

WestinWorld

May/June 1991



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featuring a
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Challenging new frontiers

By HIROYOSHI AOKI
Chairman and CEO

This past month Aoki Corporation celebrated the fifteenth anniversary of the founding of Caesar Park Sao Paulo, the first hotel in the Aoki Group. We marked the occasion by hosting two parties: one for the hotel's staff and one for the hotel's best clients. I attended both parties not only to say thank you on behalf of Aoki Corporation but also to act as a representative of Westin.

Today the Aoki group includes hotels wholly owned by Aoki Corporation through its subsidiaries for hotel business and also hotels we are managing, marketing, or developing for other owners. The Westin Hotel Company is the major hotel company of the Aoki group, both in the range of services it offers to owners and in the number of hotels already associated with

its brand name, Westin Hotels & Resorts.

One of my goals as CEO of Westin is to see that all Westin hotels reap the greatest benefit from the total Aoki hotel business assets and from association with the global business outreach of Aoki Corporation. Therefore, as Chairman of Aoki Corporation, I am working toward a global reorganization of our total hotel business which will position Westin to increase its strength in existing markets and to penetrate new markets.

The future always means doing things differently, learning new lessons, forging new business alliances and expanding old ones as appropriate to new opportunities. This is why at a recent hotel investment seminar sponsored by the Brazilian government, our representation included experts from Westin in Seattle, Caesar Park in Sao Paulo, and Aoki Corporation of Brazil working together as a



group. It is also why the sales forces of Caesar Park Hotels, the Vier Jahreszeiten, and Westin are being outfitted with sales information about all the hotels in the group and why we are moving forward to have the Westin world wide sales platform and reservation network representing all hotels in the group, no matter what their brand names.

Our goal in doing so is to help Westin grow in sales, develop increased profitability in operations, and realize increased potential for additional hotels by winning management contracts. Because it is always useful when seeking new business to use your well-established local business connections to help make introductions, Westin stands to gain by association with Caesar Park, particularly in South America where Caesar Park is so well

known, by association in Europe with the Vier Jahreszeiten, which has a solidly established reputation there, and by association in Asia with Aoki Corporation.

Above all, increased strength for Westin will be good for our guests, for the owners whose hotels Westin manages, and for you as a Westin employee. Our guests will find it more convenient to meet their needs for accommodations in any region of the world because of the increased inventory and the unified referral network. The owners of Westin will find the outreach given their hotels is increased. For you as an employee, wherever you are in the Westin World, it will mean the increased security of working within a strong local unit which has a strengthened global outreach.

WESTINWORLD

A publication for employees of Westin Hotels & Resorts produced by the Corporate Communications Department.

Director: Sue Brush

Editor: Connie Hill

Contributors: Polly McCarthy, Elizabeth Vasey, and Leslie Walsh.

Printed in U.S.A.

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Deadline for the July/August issue is June 24.

Please send your input to WestinWorld, MKT-13, Seattle.

The employees of Westin Hotels & Resorts continually uphold a high standard of excellence in customer service as shown by these shining examples:

The caring and comfort provided to a guest from front office manager, **Sr. Raul Hernandez** at the Camino Real, Cancun is a true example of service distinctiveness.

Sr. Hernandez provided a much needed, personal service to a guest whose husband passed away during an outing in Mexico.

She wrote several weeks later to thank him for "...unselfishly giving his time and support during a most dreadful experience in my life. I sincerely appreciate everything that was done for me. The Westin Hotel Corporation should be very proud to know they employ such fine upstanding people in their Cancun location..."

Another clear definition of Service Distinctiveness occurred when a wheelchair-bound guest at The Westin Resort, Hilton Head Island commented that he had never actually been on the beach.

Tim Struzynski, front office manager, was determined to provide a complete Resort experience for the handicapped guest. The guest, a physician/writer and his wife are

regular visitors to Hilton Head Island, but had never been to The Westin Resort.

Struzynski put the doctor and his wife into the Resort's jeep and received permission from the beach patrol to drive past the sand dunes and out onto the beach. The doctor was thrilled and grateful for the chance to finally touch sand and surf.

companion to Boston for a stay at The Westin Hotel, Copley Place and receive tickets to the basketball game.

Ellis' friend was unable to make the trip at the last minute and because of his poor sight, Ellis was uncomfortable about going alone. John Walsh stepped in, rearranged his work schedule and arranged for the hotel



John Walsh, lead door attendant at The Westin Hotel, Copley Place in Boston, helped make a man's wish come true.

Kim Ellis, a bootblack (shines shoes) in Seattle has had a lifelong dream to see the Boston Celtics basketball team play on their home court, the famous Boston Garden. Unfortunately, Mr. Ellis is going blind.

Friends of Mr. Ellis helped his dream come true when they contacted KIRO-TV of Seattle and arranged to fly Mr. Ellis and a

car to take them to the game.

Ellis and Walsh were greeted by Celtics representatives at Boston Garden and taken into the locker room before the game where they met all of the players and coaches. Then they were directed to their seats... at the end of the Celtics' bench. The Celtics won the game and the heart of Kim Ellis.

Along with all of the pictures Kim Ellis got with the Celtics' players, he is pictured here on the right with his new friend, John Walsh.

The Westin Kauai recently received a letter of appreciation from a family who stayed at the resort.

Their son has a life threatening allergy to fish and they had written a letter asking if Westin would be able to accommodate their special requests.

The couple was attending a business conference and, therefore, had to leave the child to dine alone on occasion. Many precautions had to be taken, including special cookware, and alerting all restaurant personnel as to the child's menu selections because they never knew where he might choose to eat.

According to the very grateful family, "Three members of The Westin staff, **Tylun Pang**, executive chef, **Horst Fuetterer**, executive sous chef and **David Rothwell**, assistant director of food and beverage, provided a level of service which was exceptional. They are highly motivated, conscientious, warm and caring people who are extremely easy to deal with."

All went well and the family had an extremely enjoyable stay at The Westin Kauai.

Moving On, Moving Up

Bernard Agache, managing director, The Westin Maui to managing director, Century Plaza Hotel & Tower.

Fred Christensen, executive assistant manager, The Westin Hotel, Galleria Dallas, to general manager at that property.

Michael O'Donnell rejoins Westin as travel industry senior sales manager in the London Corporate Sales Office.

Steve Shalit, general manager, The Westin Hotel, Galleria, Dallas to managing director, The Westin Maui.

Tony Tamayo, area director of marketing for Mexican resorts, to director of marketing, Hoteles Camino Real.

Robert Atkins, director of convention/catering services, The Westin Maui to director of convention/catering services, The Westin Mission Hills Resort.

Gina Barnett, convention services manager, The Westin Bonaventure to conference services manager, The Westin Resort, Hilton Head Island.

Pierre Barthes, food & beverage manager, The Westin Kauai to director of food & beverage, The Westin Mission Hills Resort.

Michael Brumleve, management candidate, The Westin Hotel, O'Hare to housekeeper, The Westin Hotel, Tabor Center.

John Gilbert, executive assistant manager, The Westin South Coast Plaza to executive assistant manager, The Westin Mission Hills Resort.

Cynthia Heu, director of human resources, The Westin Maui to director of human resources, Century Plaza Hotel & Tower.

Diane Holliday, front office manager, The Westin Bonaventure to front office manager, The Westin Mission Hills Resort.

Lynn Kirsch, director of human resources, Century Plaza Hotel & Tower to director of human resources, The Westin Mission Hills Resort.



continued on page 4

Moving On, Moving Up

continued from page 3

Richie Mata, restaurant manager, The Westin, Galleria, Houston to restaurant manager, The Westin Hotel, Williams Center.

Mary Moore, food & beverage OPR analyst, Walt Disney World Swan to food & beverage cost analyst, Century Plaza Hotel & Tower.

Janet Murakami, national accounts manager, travel industry and corporate sales, The Westin South Coast Plaza to travel industry sales manager, the Los Angeles Corporate Sales Office.

Vern Oato, assistant director of human resources, The Westin Kauai to director of human resources, The Westin Maui.

Craig Priebe, demi chef, Walt Disney World Swan to sous chef, The Westin Resort, Hilton Head Island.

Lisa Priebe, housekeeper, Walt Disney World Swan to senior housekeeper, The Westin Resort, Hilton Head Island.

Jill Reyes, assistant communications manager, The Westin Bonaventure to assistant reservations manager, The Westin Resort, Hilton Head Island.

Erik Saidenberg, assistant front office manager, The Westin Bonaventure to assistant front office manager, The Westin Resort, Hilton Head Island.

Gustavo Sanchez, management candidate, Walt Disney World Swan to assistant restaurant manager, Century Plaza Hotel & Tower.

Paul Tomchyshyn, assistant director of food & beverage, Walt Disney World Swan to director of food & beverage, The Westin Hotel, Cypress Creek.

Adrian Van Haaften, travel industry senior sales manager, London Corporate Sales Office, to director of sales, The Westin Harbour Castle.

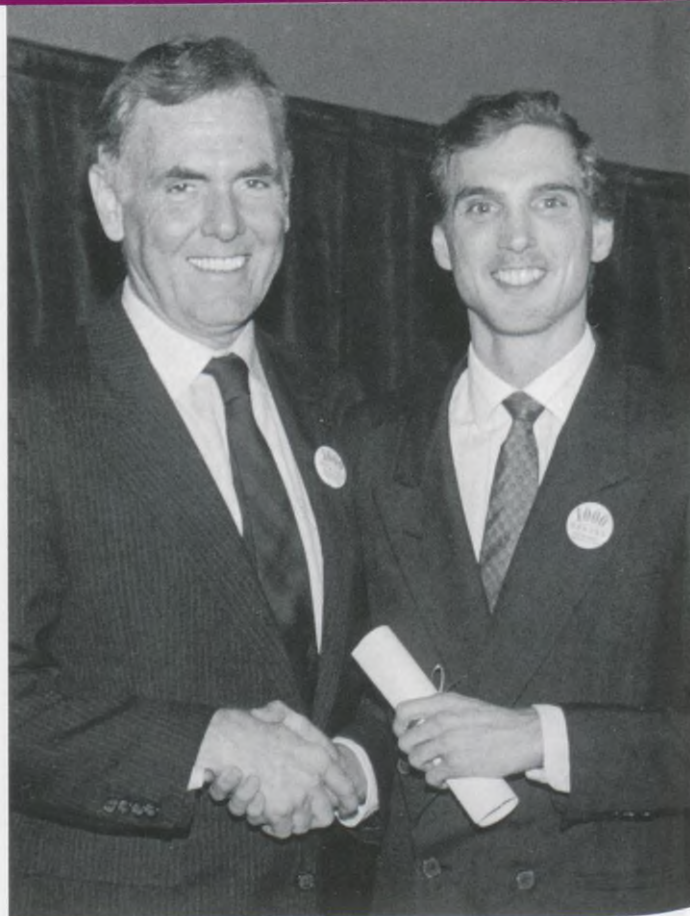
Another Westin to the rescue

Late last year an Amtrak train derailed at Boston's Back Bay Station, located adjacent to The Westin Hotel, Copley Place.

The Westin staff at Copley Place quickly rallied to assist injured, serve food and make others comfortable. The hotel lobby served as a refuge and information center.

The staff was later presented with a certificate from Mayor Ray Flynn, on behalf of the City of Boston, citing the hotel staff for their heroic efforts.

Pictured is Mayor Ray Flynn (left) and room service manager Ed Lemanski receiving the certificate.



Westin Mexico

Westin Hotels & Resorts has signed an agreement with The Cosio Group of Mexico to manage three former Camino Real hotels located in Acapulco, Mexico City and Ixtapa. They are the Westin Galeria Plaza, Mexico City; The Westin Resort, Ixtapa; and Las Brisas in Acapulco.

Eduardo Á de Lima, former managing director of Las Brisas has been promoted to vice president of operations for Westin Mexico.

A toll-free reservation number in Mexico will be used, while the "800" number in the U.S. will remain the same.

Westin will continue its marketing agreement with the 10 remaining Camino Real hotels.

Welcome to WELCOM

Westin marked another milestone for automation in March. At that time, the last room rack, telephone spindle, and NCR posting machines in the U.S. and Canadian Westin's were replaced by the new WELCOM System. The WELCOM System is the front office computer system which replaces old manual processes with automation.

For example, front desk personnel had to physically check each room box for color coded symbols (ie: green — room ready, red — room occupied, blue — room needs cleaning, etc.). Now they refer to front desk computer terminals to indicate room readiness and availability. This allows for

better and faster service to hotel guests via the IBM system.

The Westin Hotel, Williams Center in Tulsa was the last hotel using the old manual process, but most likely will not be the last hotel to install the WELCOM system. Other properties which have recently

installed the WELCOM systems are The Westin Hotel, Winnipeg, The Westin Hotel, Edmonton, The Westin Hotel, Renaissance Center, Detroit and The Westin Tai Ping Yang in Shanghai.



Edmonton introduces first job sharing program

The Westin Hotel, Edmonton has started the company's first job sharing position.

Laura Gadowsky, convention services manager and Jaie Phillips, convention services coordinator are considered one employee by the hotel, which means they split salary and vacation time, as well as hours worked. Both receive full-time benefits by working three days a week.

The biggest issue in setting up a job share match is compatibility. "You have to have a perfect match, and that's not easy to find," according to Victor Burt, director of marketing. In this case, Gadowsky and Phillips work very closely together to ensure client satisfaction. Flexibility is a must, especially in a schedule-oriented position such as convention services manager.

"The program has worked out far better than expected," Burt said. He feels programs like this one will become more popular as more women face the decision to work or stay at home with young children.

For more information on this program, call Victor Burt, director of marketing at The Westin Hotel, Edmonton, 403/426-3636.

A DAY IN THE LIFE OF...

A concierge

By ELLEN ABRAMS
Public Relations Manager, The Westin Hotel, Chicago

By 9:00 a.m. on any given day, they may have already greeted hundreds of guests, recommended 30 restaurants, given directions to 10 top attractions and 20 business meetings, sent 50 facsimiles, and received 15 Federal Express packages among a myriad of other tasks.

Who are these people, who at the whim of a guest turn from travel agents to baby sitters? Our guests know them as miracle workers ... we know them as the hotel concierge.

"One of the most outlandish requests I have received," recalls one concierge at The Westin Hotel, Chicago, "was to find a belly dancer for a guest. I didn't want to ask any questions, I just found out where and when the guest needed the dancer and called talent agencies until I found one!"

The range of guest requests is truly incredible, from "can you walk my dog?" to "could you please make reservations for dinner for four this evening?", and the unofficial policy of the concierge is to never say no. "Before I allow myself to say no to a guest, I make sure all of my options have been explored. It really bothers me when I cannot fulfill a guest's request," she said.

The concierge position is a rewarding one. There is constant opportunity to meet a variety of people, and because those guests who approach the concierge desk are often looking for fun things to do, it is easy to strike up a conversation. "I have met so many guests and actually formed friendships with them during their stay. They really rely



on you to assist them with so many things that confidence and respect are easily established."

And it is easy to earn respect when you are known by hotel guests as a walking, talking encyclopedia of information. Concierges know the whereabouts of almost every restaurant, theater, cultural attraction, sports arena, shopping mall, specialty boutique, luggage and eye glass repair shop and more, in their city.

There are several job qualifications needed to become a concierge. In addition to a pleasing personality and a personal desire to serve, knowledge of the city and surrounding areas is very important. This, coupled with previous experience in similar jobs, is also helpful. Foreign language skills are also a big "plus" for anyone wishing to become a concierge.

Those with five or more years experience may be invited to join Clefs d'Or (pronounced clay-doors), the honor society of concierges. Clefs d'Or has chapters, which form a network to share information, throughout the United States and around the world.

When service distinctiveness is the game, concierge is the name! Talk to the concierge in your hotel. Undoubtedly there is a tremendous service distinctiveness story waiting to be discovered.

“Stop the world — I want to get off!”

With all the change taking place in the world today, we all need tools to deal more effectively with this constant state of turmoil.

This is the first in a series of articles in WestinWorld dealing with change and offering helpful hints on the best ways to adapt.

Do you sometimes have the feeling that you are riding the world's biggest roller coaster? All the hills and valleys, twists and turns can leave one with the feeling of complete disorientation. The world is changing so fast that we find ourselves yelling, “WAIT! I need to catch up!”

Thankfully, the world is always changing, and the cycle of transition each of us experiences when faced with a new challenge or crisis is perhaps one of the few constants in our lives. The four phases of transition are:

DENIAL

The first response to unexpected change can be shock, which protects us from being overwhelmed.

RESISTANCE

Once we get over the shock of the new information, we often do our best to resist it. This is the time when we mourn the loss of the past.

EXPLORATION

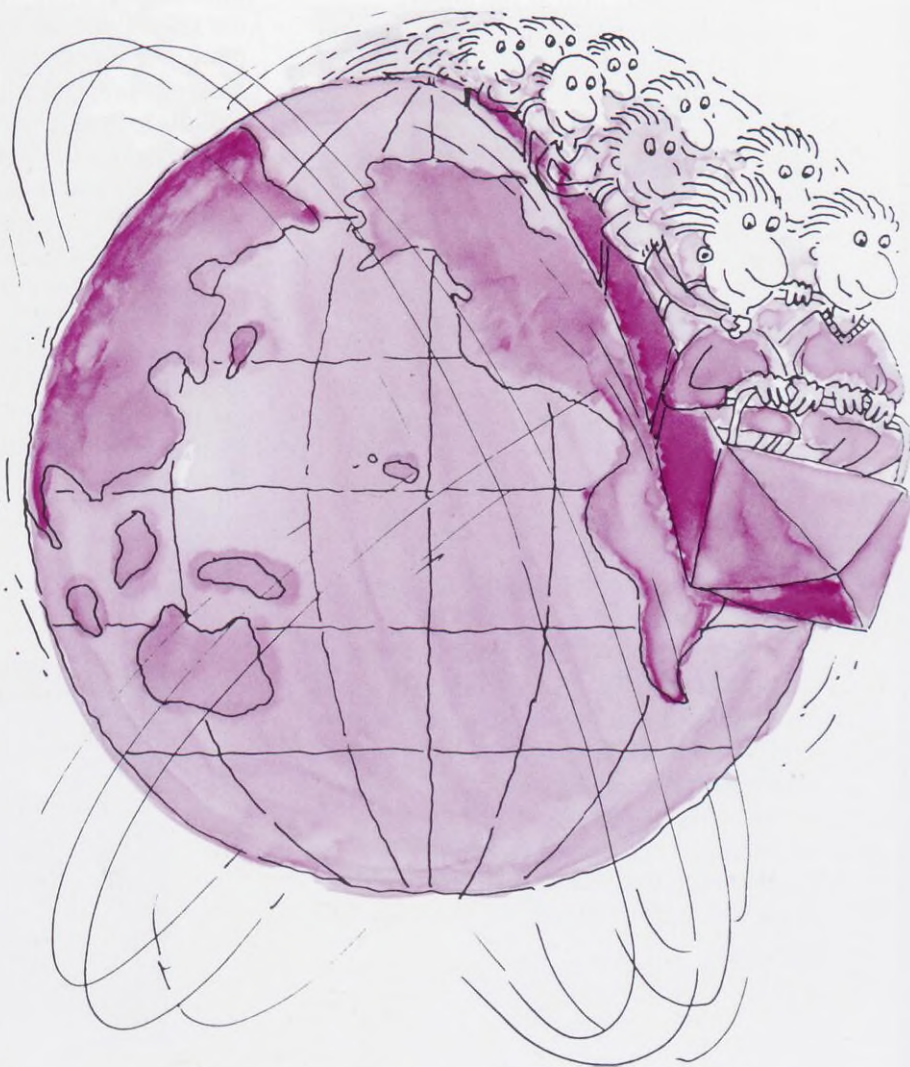
After we've finished fighting, we decide to look toward the future. “This new situation might actually be okay — and so might we.” New possibilities emerge from the change, and new energies can provide motivation to act.

COMMITMENT

When we begin to focus on a new course of action, we enter the commitment phase. We have grown and adapted to the change.

Often we find ourselves moving through several changes at once, and we may be in different phases of the process for each of the changes.

Although it's not within our power to stop the world, we can take time to stop ourselves long enough to understand how we are dealing with the many changes in our lives. Riding the roller coaster of life can actually be fun if we just fasten our seat belts, let the wind blow, and enjoy the ride!



It's a tough job...

Following is a personal account from Kurt Fischer, corporate director of food & beverage, on the process for selecting wines for inclusion in Westin's annual wine list.

Traveling through the California wine country in search of quality wines for our wine lists is a four-year tradition for Westin Hotels & Resorts. The annual trek through this magnificent part of northern California provides each attendee with an exciting, rewarding and ultimately satisfying experience that is not easily forgotten.

The panel which consists of company officers, hotel general managers, food & beverage directors, rooms division associates, master sommeliers and wine consultants, encountered their first wine at the opening reception held at the Robert Mondavi Winery. They were treated to some of the finest Robert Mondavi California wines...and then the work began.

The 6:00 a.m. wake-up call comes early in order to attend a briefing breakfast and be ready for departure at 7:45 a.m. for the wine tasting room at the Robert Mondavi Winery.

By 8:00 a.m. each panel member is seated in front of seven glasses of Chardonnay with rating book in hand. Opening day finds the panel spending approximately 20 minutes on each flight of seven wines. After 10 flights and 70 wines, our attendees flee to their assigned buses where they are transported to different wineries to experience the hospitality of local wineries over lunch while sampling their finest wine offerings.

After lunch our attendees return to the tasting room for round #2 and to taste eight more wine flights or 63 individual wines. Upon finalizing the scores, results are reviewed and wines are chosen for inclusion in the final decision. By 6:00 p.m. our attendees return to their accommodations to freshen up and catch the 7:00 p.m. buses departing for their dinner assignments. After

another enjoyable meal and tasting more great wines, our tired crew of tasters return for a good night's rest and look forward to four more days!

On the final day our panel finishes tasting the last flight...a wonderful selection of first-rate Cabernet Sauvignon. Each member chooses his/her favorite and retires to debate the scores and selections for the Core Wine list.

The Recommended and Core list placement winners are announced at the closing dinner.

There will always be those consumers who want the rarest or costliest bottle of wine; however, we at Westin Hotels & Resorts strive to select, through our week-long blind wine tasting, those wines that will provide our guests with top-quality at an affordable price. Our American Wine List provides each domestic property with a tremendous advantage in achieving a well-balanced quality list for its guests.

Each year in April, another group of Westin executives assemble in Seattle. Their week-long assignment is to select a Core and Recommended *Imported* wine list for our hotels and resorts.

As a result of these two programs, hotels and resorts compile a well balanced master list for their food & beverage operations to proudly offer deserving Westin customers.



Pictured are various steps of the wine tasting and choosing process. Before each varietal tasting, the specific characteristics are discussed, as seen above with Westin's wine tasting panel. The first step is to check the appearance and clarity. Next comes the bouquet or fragrance of the wine. Finally, the moment of truth — the best part, tasting the wine.

Here is your handy
pull-out section of 78 wines from
Westin Hotels & Resorts
1991 American and Imported
Wine Lists.



THIS LIST IS YOURS TO KEEP AND ENJOY!

WESTIN HOTELS & RESORTS 1991 AMERICAN WINE PROGRAM CORE WINE LIST

WINERY

NAME OF WINE & VINTAGE

CHARDONNAY

ROBERT MONDAVI, NAPA VALLEY
CLOS DU BOIS
DRY CREEK VINEYARD
WILLIAM HILL
BEAULIEU VINEYARD, NAPA VALLEY
STERLING VINEYARDS
SHAFER
FLORA SPRINGS
CARNEROS CREEK WINERY
BELEVEDERE WINERY
DOMAINE ST. GEORGE

1989 Chardonnay Reserve
1988 Winemaker's Reserve Chardonnay
1988 Sonoma County Reserve Chardonnay
1988 Reserve Chardonnay
1989 Carneros Chardonnay
1989 Sterling Vineyards Chardonnay
1989 Chardonnay, Napa Valley
1989 Chardonnay "Estate"
1990 Chardonnay — Los Carneros
1989 Russian River Valley Chardonnay
1990 Chardonnay — California

SAUVIGNON BLANC/FUME BLANC

ROBERT MONDAVI, NAPA VALLEY
JOSEPH PHELPS VINEYARDS
BENZIGER, SONOMA COUNTY

1989 Fume Blanc Reserve
1989 Sauvignon Blanc
1990 Fume Blanc

CHENIN BLANC

DRY CREEK VINEYARD

1990 California Dry Chenin Blanc

JOHANNISBERG RIESLING

JOSEPH PHELPS VINEYARDS
CHATEAU STE. MICHELLE, COLUMBIA VALLEY

1989 Johannisberg Riesling "Late Harvest"
1990 Johannisberg Riesling

GEWURZTRAMINER

BUENA VISTA WINERY, SONOMA

1990 Carneros Estate. Gewurztraminer

WHITE ZINFANDEL

SEBASTIANI VINEYARDS
DOMAINE ST. GEORGE

1990 Vendange White Zinfandel
1990 White Zinfandel — California

CABERNET SAUVIGNON

SEQUOIA GROVE VINEYARDS
VICHON WINERY
CRESTON MANOR, PASO ROBLES
ROBERT MONDAVI, NAPA VALLEY
COLUMBIA WINERY, WASHINGTON
DOMAINE ST. GEORGE

1986 Estate Bottled Cabernet Sauvignon
1988 Napa Valley Cab. Sauv., Stag's Leap District
1989 Cabernet Sauvignon Winemaker's Selection
1987 Cabernet Sauvignon
1988 Cabernet Sauvignon
1987 Cabernet Sauvignon — Select Reserve

PINOT NOIR

CARNEROS CREEK WINERY
BEAULIEU VINEYARD, NAPA VALLEY

1988 Pinot Noir Los Carneros
1989 Pinot Noir

MERLOT

COLUMBIA WINERY, WASHINGTON
BEL ARBORS

1988 Red Willow Milestone Merlot
Cask 89 Merlot

GAMAY BEAUJOLAIS

RUTHERFORD ESTATE CELLARS, NAPA VALLEY

1989 Gamay Beaujolais

RED BLENDS

CAIN CELLARS
CLOS DU BOIS

1987 Cain Five
1987 Marlstone

SPARKLING WINES

MUMM NAPA VALLEY
SCHARFFENBERGER CELLARS
ROEDERER ESTATE, MENDOCINO

N/V Mumm Cuvee Napa Blanc de Noirs
1986 Blanc de Blancs
N/V Anderson Valley Brut

HOUSE WINES

NAPA RIDGE
SEBASTIANI VINEYARDS
CHASE-LIMOGERE CALIFORNIA CELLARS

1989 Central Coast Chardonnay
N/V August Sebastiani Country Cab. Sauv.
N/V Brut California Sparkling Wine

SPECIALLY CREATED FOR
WESTIN HOTELS & RESORTS
ASHFORD
TABLE WINE

**WESTIN HOTELS & RESORTS
1991 IMPORTED WINE PROGRAM
CORE WINE LIST**

WINERY

NAME OF WINE & VINTAGE

ITALY — WHITE

PIGHIN
FONTANA CANDIDA

1989 Grave del Friuli Pinot Grigio
1989 Frascati

ITALY — RED

ANTINORI
BROLIO
BOLLA
MICHELE CHIARLO (GRANDUCA)

1987 Riserva Chianti Classico
1987 Chianti Classico
1988 Valpolicella
1986 Granduca Barolo

GERMANY — WHITE

REICHSGRAF VON KESSELSTATT

1989 Piesporter Goldtropfchen Kabinett

AUSTRALIA — WHITE

ROSEMOUNT ESTATE, HUNTER VALLEY

1990 Chardonnay

AUSTRALIA — RED

ROSEMOUNT ESTATE, HUNTER VALLEY
ROSEMOUNT ESTATE, HUNTER VALLEY

1989 Shiraz
1989 Cabernet Sauvignon

FRANCE — WHITE

LEONARD DE ST. AUBIN, NUIST ST. GEORGES
DOMAINE DE L'ABBAYE ST. LAURENT
REMY-PANNIER
BOUCHARD PERE & FILS
WILLIAM FEVRE, DOMAINE DE LA MALADIERE
BOUCHARD PERE & FILS
GEORGES DUBOEUF
BOUCHARD PERE & FILS
CLOS DE LA PERRIERE

1990 Macon Blanc Villages
1989 Pouilly-Fumé
1989 Muscadet de Sévre & Maine
1988 Chablis
1989 Chablis Premier Cru "Montmains"
1989 Meursault
1989 Pouilly-Fuissé
1989 Puligny-Montrachet
1989 Sancerre

FRANCE — RED

GEORGES DUBOEUF
CHATEAU DE LA CHAIZE
CHATEAU BELGRAVE
CHATEAU MEYNEY
CHATEAU FONTENIL
GEORGES DUBOEUF
MAISON JAFFELIN
M. CHAPOUTIER
MAISON THORIN
BARON PHILIPPE DE ROTHSCHILD

1990 Beaujolais-Villages
1989 Brouilly
1986 Haut-Médoc
1987 St. Estephe
1987 Fronsac
1989 Chateauf-neuf-du-Pape
1988 Pommard
1986 Cotes-Du-Rhone, Cuvée De Belleruch
1988 Gevrey-Chambertin
1987 Pauillac

CHAMPAGNE

CHAMPAGNE BRICOUT
PERRIER JOUET
CHAMPAGNE LOUIS ROEDERER
PERRIER JOUET

1986 Carte Or Brut Prestige
1985 Fleur de Champagne Rose
N.V. Brut Premier
N.V. Grand Brut

PORT

FONSECA GUIMARAENS
COCKBURNS
CROFT

N.V. Bin #27
N.V. Porto Tawny 10 Year
1983 Late Bottled Vintage

IMPORTED HOUSE WHITE

FORTANT DE FRANCE

1989 Chardonnay

IMPORTED HOUSE RED

BOUCHARD PERE & FILS

N.V. Valbon Red

IMPORTED HOUSE SPARKLING WINE

VEUVE DE VERNAY

N.V. Blanc de Blancs

**WORLD
COVER
STORY**



Westin wine list an industry first

Westin Hotels & Resorts is the only major hotel chain which compiles a select wine list for all of its properties. A panel meets annually to select wines for Westin's domestic and imported wine lists. The hotels save money and guarantee quality by selecting from these lists when ordering wine for their restaurants, room service and banquet operations. Last year alone, Westin sold more than 900,000 bottles of premium American wine.

The American wines included on the list are selected from vineyards in California, Washington, Oregon and New York. Imported wines come from various regions in Italy, France, Germany, Australia and Portugal. The final selection of 78 wines includes standards like Chardonnay, Reisling, Beaujolais and Cabernet, as well as more exotic varietals like Chateauf-neuf-du-Pape and Pouilly-Fuisse.

Included in this issue is a handy pull-out section listing all 78 wines from Westin's 1991 American and Imported Wine Lists.



William Penn Day Care Program Praised

The Westin William Penn in Pittsburgh recently unveiled the city's first corporate-sponsored day care center, located on the first floor of the hotel.

"When we began exploring the idea of opening a day-care center at the hotel, we looked at other Pittsburgh corporations and what they were doing to help their employees with day care needs," said Wayne Bodington, general manager of The Westin William Penn.

"We were surprised to find that there weren't any corporate-sponsored day care centers in downtown Pittsburgh," said Bodington. "This void convinced us that there was a need not only for our employees and hotel guests, but also those of other downtown companies.

Youngworld Children's Center is open to hotel employees, guests, and employees of local corporations. There are 36 children enrolled, up to age six.

The idea for the center came in late 1989 when the hotel assembled a committee to study the issue. After it was determined that Westin had space for the facility, the next step was to choose a day care provider to run the center. Youngworld was chosen from several candidates.

When the center opened last fall, it received considerable positive publicity on the local and national levels. The city of Pittsburgh was very cooperative with the hotel's plan. The program coincides with Pittsburgh Mayor Sophie Masloff's plans to require future downtown buildings to allocate day care space.

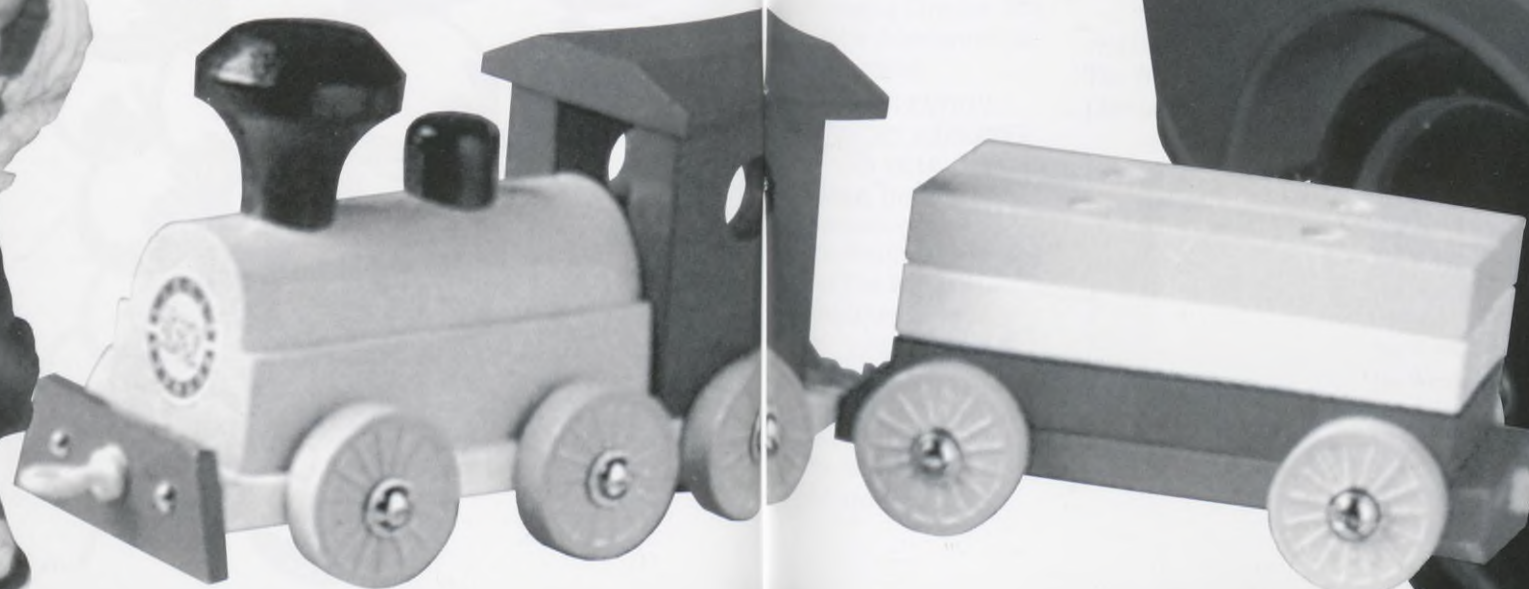
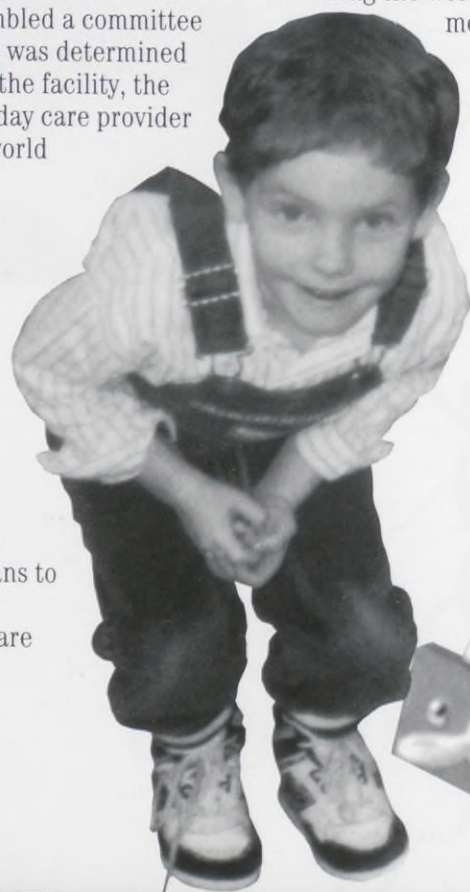
Will the hotel's program catch on elsewhere? The Westin thinks so. "This is a valuable benefit to hotel employees, and it allows working mothers to visit their children during breaks," said Bodington.

One stumbling block other hotels may face is a lack of available space for day care. "Not many hotels have the 3,000 to 4,000 square feet a day care facility requires," Bodington said. Another important factor is the availability of a drive-in entry for parents. Westin worked with Pittsburgh police and was able to give parents permits so they could park and take their children inside without getting ticketed.

The program is cost effective because Youngworld's staff runs the facility. The hotel leases the space at a 75% discount.

Concerning the future of corporate-sponsored day care, Bodington indicates U.S. Department of Labor predictions say that by the year 2000, more than two-thirds of those entering the work force will be women — most of childbearing age.

For more information on The Westin William Penn's day care program, call Wayne Bodington, general manager at 412/281-7100.





Thurston-Dupar winner

Congratulations to the company-wide Thurston-Dupar Inspirational award winner for 1990. He is **Tan Eng Leong**, director of human resources for The Westin Stamford and The Westin Plaza in Singapore.

The presentation was made at the hotel's annual service awards banquet in March and marked the first time the award has been given to a Westin employee outside of North America. Mr. Tan has made major contributions to the hotel in areas of loss control, employee benefits, and labor relations and under his leadership, the hotel

won the National Training Award in 1989 and the National Productivity award in 1990.

Mr. Tan is actively involved in community service, playing a major role in sponsoring employment for the disabled. He has been employed with Westin for 6-1/2 years.



*Thurston Dupar
Inspirational
Award*

Westin announces marketing awards

In March, 11 Westin executives were honored in ceremonies culminating the company's 1991 worldwide marketing conference. Senior vice president of marketing, Michael Corr presented awards to the following winners:

DIRECTOR OF MARKETING OF THE YEAR — **Glenn Miller**, The Westin Maui in Hawaii

DIRECTOR OF SALES OF THE YEAR — **Chuck Bowling**, Century Plaza Hotel and Tower in Los Angeles

MARKETING'S MANAGER OF THE YEAR — **Bill Lucas**, Managing Director, The Westin Bonaventure in Los Angeles

CONVENTION SERVICES MARKETER OF THE YEAR — **Diana Ee-tan**, Director of Convention Services, The Westin Stamford and The Westin Plaza in Singapore

RESERVATIONS MARKETER OF THE YEAR — **John Savage**, Reservations Manager, The Westin Hotel, Indianapolis

PUBLIC RELATIONS MARKETER OF THE YEAR — **Susan Thompson**, Director of Public Relations, The Westin Bonaventure in Los Angeles, and

Cathy Sauer, Director of Public Relations, Walt Disney World Swan in Orlando

HOTEL SALES PERSON OF THE YEAR — **Wanda Williams**, Director of Travel Industry Sales, The Westin Kauai/The Westin Maui

CATERING MARKETER OF THE YEAR — **Arnold Rutzer**, Director of Catering, The Westin Hotel, Calgary

Two Westin sales teams were also recognized for outstanding performance in 1990.

HOTEL SALES TEAM OF THE YEAR — **The Westin Hotel, Chicago**

CORPORATE SALES OFFICE OF THE YEAR — **Chicago**

Advertising and PR recognized

Every year, Hotel Sales and Marketing Association International (HSMAI) recognizes the advertising and public relations accomplishments of more than 1,000 travel organizations. Those companies who receive HSMAI awards are considered to be the best in the industry by meeting planners, travel agents, media personalities and communications industry leaders.

Twelve Westin properties were recently recognized by HSMAI for public relations and advertising campaigns reflecting Westin's strong commitment to service.

The Westin Peachtree Plaza
The Westin Hotel, Indianapolis

The Westin Crown Center
The Westin Kauai, Kauai Lagoons

The Plaza
Walt Disney World Swan
The Westin Mission Hills Resort

The Westin St. Francis
The Westin Hotel, Williams Center

The Westin Bayshore
The Westin Tai Ping Yang
The Westin Plaza & The Westin Stamford, Singapore

1990 food & beverage awards

Thirty-eight food & beverage teams submitted entries for the 1990 food & beverage awards contest. Following are the winners by category.

THE AWARD OF EXCELLENCE — OVERALL REGIONAL AWARD

UNITED STATES — The Westin Hotel, San Francisco Airport

CANADA — The Westin Hotel, Edmonton

MEXICO — Camino Real, Ixtapa

FAR EAST — The Westin Stamford & The Westin Plaza, Singapore

SILVER SPOON AWARDS

THREE MEAL-A-DAY — The Market Cafe — The Westin Hotel, Seattle

SPECIALTY RESTAURANT — Calypso — Camino Real, Cancun

FINE DINING — Fouquet's de Paris — Camino Real, Mexico City

BANQUETS
The Westin Stamford & Westin Plaza, Singapore

GOLDEN CHALICE AWARDS

RESTAURANT
Compass Rose — The Westin Stamford & Westin Plaza, Singapore

BEVERAGE OUTLET WITHOUT ENTERTAINMENT

Lobby Court — The Westin Stamford & Westin Plaza, Singapore

BEVERAGE OUTLET WITH LIVE ENTERTAINMENT

Somerset's Bar — The Westin Stamford & Westin Plaza, Singapore

CHEF KELLER AWARD
The Westin Hotel, Galleria Dallas

CULINARY APPRENTICE AWARD
The Westin Philippine Plaza

OVERALL SPECIAL EFFORT
The Westin Philippine Plaza

Awards



50 years and counting

Kenny Hudson received his 50 year pin at The Westin Hotel, Seattle's service awards banquet earlier this year.

Hudson began his career at age 13 as a bellman at The Roosevelt and New Washington, two former Westin hotels. He then moved to what is now The Westin Hotel, Seattle and with the exception of a brief stint as an elevator operator, Hudson has held the same bellman position his entire career.

Above he is pictured with his peers at about age 16 or 17. He is third from the left in the front row. At left he receives his 50 year pin. As a special bonus he also received an outboard motor for his boat.

48 years with Westin

Earlier this year, Billie Wright, a bellman at The Westin Peachtree Plaza, retired after 48 years of service.

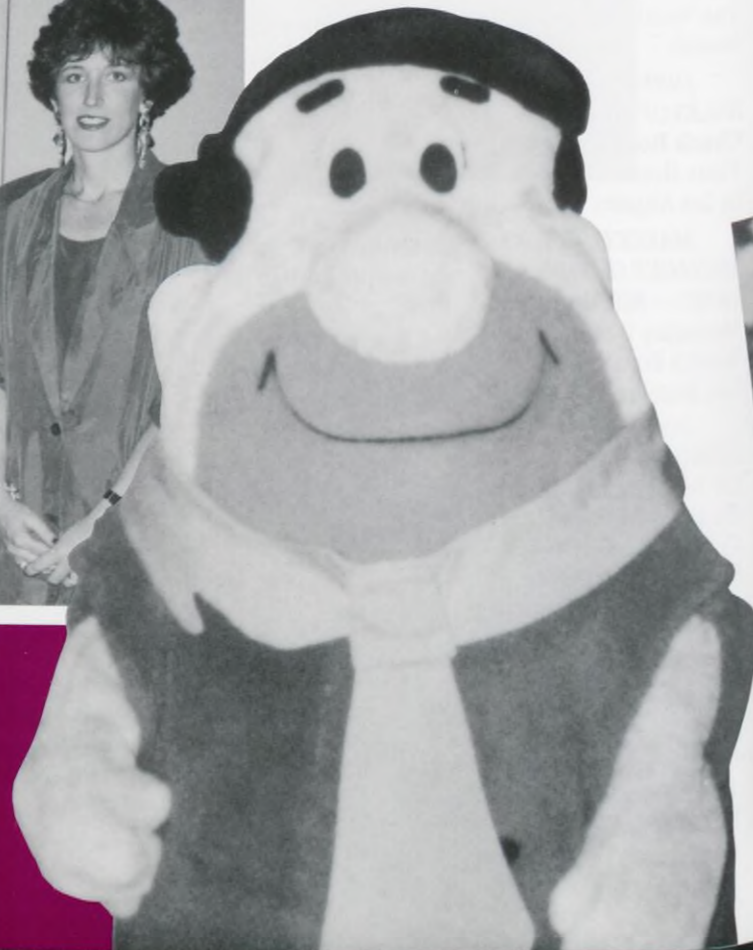
A highlight of Wright's career was being named "Bellman of the Year" in 1978 by the American Hotel and Motel Association winning the honor over 1,000 other candidates.

He is pictured here with Rick Layton, managing director, his wife Patricia and daughters, Lisa and Judy.



Yabba dabba do!

Earlier this year, The Westin Hotel, O'Hare was greeted by a "Bedrock notable". Fred Flintstone with the Hardees Corporation spent much of his time greeting guests at the hotel and Room Service noted it was the first time they have received an order for a Brontosaurus Burger.

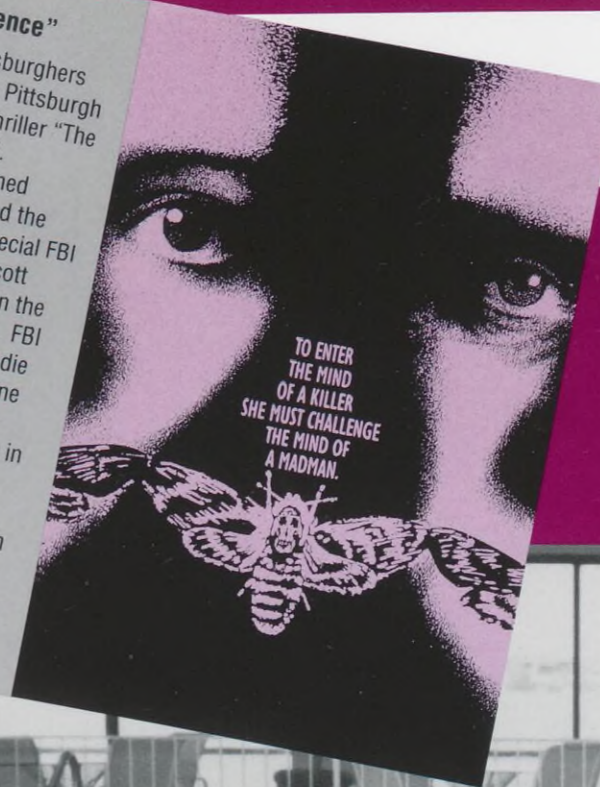


The sites of "Silence"

Observant Pittsburghers can spot well-known Pittsburgh places in the movie thriller "The Silence of the Lambs".

"Silence" was filmed largely in Pittsburgh and the cinderblock office of Special FBI Agent Jack Crawford (Scott Glenn) was constructed in the The Westin William Penn. FBI trainee Clarice Starling (Jodie Foster) and Glenn do a scene together in the office which doubles as the FBI Academy in Virginia.

The cast and crew of "Silence" stayed at The Westin William Penn for six months while filming in late '89 and early '90.



Fountain of youth?

Three times a week 40 seniors sing their way through an aqua aerobics class at The Westin Hotel, O'Hare in Chicago.

"Getting into a warm pool with a group of friends is fun for elderly exercisers," remarked Karen DeSantis, health club manager.

Here the seniors exercise and sing "Take Me Out to the Ball Game" in honor of the opening of baseball spring training.



Anticipation

Gary Player, the "International Ambassador of Golf," recently visited The Westin Mission Hills Resort to inspect the progress of The Gary Player course currently under construction. This is Players' first course in the Palm Springs area and is scheduled to open in October 1991 shortly after The Resort opens in late August.

Pictured during a press breakfast from left to right: Jim Wilmer, Gary Player, Bonnie Best and Larry Scheerer.



Walt Disney World Swan says "thanks"

The Walt Disney World Swan has been offering a special package rate of \$165 per three night/four day stay (equivalent to \$55.00 per night), to service personnel on active duty (including active reserves).

The response has been very positive. As of mid-May, 540 room nights have been sold. According to Cathy Sauer, public relations

director, "we sent one news release over the wire service and the military personnel picked it up and posted it at their own individual bases.

In addition, "overseas bases are hearing of our offer and are having their spouses call and book reserva-

tions for the minute they return home. Some have even asked for open bookings because they're not sure when they'll be home."

"We wanted to recognize our military's tremendous efforts in the Gulf War and felt they would enjoy a little time-off with their families here at the Walt Disney World Swan," said Michael W. Sansbury, managing director of the Westin-operated hotel.

Morale booster from home

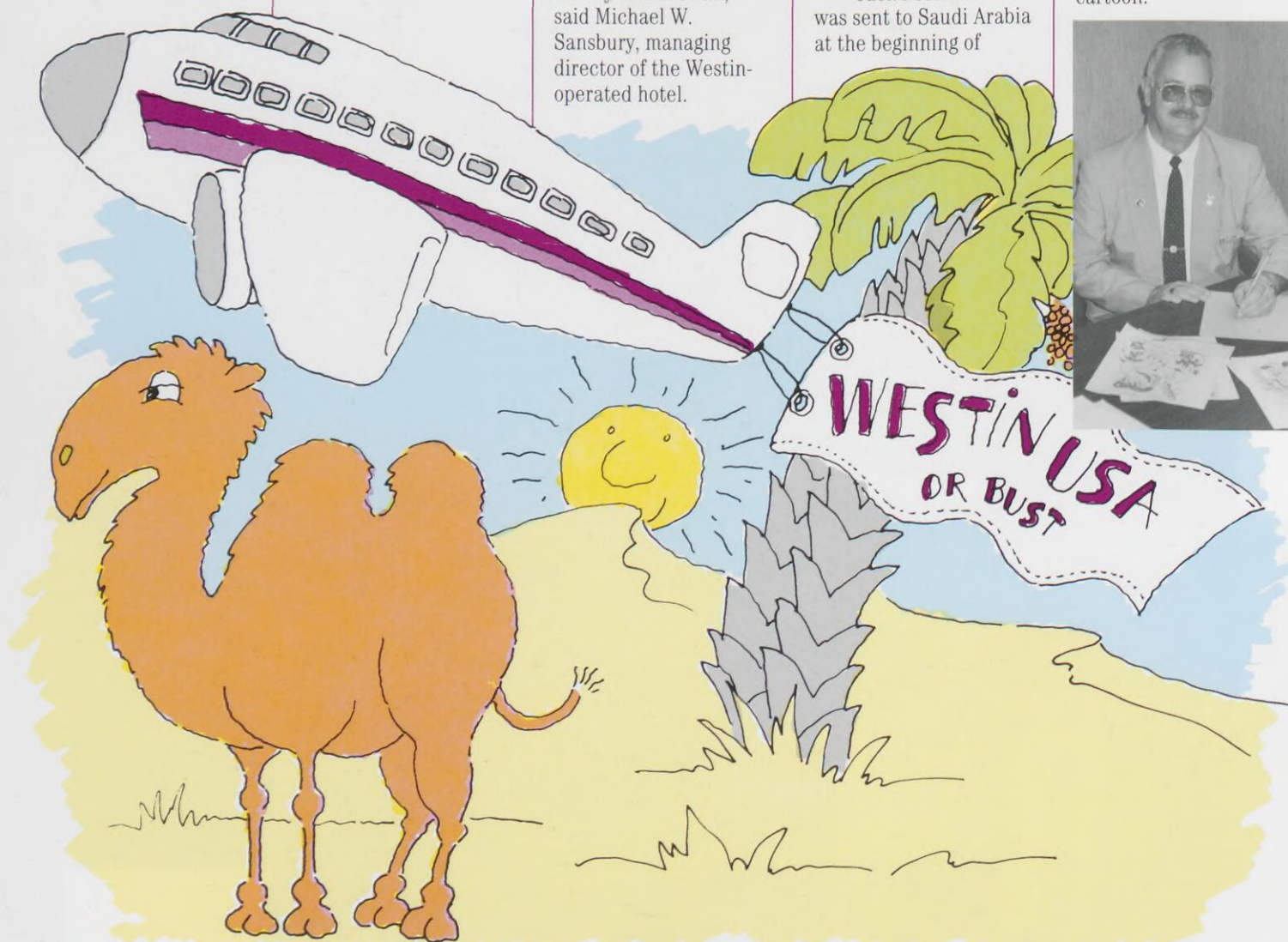
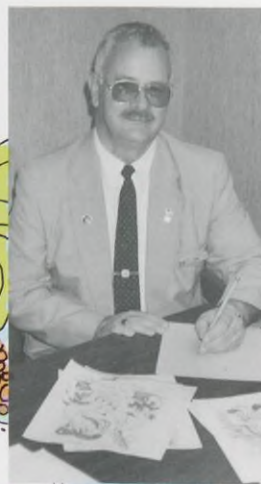
Jack Mackee, a member of The Westin Resort, Hilton Head Island's security team, transformed a long-time hobby in art into a morale booster for our troops in the Middle East.

Jack's son-in-law was sent to Saudi Arabia at the beginning of

Desert Storm. In order to cheer up his daughter in California, Jack began drawing political cartoons showing his support for the United States' military. The drawings proved such a hit with all of the military families that Mackee's cartoons were soon being sent to posts throughout the war zone.

He has been featured in newspapers as well as on TV for the creative way in which he demonstrated his patriotism.

Mackee is pictured here pondering his next cartoon.



Just for laughs — and a \$20 check

We just *know* there are some humorous stories floating around out there. Hotels can be crazy places, and we'd like to share your humorous experiences with other Westin employees.



As added incentive for you to share your humorous (and/or embarrassing) stories with us, we will pay you \$20 if we run your anecdote in *WestinWorld*.

Please send your input to *WestinWorld*, The Westin Building, MKT-13, Seattle, WA 98121.