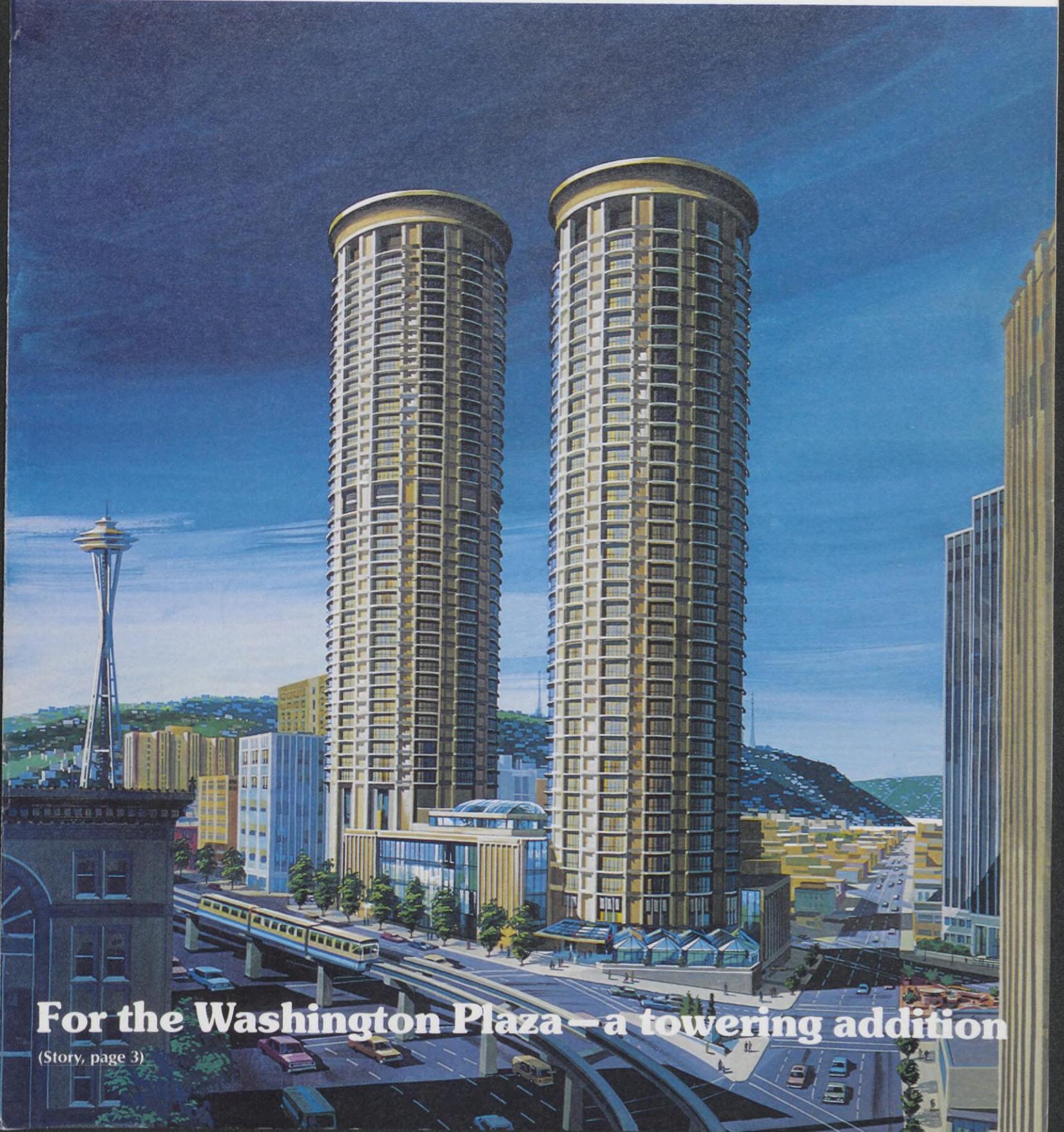


Front!

September, 1979

WESTERN INTERNATIONAL HOTELS



For the Washington Plaza — a towering addition

(Story, page 3)

In praise of praise

Nobody likes to have his or her work taken for granted.

We all know this, yet we sometimes fail to receive or give expressions of appreciation for our efforts or the efforts of those with whom we work.

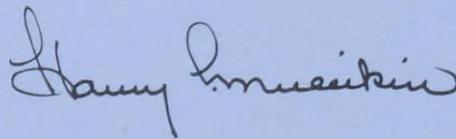
Few of us expect praise for everything we do. But from time to time, it's nice to hear an acknowledgement that says, "I noticed."

A lot of our job satisfaction comes not only from the feeling that our efforts are appreciated, but also in recognizing our fellow workers for their extra effort.

We've all heard, and have said to someone, "Have a nice day."

Often all it takes is a pat on the back, a word of praise, or a smile that says, "thanks" for some task performed that can make a good day happen for someone.

We hope you have a nice day.



HARRY MULLIKIN
President and Chief Executive Officer



on the move

ROBERT HUTCHINSON from director of sales, Williams Plaza, to director of sales, Philippine Plaza.

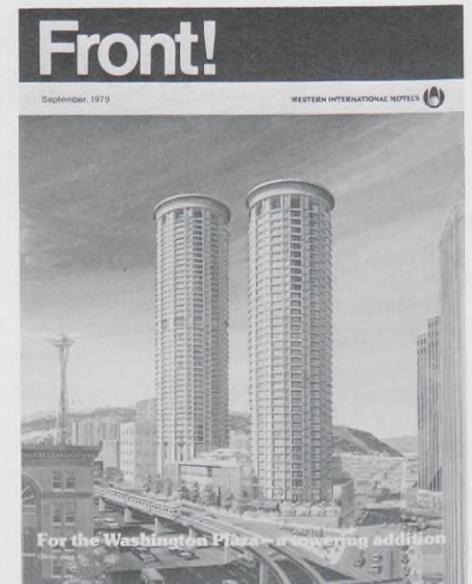
RONALD DUNCAN from front office manager, Century Plaza, to assistant front office manager, The Arizona Biltmore.

HANS BRULAND from director of restaurants, Continental Plaza, to assistant director of food and beverage, Century Plaza.

SIDNEY GASSER from director of housekeeping, Edmonton Plaza, to director of housekeeping, Hotel Toronto.

TERESA KELLER from assistant director of personnel, Crown Center Hotel, to employment manager, WIH Personnel Division.

On The Move continues on page 11



COVER: Artist's rendering of the Washington Plaza shows existing 40-story tower at right and the new 47-story tower at left. The Space Needle is pictured at far left.

Front!

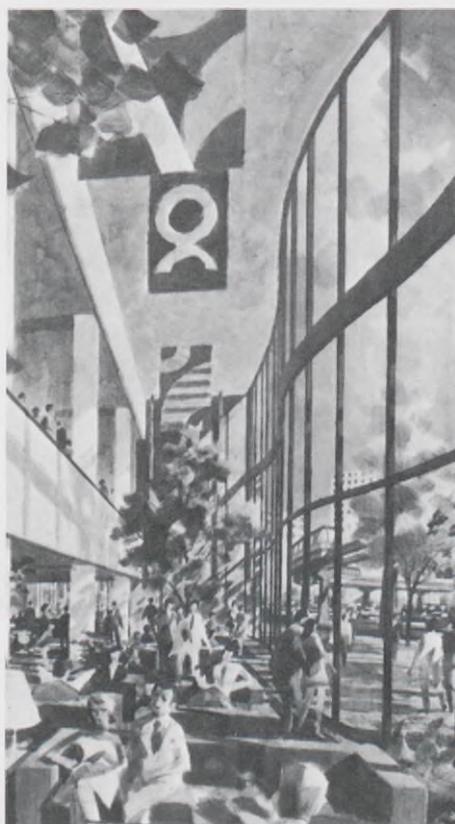
A monthly publication by and for employees of
Western International Hotels

GABE FONSECAEditor

2000 Fifth Ave. Bldg.,
Seattle, WA 98121

LITHO IN U.S.A.

Washington Plaza to add twin tower



Artist's rendering of the atrium lobby area.

A circular 47-story tower with 463 guest rooms, expansive meeting facilities, a glass-enclosed atrium lobby and new restaurants are all part of an exciting major expansion program for the **Washington Plaza**.

The \$60 million project was announced on August 31 by Harry Mullikin, president and chief executive officer of Western International, on behalf of the hotel's three owners: ALCOA Seattle, Inc., Western International and The Clise Agency.

Coming down is the Benjamin Franklin section of the hotel on which site the new tower will be built.

Construction of the tower addition is planned to begin in spring, 1980 with an estimated completion in July, 1982. Upon completion, the twin-towered Washington Plaza will be the largest hotel in Seattle offering the city's most extensive banquet facilities.

The 900 guest rooms of the complex will be complemented with four hospitality suites and 43 luxury suites. Every room will be of glass wall construction affording 180° panoramic views—as in the present tower—and will be furnished with either king, queen or double/double bed accommodations.

Banquet facilities will be more than doubled from 17,000 to 40,000 square feet. The new Grand Ballroom, with seating for up to 1,800 persons, will be the largest north of San Francisco.

The lower levels of the existing Washington Plaza tower will also be dramatically upgraded in this renovation process. The lobby will be transformed into a spacious glass-enclosed atrium overlooking Fifth and Westlake Avenues.

The Beef Room and Oak Room restaurants will be completely redesigned

and complemented by the addition of a third restaurant in the lobby atrium. The renowned Trader Vic's restaurant will be enlarged and relocated to the hotel's lower lobby level in the area now occupied by The Library and the Westlake Room. This relocation will take place during the initial phase of the building program.

The total project will be completed in phases in order that the hotel can maintain continuous guest service during the renovation process.

Completion of the new tower project will distinguish the Washington Plaza as the only downtown Seattle hotel to offer an indoor/outdoor swimming pool, health club, kosher kitchen and hotel concierge.

Approximately 3,000 square feet of retail space is planned for airlines, travel services and other retail outlets.

Frank Finneran, general manager of the Washington Plaza, noted that "... with an estimated budget of \$60 million, this is the most significant hotel project ever undertaken in Seattle. The results," he added, "will be truly spectacular for the city and the vast numbers of guests that visit us annually."

Finneran also noted that the project's completion will bring the hotel's work force up to 1,000, an increase of at least 350 new job positions within the hotel.

August, 1979, belongs to The Olympic

August, 1979 was a bell-ringing, whistle-blowing month for **The Olympic**.

For the first time in its 55-year history, the hotel recorded a 100-percent occupancy for an entire month.

Earlier, The Olympic had projected an August occupancy plan of 92-percent.

Gradually, reservations for this period began to increase, and by the first of the month only three dates needed to be filled—August 12, 18, and 31.

For the hotel's director of sales, Mike McGinnity, prospects for a 100-percent month looked very promising. With a "we can do it" attitude, McGinnity and senior assistant manager, Lorene Walter, combined the forces of The Olympic's rooms and sales staffers on a plan of action and a redoubled selling effort.

As a last-ditch backup measure, 50-percent-off coupons were printed. These were distributed at the Seattle-Tacoma International Airport baggage area on the eve of the three August dates. Additionally, airlines, rental car agencies, tour operators and the local

Amtrack station were contacted for their assistance and supplied with coupons.

The team effort paid off. For the entire 31 days of August there were literally "no rooms at the inn."

Commentating on the record-breaking achievement, elated general manager, James Treadway, noted, "The people here accepted this opportunity for the ultimate challenge it represented and really exerted themselves to reach this goal. They deserve all the credit in the world."

The party is over... but the memory lingers



Banner-carrying door attendants led the Edmonton Plaza birthday parade from city hall to the hotel's entrance.

When the **Edmonton Plaza** celebrated its fifth anniversary last June, appropriately enough it was with a party.

In fact, it was with three parties. Well, four if you count the Annual Employee Awards Banquet.

The first affair was kicked off on the afternoon of June 6, when all employees were invited to the staff birthday party held at the Red Barn recreation park some 30 miles outside of town.

Those festivities began around 4 p.m. with a series of baseball games involving four staff teams, followed by a steak barbecue, followed by a barn dance, followed by... exhaustion.

Then, on June 25, the Edmonton Plaza invited the neighborhood businesses and the general public to share in a special community celebration at the hotel. That, too, was quite an affair.

It began at noon with the Shriners' Pipe Band leading a staff march from city hall to the hotel. Following a musical fanfare, the mayor of Edmonton cut the first piece of a giant birthday cake, then released 5,000 balloons from the canopy over the front door. (500 of the balloons were stuffed with prize coupons that ranged from special meal rates at the hotel's Carvery restaurant to a grand-prize weekend for two at the hotel).

The streets around the hotel were blocked off to accommodate the crowd of several hundred citizen well-wishers who joined in on the party festivities and were served cake and lemonade.

That evening, yet another party.

This was a carnival, held in the hotel's ballroom, for invited top clients of the hotel.

It was strictly a fun occasion that featured games of skill for plush toy prizes, carnival music, hats for all comers and balloons and streamers everywhere.

There was lots of good food and refreshments, and, in keeping with the carnival atmosphere, wandering ice cream and popcorn vendors circulated among the crowd. The continuous entertainment included a honky-tonk piano player, a juggling unicyclist, a magician and a fortune teller.

The next evening, the ballroom was restaged to host the final, and more formal celebration event. It was the hotel's Annual Employee Awards Banquet during which 56 employees shared in celebrating their fifth anniversaries with the Edmonton Plaza and were presented with five-year pins.

The parties are over. But for many Edmontonians and Edmonton Plaza-ites the memory lingers on. Pleasantly.

Always on sun days

The sun is now a full-time "employee" of the **Shangri-La**.

Last May, the Singapore hotel took positive measures to conserve energy by harnessing the sun's power. A solar plant to supply hot water to the top three floors of the main building, which houses a number of guest rooms, suites, and the Tiara supper club, was installed on the hotel's roof.

The system is integrated with the existing gas-fired heaters and operates automatically.

On sunny days, hot water, heated by the sun through the plant's solar collectors, is fed into the existing hot water system. This automatically cuts off the gas heating system.

On the other hand, during cloudy or rainy days or when the demand is excessively high, the water from the solar system tanks flows into the gas-fired system and is gas heated.

Major components of the solar plant are a 660-gallon hot water storage tank, 16 high-efficiency solar collectors and the control/pumping system. On sunny days, the water heated by solar radiation can reach a temperature of 50°C (122°F).

With the installation of the plant, the Shangri-La is the first hotel in Singapore—and the first in Western International—to go solar. Eventually the Shangri-La hopes to extend the system to other parts of the hotel.



Solar collectors on the Shangri-La's roof

photo news



Visit

Seattle—In early July, Akio Hirao, director of promotion for the TOKYO PROMOTION OFFICE, escorted a group of top Japanese tour wholesalers and travel industry executives to the U.S. The group's itinerary included a Seattle stay where they visited WIH corporate offices, including the Marketing Division, where this group portrait was taken. Hirao is pictured at left in the back row.



Expo

Chicago—The CHICAGO REGIONAL SALES OFFICE Marketing Expo, held at the Continental Plaza in late June, welcomed corporate and association meeting planners from throughout the greater Chicago area. The event was co-hosted by WIH hotel sales members from the U.S., Canada, and Mexico, as well as Marketing Division staffers. At an Expo reception, Los Angeles Bonaventure sales managers (from left) Keefer Welch and Mike Corr visit with Denise Dornfield and Marcia Claxton of the Municipal Finance Officers Association.



Filming

Los Angeles—The CENTURY PLAZA recently completed production on an employee film about blind guest relations entitled "Because of Darkness." Barbara Anne Browning, with the Los Angeles Braille Institute, not only stars in the film, but was responsible for much of the writing, narration and production. She is shown with Robert Harrington, hotel door attendant, and her dog, Dody, during filming.

Agreement

Mexico City—Responsibility for the operations of the CAMINO REAL, San Salvador was recently undertaken by the Western International Hotels in Mexico company. Signing an agreement contract are (from left): Ulrich Schwartz, vice president/marketing WIH-Mexico; Luis Henriquez, chairman of the board, Camino Real, San Salvador; Alfred Freudenthaler, managing director, Carlos Robles Gil, secretary-treasurer and Hector Perez, vice president/operations, all of WIH-Mexico. (Right)



Star

Oslo—The HOTEL SCANDINAVIA, Oslo was the location "star" for a popular television film series "Olsen-Banden" shown throughout Scandinavia. In addition to the simulated fiery air-rescue scene shown, several other areas of the hotel were featured in the film series.





Sportsfest

Manila—The PHILIPPINE PLAZA's annual Sportsfest was capped with a full-day of championship games and fun on the hotel grounds. Award ceremonies in the employee's cafeteria, following the exciting and tiring day, provided the opportunity for victors to show off their hard-won trophies.

'Ask me'

Seattle—Recently THE OLYMPIC concluded its "Ask Me" orientation program to better educate employees on how to deal with guests' questions on the hotel and the city. Of the 52 employees who volunteered for the program, 37 passed the written examination entitling them to wear "Ask Me" buttons. Among the top scorers—pictured here with general manager, James Treadway—were Marcie LaCheck (left), front office and Celia Berney, guest services. (Below)



Swim

Southfield—100 youngsters between the ages of six months and eight years participated in a week-long swim program at the MICHIGAN INN swimming pool recently. The "Learn to Swim Week" was sponsored by the hotel as a community service in conjunction with the local YMCA and was designed to expose parents and children to water safety and swimming techniques. With Michigan Inn sales director, Jim Mastrangelo, who instigated the program, is swimming instructor, Marty Donahoe.

Skaters

Costa Mesa—Caught up in the spirit of energy conservation, these two members of the SOUTH COAST PLAZA HOTEL sales staff recently made their sales calls—on roller skates! The self-propelled pair, Diane Pritchett and Hoyt Bacon, are shown leaving the hotel on one of their rounds. The message impressed on prospects was that the hotel was after their business, and not even threats of fuel shortages would stop them from trying for it. (Left)



Getting it together for those who get together

In its recent cover story feature on conventions, TIME magazine quipped, "Getting together to get it together is a booming business."

The article noted that during 1978 in the United States alone, conventions had brought together some 28-million citizens. And, together, they spent close to \$15 billion.

A lot of that gathering and spending activity happened in WIH hotels. And not just in the U.S., but around the world.

In fact, with most WIH hotels, conventions and similar group meetings account for 40 to 50 percent of their business. Some hotels enjoy an even higher group meeting ratio.

Among them is the 1,400-room **Detroit Plaza Hotel** which pegs a hefty 60 percent group business activity.

As with the other WIH convention-oriented properties, the Detroit Plaza has an operations department specializing in the "care and feeding" of this very important hotel market. This department, as it is classified throughout WIH, is convention services.

(According to WIH corporate definition—and a practice followed at the Detroit Plaza—accounts handled by convention services must occupy a minimum of 13 guest rooms.)

Heading the Detroit Plaza convention services department and working with a staff of four convention services managers, is director, Larry Scheerer.

Scheerer capsules his department's basic responsibilities with this mouthful: "...taking over the group account after it has been booked by the hotel or regional offices salesperson, then servicing the account to the best of our ability including the handling of all the contracted provisions and responsibilities as laid out in the letter of agreement with the client."

Example illustrates

With that out of the way, Scheerer chose to illustrate, by example, what he, his staff and other convention services people throughout the company, actually do.

The example was the hypothetical XYZ Association, headquartered in Detroit and with a membership located throughout the United States.

The XYZ group was booked by a hotel sales department member. The proposed convention was the first for the Detroit

Plaza. Some 2,000 delegates were expected to attend the affair which was scheduled to take place 18 months hence.

Earlier, the meeting planner for XYZ had visited the hotel and was taken on a complete "walk-through" of its various facilities by the account sales manager.

The sales manager had contacted the hotel's rooms department for confirmation of guest room availability for the dates of the group's four-day meeting. The proposed function room space needed had been reserved and logged in the catering department book.

With these and a few other general details settled, a letter of agreement had been sent to the client for approval.

Meanwhile, the convention services department had gotten into the act. After Scheerer had been fully apprised of the situation, he had appointed one of his staff managers to service the account and so advised the client. A contract outlining general meeting details was signed by the client.

From here on out a great deal of the responsibility for the success of the client's convention would rest directly upon the shoulders of that convention service manager.

Both on same team

As Scheerer puts it, "We're both on the same team—we and the association's meeting planner. His or her reputation depends a lot on the success of the meeting. So does ours."

"Therefore, it's very important that we work very closely together—that we level with each other as to exactly what we can offer in servicing their needs and that they let us know exactly what these needs are."

To get a better handle on what the client's needs are, a lot of research is done.

It begins by tracking the client's previous convention history. Hotels who had hosted the group before—WIH or other—are contacted for any helpful input that may assist in servicing the account. (Federal regulations—in the United States—do not permit an exchange of information regarding rates or monies among competing hotel companies).

A department account file is opened. By the time the convention actually takes place, it will bulge with dozens of pieces of correspondence, notes and forms.

Up to a year before the convention takes place, general details start becoming specific.

It will be anticipated, for instance, that most delegates will arrive on Sunday. Also, during that weekend, suppliers will be setting up their displays in the hotel's exhibit-hall.

A welcome reception and formal dinner is planned for Sunday evening in the main ballroom.

A number of other group dining and social occasions are specified that will include a breakfast, luncheons, receptions, coffee breaks, and a Polynesian theme dinner for which the convention services manager is to seek out a source for the appropriate decorations and props.

Space allocated

Specific room space is allocated—the main ballroom for group dining and general sessions; 15 meeting rooms for break-out group sessions; the ballroom foyer and the swimming pool area for cocktail receptions and a board room for a meeting of the group's officers.

A dozen suites will be needed for hospitality rooms. A smaller ballroom will be needed on a couple of occasions for a planned spouse activity. And an area of the hotel's rooftop restaurant is to be reserved for a special limited attendance business luncheon.

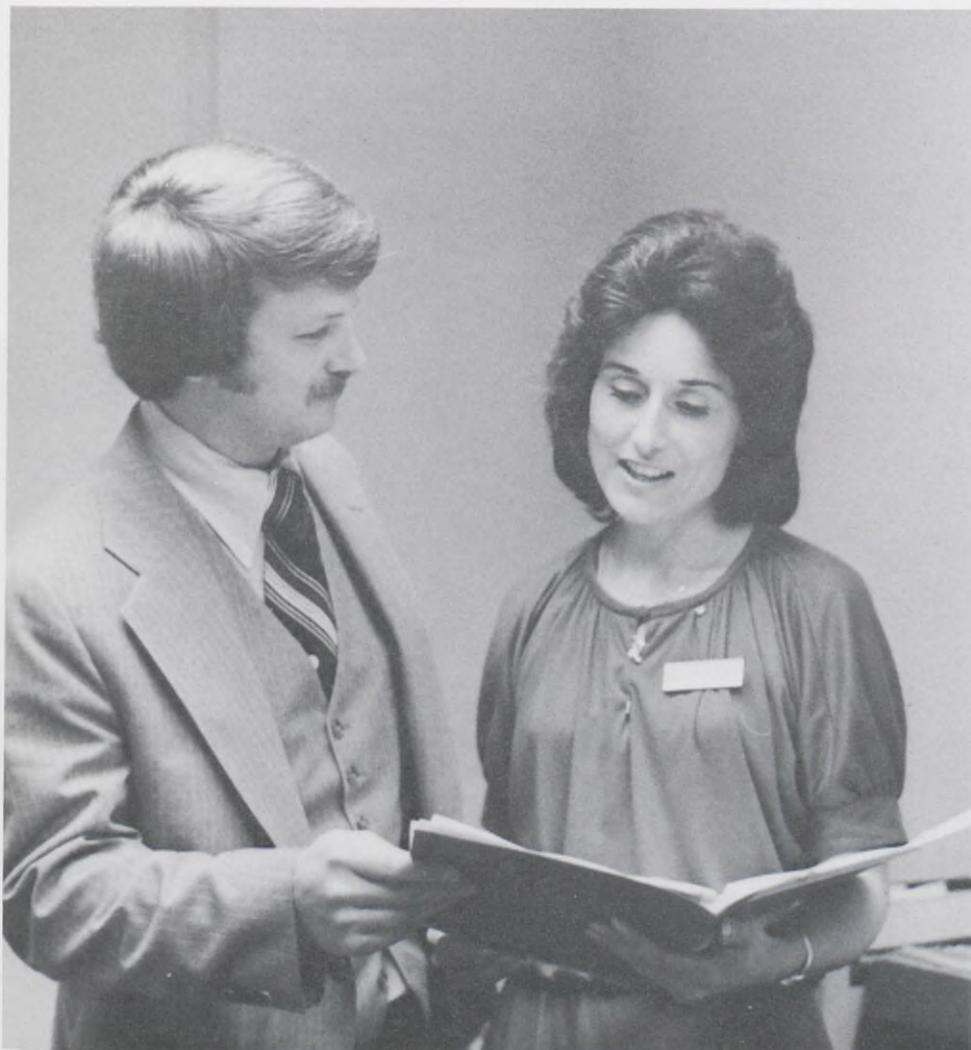
Menus from banquets to coffee breaks and receptions are detailed. This may involve some extensive consultation with the hotel's catering department and the chef.

Outside sources need to be contacted for supplying such specialized items as audio-visual equipment or flowers for a banquet head table. All hotel departments are alerted as to their contributing roles including any added staffing that may be necessary.

The detail listing grows, changes, and becomes more specific.

"An exacting attention to detail is all-important to our operations," Scheerer emphasizes.

"It's all got to go like clock work. Function rooms must be set up on time and equipped as they are supposed to be. Food must be served hot and as ordered. Guest rooms should be ready for arriving delegates and group check-ins and check-outs should be handled in an orderly fashion.



Convention services managers Bob Fox and Carole Ford check through a client's file.



"Everything has to work right—even one small mishap can sour the group on the convention and the hotel."

Staff attitude

Scheerer also noted that a friendly, helpful attitude on the part of the hotel's staff can make a big contribution to the success of any group meeting.

He notes, "We try to make every effort to keep employees informed about any group meeting at the hotel and aware of how important they are to the hotel's operations success."

As the time gets closer to the actual convention dates, a major department concern is pinning down the actual number of delegates that will be attending.

"If we've blocked off rooms for 2,000 guests," Scheerer explains, "but only 1,500 people show, we could be in a lot of trouble. It could be awfully difficult to sell those 500 untaken rooms at the last minute. Even worse, we might have turned away business that would have used those rooms."

A day or two before the convention takes place, the meeting planner checks into the hotel, perhaps along with other executives of the XYZ Association.

From that point on, the convention services account person must be available, practically around the clock, to consult with the client and to assist with any last-minute details.

Then, during the convention proceedings, he or she will often make checks of the various meeting and function rooms prior to a scheduled activity to see that everything is in order.

Following the meeting's conclusion, a post-convention report, to include food and beverage totals, is prepared by the convention services manager. A copy is sent to the client.

Sales research also prepares a report on guest room usage, i.e., number of singles and doubles occupied, cancellations, no-shows, etc. This provides the meeting planner with a valuable reference in the planning of future meetings.

Individualized service

The hypothetical XYZ Association account would be just one of several assigned to the convention services member for handling.

(Article continues on page 10.)

Bob King (left), sales manager/automotive accounts, briefs Larry Scheerer, Detroit Plaza director of convention services, on a group meeting he had booked for the hotel.



At the head table platform in the Detroit Plaza's Renaissance Ballroom, Jim Gray (center) convention representative for the National Retail Hardware Association, checks final details for the 1,400-strong convention groups' formal banquet with Richard Morris (left) executive head house attendant and Bob Fox, convention service manager. Meanwhile (background), busy banquet housemen roll out table rounds and stacks of chairs as they set the stage for the evening's event.

"The trick," says Scheerer, is to service all accounts, whether it is a meeting of 20 or 2,000 as though they were the only group meeting at the hotel.

"Our prime objective is to do whatever we can to make their meeting a total success. To make the group, and the meeting planner, feel they will want to come back for their next meeting. And, if not with us, at least to another WIH hotel where they might expect to receive similar treatment.

"Of course," he added, "we also hope that the pleasant experience of the individual delegates will encourage their return on their future business or pleasure travels."

In the two years since it opened, the Detroit Plaza has serviced an impressive number of meeting groups from throughout the United States and, indeed, from around the world.

Scheerer notes, "Since the birth of Renaissance Center and the Detroit Plaza, Detroit has become one of the country's major convention attraction cities."

Perhaps one of the most exciting and prestigious conventions booked by the hotel is yet to come. It is the Republican National Convention scheduled for July, 1980.

Roth heads new WIH Culinary Development Institute



In 1975, Walter Roth, executive chef at the **Century Plaza**, assumed the additional responsibility as executive chef consultant for Western International Hotels.

Now, in response to the growing demand for his on-site consultation service among the company's hotels, Roth is leaving his executive chef position at the Century Plaza to concentrate full-time on consulting.

Further, Roth will take on the responsibility of administering the new WIH Culinary Development Institute, an advanced training program for chefs.

Candidates for the institute program, according to Roth, would largely come from the sous chef ranks and are prospects for executive chef positions. These selected individuals would participate in a six-month training period with special focus on kitchen administration and management techniques.

Along with these responsibilities, Roth will continue to retain his leadership activities in the WIH Culinary Apprenticeship Program.

In his new capacity, Roth will be based at the **South Coast Plaza Hotel** and will report to Peter Blyth, Vice President, Food and Beverage Division.

On The Move continues from page 2

VICTOR SHOOK from assistant controller, Crown Center Hotel, to assistant controller, Detroit Plaza Hotel.

KAY FUCHS from sales manager/national accounts, Continental Plaza, to director of sales, South Coast Plaza Hotel.

DAVID WILSON from beverage manager, Detroit Plaza Hotel, to director of restaurants, Galleria Plaza.

ALBERT STADELI from pastry chef, Carlton Hotel, to pastry chef, The Arizona Biltmore.

SABRA ZWEIFEL from assistant controller, Williams Plaza, to assistant controller, Crown Center Hotel.

GREG DONNELLY from sales manager, Detroit Regional Sales, to sales manager/state & regional, Williams Plaza.

ELEANOR TOWNSLEY from director of housekeeping, Hotel Toronto, to director of housekeeping, Michigan Inn.



Thurston-Dupar choice

Oslo—Hans Kristiansen (right), chief engineer of the HOTEL SCANDINAVIA, Oslo receives the Thurston-Dupar Inspiration Award from general manager, Dick Fyock during the hotel's Fourth Annual Employee Award Banquet ceremonies in early June. Kristiansen's win was the first for the hotel. He is extremely popular with his fellow employees and is highly esteemed for his loyalty, warm personality and for his expertise in his field.



What gas shortage?

Seattle—Getting around in fully-equipped comfort presents no gas line problems for Lloyd Paige, steward at THE OLYMPIC. His self-powered bicycle not only takes him everywhere he wants to go but it's equipped with more "extras" than are found in some fuel-powered vehicles. Since he bought his basic bike six years ago, Paige has been adding on such devices as truck mirrors, lamps, an AM/FM radio, luggage rack, a motorcycle windshield and dozens of other gadgets which he has either bought, made or salvaged.



Gold for the chefs

Toronto—HOTEL TORONTO executive chef, Gustav Mauler (left) and sous chef, Ulrich Lohs proudly display the gold medal won for their food display at the Hostex Show sponsored by the Canadian Restaurant and Foodservice Association recently. The first prize honors were awarded for a display that included canapes, fish and a saddle of lamb.

Knighted

Manila—Jeffrey Flowers (left) general manager of the PHILIPPINE PLAZA offers a pleased smile as he is formally knighted into the Confrerie de la Chaine des Rottisseurs during the society's recent chapter induction ceremonies in Manila. Doing the honors is Jean Valby, chancellor and president of what is recognized as the most prestigious gastronomic society in the world. Witnessing the ceremony are society officers Cassam Goljarry (second from left) of Hong Kong and Harro Preuss of the Philippines.



inn basket

TOP TABLES—When it comes to setting a classy table, Western International's F&B people take the prizes. The word is out on RESTAURANT HOSPITALITY magazine's 1979 Top of the Table Awards Competition with eight awards going to seven WIH hotels.

Taking the table-setting bows: **Continental Plaza's** Lion Bar and Seafood Restaurant a second place and a third place to the **Hotel Alameda's** El 17 restaurant, under \$100; **Hotel St. Francis' English Grill** a second place, \$100 to \$150 category; **Philippine Plaza's** Abelardo's a third place over \$150. In the Banquets and Party category, the **Galleria Plaza** was awarded a first place and the **Century Plaza** was awarded a second place. Awards of Merit were also given to the **Williams Plaza** for Montagues, the **South Coast Plaza Hotel** for the Orange Grove Restaurant and to the **Continental Plaza** for the Consort.



The Philippine Plaza's prize-winning table.

All the awards were presented at a reception in honor of the winners held at the **Los Angeles Bonaventure** on August, 19, in conjunction with the Western Restaurant Show in that city. Photographs of the winning place settings were displayed at the reception and will also be featured in the November, 1979, issue of RESTAURANT HOSPITALITY magazine. The magazine-sponsored competition is conducted annually to encourage and recognize outstanding achievement in table settings. The most attractive imaginative and appropriate settings under six different categories were selected from hundreds of entries submitted by independent and chain food service operators, clubs, hotels and resorts from all over the world.

* * *

WATCH OUT FOR FALLING COCONUTS—sprawled sunbathers and gawking tour groups, but keep your eyes on the map. As a service for those guests determined to keep to their physical fitness schedules even while basking in the island "paradise," both **The Ilikai** and **Wailea Beach Hotel** recently issued jogging maps. For Wailea Beach Hotel guests there is a choice of two scenic routes—one around the Wailea development perimeter and the other on the beach. The Ilikai map takes joggers to Ala Moana and Magic Island park and back. In either case, joggers can reward their efforts at trail's end with a refreshing and healthy glass of pineapple juice—or, a Mai-Tai?

* * *

A BIG HAND FOR—**Jim Weiss**, WIH manager-travel industry sales, who was elected to the Board of Directors of the Pacific Area Travel Association (PATA) at their July meet in Singapore; for **Paula Crowder**, S.F. regional director of sales, for her election as chairperson of the NorCal PATA chapter; and for **Akio Hirao**, Tokyo director of promotion, elected vice president of the Overseas Hotel Executives Association in Japan.



SPACE NEEDLE-ites

FRONT! correspondent for The Space Needle Restaurant is Nancy Watson. You can contact Nancy on extension 3142 with your input for FRONT! (All other WIH people, submit FRONT! items to your local correspondent listed below):

Hotel Alameda, **Pablo Torres**. Bayshore Inn, **Gordon Stewart**. The Benson, **Debbie Spellecy**. Hotel Bonaventure, **Claudia Couture**. Calgary Inn, **Michelle Wall**. Camino Real, Guadalajara, **Nelly de Garcia**. Camino Real, Guatemala, **Evelyn Davidson**. Camino Real, Mazatlan, **Carlos Claverie**. Camino Real, Puerto Vallarta, **Eduardo de Lima**. Camino Real, Saltillo, **Roberto Flores**. Camino Real, San Salvador, **Ana Maria Vides**. Carlton Hotel, **Lydia Wissing**. Carlton House, **Cynthia Durler**. Continental Plaza, **Audri Adams**. Crown Center Hotel, **Becky Gapp**. Detroit Plaza Hotel, **Carole Schultz**. Edmonton Plaza, **Joanne Cass**. Galleria Plaza/Houston Oaks, **Esther Feinerman**. Hoteles Camino Real, S.A., **Francisco del Cueto**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandinavia, Oslo, **Liv Herud**. Hotel Toronto, **Pat Samson**. The Ilikai, **Valery Satin**. Las Brisas, **Oscar Cruces**. Los Angeles Bonaventure, **Mary Jordan**. Mauna Kea Beach Hotel, **Stella Akana**. The Mayflower, **Nancy Cummings**. Michigan Inn, **Bill Arthur**. Miyako Hotel, **Allison Gellatly**. The Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Mauritsen**. Shangri-La Hotel, **Jane Seet**. South Coast Plaza Hotel, **Sandie Pratt**. Space Needle, **Nancy Watson**. Hotel St. Francis, **Lindbergh Valentin**. The Arizona Biltmore, **Anne Mello**. The Plaza, **The Deprez**. Wailea Beach Hotel, **Valery Satin**. Washington Plaza, **John Poquette**. Williams Plaza, **Al Wrinkle**. Winnipeg Inn, **Penny Brookes**. WIH Executive Offices, **Dorothy Stauffer**. WIH Financial Services, **Bob Graves**. WIH Reservations Center, **Andy Gyure**. WS&S, **Nancy Newman**.