to give it a try. Now, having held the job since June first, Mattie enthusiastically states, "I enjoy the work very much".

HER NEW routine behind the service bar keeps her busy washing glasses and dishes, putting up supplies, keeping the bartender stocked with liquor and ice, and occasionally mixing a drink. As to the latter she admits, that "the most difficult drink to prepare has been our 'Space Needle' ". But practice is making perfect and she has already set her sights on becoming a fully qualified bartender some day.

Mattie and her husband, Curtis, have been married eight years and have three daughters, Pamela, Towanna and Mary Jane. At home she enjoys sewing, cooking and spending time in the park with her family.



NEWS PICTORIAL



CHOW DOWN — Anticipating what those great cooking smells have been all about is this chow line of Caravan Inn employees. It was all part of an evening of food and fun celebrating the Caravan Inn's Annual Employee Party.



SEA FESTIVAL — Staff members of the Bayshore Inn "welcome aboard" hotel guests in town for the annual Vancouver Sea Festival. Sporting crew shirts to celebrate the occasion are these Front Desk employees from left: Mark Ward, Glennys Deering, Sandra Casey, and in "civies", Murray Atherton.



THE HONEYMOONERS — Recently wedded WIH Senior Vice-president Harry Mullikin and his lovely bride, Judy, find the Camino Real Puerto Vallarta the ideal "Honeymoon Hotel".



SEAMSTRESS — Joy Bryant, Chart Room Waitress at the Anchorage-Westward, models one of the new uniforms worn by Coffee Shop Waitresses. Joy also happens to be an excellent seamstress and is credited with making all of the new uniforms (bright yellow and trimmed in black) displayed on the rack in the photo.

DISTINGUISHED — The Century Plaza Spirits and Gourmet Shop was singled out for the Distinguished Certificate of Distinction Award for "extraordinary appearance and outstanding operation throughout 1969" by the Brand Names Foundation of America. Albert W. Saltiel (left), Manager congratulates David Montrose, Assistant Manager, upon receiving this distinction from among 100,000 liquor stores throughout the nation.



DIPLOMA — Bill Mollet, Jr., Cook at the Washington Plaza, receives his diploma from the Educational Institute of the American Hotel & Motel Association after having successfully completed 13 of its courses. Bill was also presented with a \$25.00 Savings Bond from the Washington Plaza in recognition of his efforts. At left, Executive Chef, Tony Ruegg looks on while General Manager, Lee Jenks makes the diploma presentation.



QUEENS — Northwest Cherry Sweetheart, Colleen Fibin, and Seattle Seafair Queen, Cynthia Turbak receive "royal treatment" at the Space Needle Restaurant from Executive Chef, Rolf Schmidt. A special dessert to delight the royal tastebuds was an elegant Cherry Charlotte to top off the luncheon personally served by Chef Schmidt.



... by telephone Hoteletron and mail



KATHY GOSNEY accepts a reservation by phone and notes all essential data on an internal reservations form.



COLLEEN SODERQUIST checks an incoming Hoteletron reservations message.



PATTI SMITH assists in opening the morning's reservations request mail.

with these film records. Maintaining this guest history file is also usually a Reservations Department responsibility.

In many instances, a room deposit will accompany a written reservation request. Reservationists will indicate the amount of the deposits on the confirmation form and Kardex card and the deposit checks are then forwarded to the hotel cashier with proper notations.

In all cases - whether a reservation is received by mail, phone or through the Hoteletron system - a duplicate record is kept and filed according to guest arrival dates. In one area are the written correspondence requests, telegrams, internal reservations forms etc., matched in the Kardex files by the Kardex card data.

Occasionally, a reservation must be regretted -- the hotel is booked to capacity or a specific room type requested may not be available. A suggestion is then made to book the guest at another WIH property, if any, in the same city. These reservations requests may also be answered on a "accommodate or locate" basis. This means the hotel will either have a room when the guests arrives (as a result of a possible cancellation or early check out) or it will find space for him at another hotel. If this is not acceptable, other reputable hotels are suggested where reservations may be available. In any case, every effort is made to accommodate the guest for his requested arrival time.

CHARTING

How does a hotel's reservations department know which of the hotel's rooms are available at any given time?

A practically fool-proof department system, known as "charting", reveals at a glance the hotel's room accommodation situation for months in advance. Charting actually ranks as one of the department's most important functions. It provides hotel management with one of its most reliable occupancy forecast guides as well as the necessary information on its current status.

Large charts are prepared for each month indicating the days of the month and total number of rooms by category in a series of squares. Two or three times a day, reservations Kardex cards are collected from each reservationist and sorted by date order. The Reservations Supervisor then marks on these chart squares the rooms reserved for those days and the letter "C" is then marked on the Kardex confirming this charting.

RESERVATIONS

GROUPS

Conventions, tour groups or other group reservations, as submitted by the Sales Department for instance, are indicated by outline blocks (and usually marked in a different color) on the chart for the number of rooms requested. Then as the individual reservations come in from delegates, they are confirmed on the chart with a mark within the block. A reservation girl is assigned the responsibility for coordinating a group reservation activity with Sales and the group's representative. At a specified cut-off date, any remaining rooms not taken are released to general inventory.

Occasionally, the reservations department will receive a special request for a certain type of room -- a suite, a connecting room a particular view room or even a specific room number. If such rooms are available, they are "blocked" by the reservationist. That is, a separate card (called a "block" card) is prepared and sent to the Front Desk to be placed in the room rack. This indicates to the Front Desk personnel that this room or rooms must be reserved for the indicated date and are not to be sold.

Twice a week at the Washington Plaza (oftener at some hotels) a seven day actual room count report is distributed to all department heads. This report originates at the Front Desk which lists all current check outs. The Reservations Supervisor adds to it all confirmed reservations and number of nights for each for the period. These reports not only assist the other departments in keeping current with projected occupancies but the reports also assist them in their staff planning for days and weeks ahead.

Requests are also received by the department for rate cards and brochures which are promptly forwarded to the writers.

SERVICE INTEREST

In addition to the previously mentioned qualifications of accuracy, courtesy and dispatch with which a reservations department must function, Arcele suggests that a pleasant personality, a

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RESERVATIONS

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good telephone voice and an interest in serving people are also important.

At the Washington Plaza, the department schedules meetings every two weeks to keep reservations staff posted on new procedures, rate changes etc., and to pass on current information on the hotel's operations and activities.

"On occasion, a prospective guest will ask about the hotel's featured entertainment, inquire about dining room facilities or will even request information on community activities and events to which the girls will have to provide satisfactory answers", says Arcele.

MOST EXCITING

"Really, I think the Reservations Department is the most exciting in the hotel . . . when you pick up a phone you never know who's at the other end and what sort of situation you'll become involved in. It may be a well known celebrity, the president of a large corporation, a local business secretary, a prospective groom with honeymoon plans or a housewife who is making reservations for herself and husband for a rare night on the town or a 'get away' weekend".

Smiling, she adds, "you also get people like this insistant shoe salesman who promised to bring one reservationist a pair of his latest style shoes if she would confirm his reservation on an already booked date. In fact, trying to convince people that we aren't 'hiding' a lot of spare rooms when the hotel is fully booked is one of our greatest challenges. The phone girls have to be firm yet courteous and tactful in convincing the guest that their really aren't any rooms available for that date or that a specifically requested room is really booked".

Then Arcele summed up the department's philosophy with this comment, "We are one of the first contacts many people will have with our hotel and we try to make these first impressions good ones. The department's sincere willingness to be helpful and its friendly attitude helps the guest anticipate what he may expect when he arrives at the hotel".



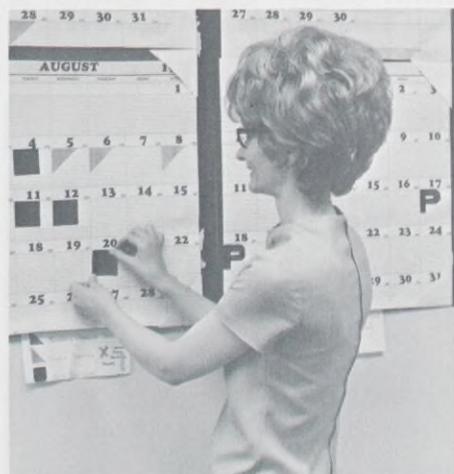
JUDI SALI key punches guest history information onto IBM tapes for conversion to microfiche.



JANICE RICHARDSON projects guest history information from microfilm onto screen.



KATHI BAILEY files completed Kardex card forms in rotary file.



ARCELE SCHIERMEYER, Reservations Supervisor, indicates booked room dates by placing a stick-on tab on wall calendar.



RESERVATIONIST Patti Smith and Reservations Supervisor, Arcele Schiermeyer, review the reservations control chart.

FRONT! INTERNATIONAL



HONG KONG — Recently, Hotel Miramar stock went public and by resolution of the Board, 10% of the issue, amounting to 535,000 shares, were allotted to the Hotel's 1000-odd employees at issue price. Above, Mr. C. W. Young (right), General Manager, distributes warrants for shares to staff members from left: Chef, Yu Man-Lok; Floor Attendant Sum Wei-Ming (seated), Room Attendant, Chan Wei-Ha; Tea Lounge Waitress, Yung Lai-Keng; Page Boy Chan Pei-Loong; and Porter, Wu Taun-Kwaun.



SINGAPORE — "That's where the Presidential Suite will be" explains Director of Sales and Marketing, Bob Chamberlin, to Miss Marianne Gauer, Interior Designer for Bent Severin Associates, assigned to the Shangri-La Hotel, and Tan Swee Leong, Sales Manager. Chamberlin is pointing to a model of what the Shangri-La will look like when completed in the Spring of 1971.

MEXICO CITY — Employees of the Camino Real Mexico City are given courses in the English language sponsored by the hotel and held in the employee library. Below are a group of those "pupils" who have passed the first semester course. Seated from left are english teacher, Vivian Worsedale; Lic. Francisco del Valle, Personnel Director; Roman Zapata, Resident Manager; Maurice Briquet, Assistant Managing Director; and English Teacher, Jesus Rios.



The Month Was Right, But About The Year—

FOR eight years the date of July 24 must have nagged the memory of a San Franciscan who had been a guest at the Guatemala-Biltmore in 1962.

Then this year, for whatever unknown reason, something must have joggled this guest's memory and the mystery connected with this July 24th date was resolved.

At least this may be one explanation of an incident involving the hotel and the guest as reported by **Jorge Senn**, Sales Manager for the Guatemala-Biltmore.

IT BEGAN in 1962, when a gentleman from San Francisco stayed at the Guatemala-Biltmore for one night and paid for his room by check. The check was later returned from the bank marked "Account Closed". A letter was sent to the guest (now back in San Francisco) from Hotel General Manager, **George Gonzalez**, explaining the situation and requesting repayment. The letter was dated July 24, 1962. Nothing was further heard from the guest.

Then in late July of this year the hotel received a check from this same guest for full payment of his account. The check was dated July 24, 1970 . . . exactly eight years later!

COMINGS AND GOINGS (WIH de Mexico)

Peter Voigt has been named General Manager of the Camino Real Puerto Vallarta. He was formerly with the El Mirador Hotel in Palm Springs, Calif. . . . **Alejandro Hernandez**, formerly resident Manager of the Camino Real Guadalajara, was promoted to Manager of the Virrey de Mendoza in Morelia . . . new Executive Assistant Manager of the Camino Real Guadalajara is **Gunther Spaeth**, former Manager of the Camino Real Tapachula.



FRONT FAMILY FEATURES

RECIPES I LIKE BEST

IT HAS been a long and successful culinary journey for **Rolf Schmidt** from his start as a teen-age pot washer at the Hotel Walhalla, St. Gallen, Switzerland to the top of the Space Needle Restaurant as Executive Chef.

Along the way, Rolf's European experiences included five years at several famous resort hotels in Switzerland and Sweden, such as the Hotel Seehof, Hotel de Bergues, Geneve, Hotel Bellevue and the Stora Hotellet. He even took his resort training to sea as second cook on a Caribbean and Mediterranean summer cruise ship. Then he migrated to Canada and served as first cook for the Canadian Pacific Railway.



CHEF SCHMIDT

From 1956 to 1959, he covered Canada from the Royal Alexandria Hotel in Winnipeg to the Chateau Lake Louise Hotel and the Vancouver Hotel. Late in 1959, he entered the United States and worked as first cook in Las Vegas.

The Berlin Crisis interrupted his career and he served in the 82nd Airborne for three years in Germany. He returned to Seattle in 1964, as executive chef at the Overlake Golf & Country Club, and on to restaurants in Aspen, Colorado and Topeka, Kansas.

THEN in 1967, Rolf joined the WIH family in Honolulu as Assistant Executive Chef at the Ilikai. He was appointed Executive Chef with his transfer to the Space Needle in March of this year.

Rolf and his wife, Anne, have a daughter, Kristina who is a year old. His hobbies are camping, hiking and piloting a glider.

As to the continuation of his "journey", Chef Schmidt looks to the future with the hope of becoming a Food and Beverage Manager in a WIH property.

Calf Sweetbreads A La Marechale (Sweetbreads are the thymus of the young calf. Before preparing them in any manner, sweetbreads should be thoroughly soaked in cold water, blanched, cooled and dried.)

METHOD:

Slice sweetbreads 1/3 inch thick in a slight angle fashion to achieve larger escallops. One portion should consist of 3 individual slices of approximately 6 oz. each. Season sweetbread escallops with salt and pepper, dredge in flour lightly, dip in beaten eggs, roll in bread crumbs and fry in butter. Garnish with white asparagus and mushrooms.

Add 2 more ounces of butter to remaining liquid, heat until golden brown and pour over sweetbreads.

Sweetbreads may be served with potatoes, rice with a Madeira or Bearnaise sauce.

FRONT! FUNNIES

First Secretary: "Did you wake up grumpy this morning?"

Second Secretary: "Nah, I just let him sleep in".

* * * * *

Irate father to son: "I sacrificed everything I had so you could study medicine -- now you tell me I have to quit smoking!"

* * * * *

Overheard in the bar: "Poor Jim had to leave home because too many people were picking on him . . . his wife, his girlfriend and his girlfriend's husband".

Flashback Feature

OR

ROOMS DIVISION, TAKE NOTE

IN 1911, the Hotel St. Francis inserted the following advertisement in the local newspaper:

"Our clerks have been carefully directed to please everybody and can unite in prayer, play poker, will procure the house doctor, or will shake for the drinks at any time, day or night; play billiards; are good dancers; amuse the children, repeat the preamble to the Constitution from memory; are good judges of horseflesh; know many jokes, good and bad ones; as a railroad reference, they are superior to any time-table; will flirt with any lady, young or old; can room five people in the best room of the house when the house is full; answer questions in Greek, Hebrew, Sioux, Irish or any other language; they can drink, smoke, chew, gamble, tell stories to ladies, gentlemen and drunkards; stare for minutes at new arrivals, etc."

Picture Quiz

Many of our WIH hotel properties have adopted personalized symbols of identification that is often used along with their hotel names on various printed materials. Last month we printed eight of these for you to try and identify. Here are six more. How many can you name?



(1)



(2)



(3)



(4)



(5)



(6)

ANSWERS: (1) Dusty Thant (2) Calgary Inn (3) Winnipeg Inn (4) Bonaventure (5) St. Francis (6) Benson.

Why Chefs Wear Those Hats

THE fashion was started in the 1700's by a cook named Vatel, first of the great French Chefs. At that time, kitchens of monarchs (and other nobility) had so many chefs that Monsieur Vatel started the vogue to distinguish the most important man in the kitchen -- the higher the hat, the more important the chef.

The original chef hats were pleated and worn straight up. Some chefs used to decorate their hats with medals they had won. August Escoffier, who considered himself superior to any chef, wore a black hat when he ruled the kitchens of the London Ritz.

In some areas the tradition has developed that when a chef resigns his job he merely puts his hat on the boss's desk and walks away. By the same token, a chef can be fired by the owner walking into the kitchen and removing the chef's hat. (Fair is fair!)

About Vatel -- well, he was a very temperamental and dedicated sort and the story has it that he committed suicide, humiliated by the fact that he ran out of a fish dish before everyone was served during a very important dinner he had prepared at the court of King Louis XIV.



Three additional reasons for enjoying the Imperial Inn's Grill and Lounge are found in Waitresses Vi Plamer, Helen Laboites and Hostess, Monica Klein.



Maybe it's a bad pun but Dave de Busman should really change his last name to "de Carman". After all he is Manager of the Benson's new car parking facilities located under the bank building and across the street from the hotel.



Enjoying an employee party and flashing smiles that have often delighted guests of the St. Francis Terrace Room are Room Waitresses, Akio Shigemura and Kay Handa.

PHOTO ALBUM



The social hour that preceded the Century Plaza's Employee Awards Dinner brings together these F&B staffers from left: Fred Wunneberg, Banquet Captain; Peter Blyth, F&B Director; Pam Fleurant, Banquet Secretary; and Bernard Scherbaum, Catering Manager.



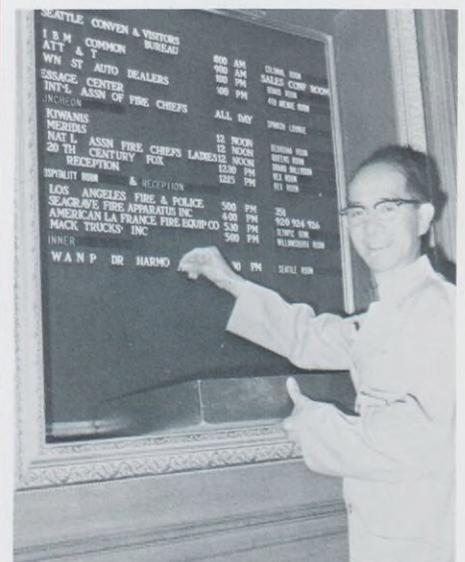
Marie Gandard is a new and friendly face behind the pantry counter of the Northern Hotel.



Taking on his new responsibilities with a smile is Christian Lallemand, recently appointed Assistant F&B Director at the Bonaventure.



What's the problem? Bill Daniel (center) Antlers Plaza Controller, supplies the answer to Assistant Controller Bob Seddelmeyer (left) and Insurance Clerk, LaVerda Lamaach.



Joe Noma, Olympic Lobby Porter, attends to one of his regular daily duties -- that of listing the hotel's calendar of events for the day.

The London Grill

OF THE BENSON

SINCE 1956 -- and for the fourteen years to date thereafter -- the Benson's London Grill has won top honors in HOLIDAY Magazine's annual recognition for dining excellence.

This unbroken series of annual HOLIDAY awards, in fact, was first presented when the London Grill was less than a year old . . . it opened in December 1955. By that time it had already established itself in the Portland scene as THE restaurant for fine dining in the city.

Now in its fifteenth year, and in spite of many good restaurants that have sprung up in the area, it maintains its number one position with even greater confidence.

IT IS not, however, the false confidence built on a past reputation. Rather, it is the confidence of experienced professionals . . . of a skilled crew that takes pride in its operation and in performing to the best of its ability and where even higher standards of excellence are a continuing goal. "HOLIDAY is, after all, just one judge," says Room Manager Seth Hill. "Each day the Grill must win the approval of the many more 'judges' . . . the guests that come here to dine."

GRAND ENTRANCE

The room is located beneath the lobby level of the hotel. It can be entered, "grand entrance" style down a sweeping flight of stairs or by a elevator to this lower level. Guests enter into an atmosphere that is comfortably "Olde English". A relaxed formality radiates from the warmth of oak paneling, leatherette upholstery and brass lighting fixtures. The high arched ceiling is lowered by being painted a dark color to effect a greater intimacy in what is a fairly large room. In addition, the room itself is broken by low wall partitions into more intimate dining areas.

At one end of the room is the London Grill bar used both as a service bar and with stool seating for patrons.

UNLIKE most WIH speciality dining rooms, (because the hotel has no breakfast room or coffee shop) the London Grill serves a three-meal day. Breakfast service begins at 6:30 a.m. and goes on to 11:30 when it is replaced by the luncheon menu, which is served until 2:30.

For both breakfast and luncheon, tables are covered with cheerful yellow cloths, the room lights are up and table

For Fourteen Years . . . A HOLIDAY Winner!



service is handled by an attractive female staff. The girls are dressed in adaptations of English bar-maid costumes of white aprons over dark dress and wear perky white caps.

IN THE evening the room takes on a more formal elegance. Tables are set with pink cloths. Dimmed room lights reflect off shining silver and sparkling crystal. The waiting staff, all men, are garbed in red jackets and black trousers or tuxedos. Bar Waitresses wear attractive and abbreviated Beefeater costumes.

Dinner is served daily from 5:30 to 11 p.m. (extending to 11:30 on Saturdays and closing at 10 p.m. on Sundays). Nightly entertainment is provided by pianist Stan Lasley who plays background piano selections each evening from 6 p.m. to 11 p.m.

HILL IS HOST

The very hospitable and amiable host for the London Grill is Room Manager, Seth Hill. Because the room is an all-day operation, Seth is assisted by both a day and evening assistant. The day Assistant is Howard Kimball and taking over during the evening hours is William Underwood.

Al Dobbins holds the position of evening Head Waiter.

SETH joined the Grill staff in 1957, two years after it opened, as a Waiter. In 1965 and now elevated to the position of Assistant Manager, he was transferred as Manager of the Gamekeeper Room of the Owyhee Hotel in

Boise. Two years later he returned to the Grill as Manager.

In commenting on the success of the Grill operation, Seth sincerely credits it to a total effort of the room staff, the kitchen and others in the hotel who have made significant contributions.

This includes the succession of "great chefs" he has worked with including the current Executive Chef, Kurt Bieri.

WINE SALES

He credits, to a great extent, General Manager, Basil Miaullis's keen interest in wines for the excellence of the hotel's wine cellar. "Fortunately, we also have a top man as our Wine Steward", Seth adds. "His name is George Gibson and he is a real expert on wines". Then he, proudly interjected, "You know the London Grill was the winner in the latest WIH Wine Selling Contest".

SETH also speaks with equal enthusiasm about the various members of his staff, many who have been with the Room for several years. He feels that the Grill's high incidence of repeat business is due not only to its superb food but also to the excellence of its service and a rapport that has developed between these regulars and the staff.

Just off the London Grill is a small dining room of somewhat more luxurious elegance known as the "Little London". It is used for private luncheons and dinner parties. It is especially popular with Portland business groups and must be booked in advance. Special menus are served as the occasion dictates and it is also serviced by the London Grill staff.

THE Benson Hotel bills itself in its advertising as "One of the few remaining great hotels". For the guest, a large part of this "greatness" is experienced daily in both the London Grill and in the Little London.



CORDIAL London Grill Host, Seth Hill is backdropped by part of the room's HOLIDAY Award plaque display.