

# front!

WESTERN INTERNATIONAL HOTELS



**MERRY  
CHRISTMAS  
∞  
HAPPY  
NEW YEAR**

**Miyako Hotel**  
KYOTO JAPAN

**San Francisco**  
THE FRANCIS  
WESTERN INTERNATIONAL HOTELS

IN CHICAGO  
*Continental Plaza*  
WESTERN INTERNATIONAL HOTELS

GUATEMALA CITY  
*Guatemala*  
BILTMORE HOTEL  
WESTERN INTERNATIONAL HOTELS

**Hotel Bonaventure**  
Montreal, Canada

HAWAIIAN ISLANDS RESORT  
**Maui**  
WESTERN INTERNATIONAL HOTELS

DENVER COLORADO  
**Cosmopolitan**  
WESTERN INTERNATIONAL HOTELS

*Casapueblo*  
TRINIDAD  
WESTERN INTERNATIONAL HOTELS  
FUN IN THE SUN

**HOTEL AVILA**  
QUITO, ECUADOR

**Colon**  
WESTERN INTERNATIONAL HOTELS

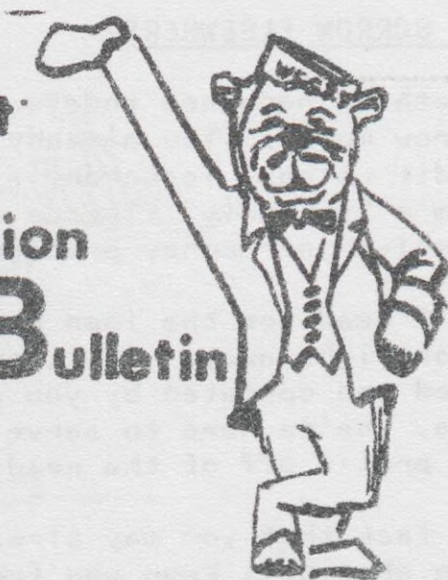
HONG KONG  
**Hôtel Miramar**  
WESTERN INTERNATIONAL HOTELS

**Hacienda Cocoyoc**  
COCOYOC, MEXICO  
WESTERN INTERNATIONAL HOTELS



**C**redit  
**U**nion  
**B**ulletin

November, 1968



**Happy**

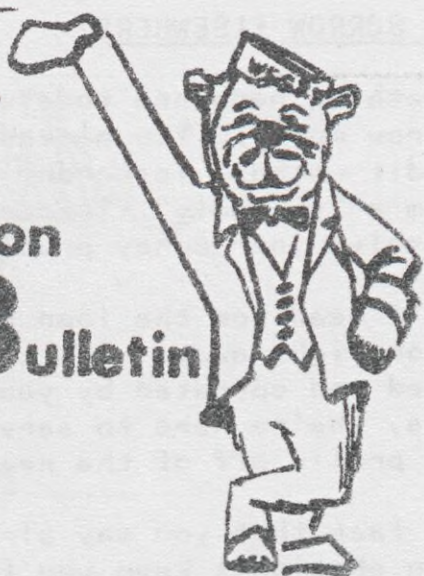
**Thanksgiving**



**TO ALL CREDIT UNION MEMBERS**

**C**redit  
**U**nion  
**B**ulletin

November, 1968



**Happy**  
**Thanksgiving**



**TO ALL CREDIT UNION MEMBERS**

## WHY BORROW ELSEWHERE?

Something happened today and now you need to borrow money. You already have a loan at the credit union. Yesterday's mail brought an ad from a "friendly" finance company that offered to solve your money problems.

DON'T head for the loan company! See the credit union right away. The credit union is YOURS.... owned and operated by you and your fellow members. We're here to serve members, not make a fat profit off of the needs of others.

The fact that you may already have a credit union loan shouldn't keep you from applying for another. Having all your borrowing at your own organization can save you money. You save on total monthly payments and on interest charges.

Any way you look at it, the credit union deal is the best deal.

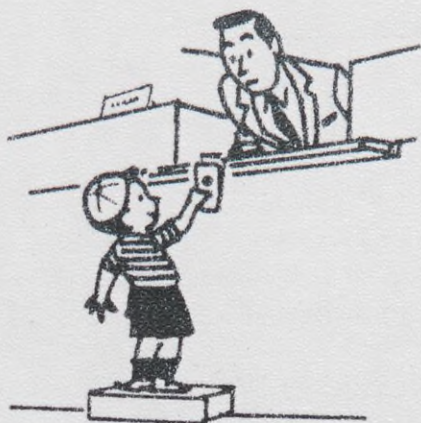
## HOW TO AVOID THE AFTER-CHRISTMAS BLUES

Want to enjoy the entire Christmas season this year, and avoid the let-down when the bills come in January and February? The credit union can help turn your wish into reality.

Plan your shopping list so you'll know about how much you can afford to spend. If you're short on cash a credit union loan can take care of things. With cash in hand you can shop for the best buys, avoiding the high carrying charges that often go with store credit.

To make it even easier next year, start a regular saving plan so you can have the full amount ready when you want it.

Remember, whatever your money needs, see the credit union first. You'll be glad you did.



### HELP YOUR CHILD LEARN ABOUT MONEY MANAGEMENT

Sound money management is not an inborn trait. If children are to grow up to be happy, independent, economically capable adults, they must learn to use money just as they learn to read and write in school.

The finest education in the use of money comes from sharing family financial problems. Cooperation of all members of the family in using the total family income for the good of all, brings a wholesome feeling of unity and confidence.

Allowances are also effective, if used properly, as they recognize a child's need to be independent. Children need money to spend in the way they choose.

When your child is old enough to understand the place of the Credit Union in the family's money management program, he should be encouraged to participate. Start now and open an account for your child.

## Western News Notes

### Marketing Division Changes Announced Reorganization, Coordination Emphasized

IT WILL NOW BE KNOWN as the "Sales Division" and not "Marketing" as heretofore.

This was one of the many changes concerning this Division effective as of November 1, according to a WIH Executive Committee announcement as released by President Edward E.



McKibbin has Division Responsibility

Carlson. It was the Committee's conclusion, Carlson stated, that because of Western's substantial expansion program and the many changes now taking place in

the hotel and travel industry, an acceleration of the Division's efforts is needed.

ASSUMING THE management responsibility of the Division is Bruce McKibbin, formerly Director of Sales for the United States and Canada, now named Director of Sales for all of Western International Hotels. Working with McKibbin is Bill Newman, the former Director of Sales for the Olympic Hotel, who has been appointed General Sales Manager for WIH.

Both McKibbin and Newman will operate from Corporate Sales offices at 2000 Fifth Avenue in Seattle.

### Kansas City Hotel Plans Announced

KANSAS CITY, Missouri has been selected as the site for construction of a 500-room WIH hotel as announced by Company President, Edward E. Carlson in November.

The as yet unnamed luxury hostelry will be included as part of the 115 million dollar Crown Center project now under way. According to the report, this will be the first full-service hotel built in Kansas City in almost 40 years and will include plans for the largest banquet and meeting facilities in that city.

THE CROWN CENTER development is a 15-year program that will include the hotel, 600 apartment units, a garage and a 80,000 square foot pavilion of shops, restaurants and theaters with a terraced landscaped square serving as the common for these facilities. Construction on the project was begun in September and the hotel is planned for completion in mid 1971.

AN IMPORTANT reorganization emphasis is placed on the closer coordination of Departments of the Division, particularly that of Advertising as headed by WIH Advertising Director, Willis Camp, Public Relations, directed by Ruth McCloy, and Newman's department, which will now bring together both domestic and international sales efforts.



Newman appointed General Sales Mgr. senior company officer responsible for Sales Division operations.

In outlining these organization changes to WIH property managers in the November 1st Operations Bulletin, President Carlson said, "Between now and our January (Managers) meeting, the implementation of a new and substantially expanded sales program for 1968-69 will be undertaken." He also noted that alterations have been made in the Division's organization chart, which information will be released at a later date.

Crown Center is wholly owned by Hallmark Cards, Inc., and is the developer of the project. Its location encompasses an 85-acre site near downtown Kansas City.

Harry Weese, F. A. I. A., has been named architect, for the hotel which in addition to the banquet room will include such facilities as smaller meeting rooms, a selection of quality restaurants, bars, coffee shops and boutiques.

IN MAKING the announcement, Carlson stated, "We look forward to the association of our company and the Crown Center Redevelopment Corporation. Western International Hotels is active now in eleven countries of the world, but it's always a fine feeling to come back to the heartland of the United States and participate in a project such as Crown Center. Missouri is an exciting state and we are proud to be playing a role in its growth."

### Ilikai Floats a Winner!

The Ilikai Hotel's float entry in the annual Hawaiian "Aloha Week" parade came off this year as the Grand Sweepstakes winner.

The prize-winning float bearing its theme, "The Elegant Years," represented a beautiful lawn garden of a plantation home during the days of King Kalakaua. Placed in this elegant floral setting were Ilikai employees, Lani Custino, Kalani Simerson, Louis Kau and Lei Makanani. Chairman of the Ilikai entry was Don Smith, who with the assistance of his committee members, Lilian Brum, Ella Wakinekona and Napua Stevens designed the float and selected the "Elegant Years" idea suited to the over all parade theme, "Hawaii Through the Years." Many of the hotel employees volunteered their services the evening before parade day in the intricate task of placing the thousands of flowers on the float.

### HCA NEWS NOTES:

News Items from the Hotel Corporation of America

#### Balmoral Changes Name

Effective as of November 1, the Balmoral Club of Nassau in the Bahamas officially changed its name from the Balmoral Club to the Balmoral Beach Hotel, according to an HCA report.

#### New Brussels, Munich Hotels

HCA is forging ahead with previously announced plans for two major properties in two of Europe's most exciting cities—Brussels, Belgium, and Munich, Germany. Both hotels will be known by the identifying name being applied to all new HCA properties—"Sonesta."

The Brussels Hotel Sonesta will be 30 stories high and will be located in a section of the city that is presently going through major redevelopment and is planned for an early 1971 opening.

The 494 room Munich Hotel Sonesta is planned to open in 1972 in time for the Munich Winter Olympics. Although a metropolitan hotel, it will have a luxury resort atmosphere with recreational facilities such as an enclosed swimming pool, sauna baths, and tennis courts.

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## Western News Notes

### Culinary Olympics Teams Return In Triumph



**TRIUMPHANT RETURN.** Benjamin Franklin/Washington Plaza General Manager, Ralph Van Noy [second from left] leads a champagne toast of the Hotel staffers saluting Executive Chef Klaus Zander [left] upon his return and Gold Medal win at the Culinary Olympics.

AS CHEF Klaus Zander stepped out of the second floor elevator of the Benjamin Franklin Hotel, he was stunned for a moment by a camera-man's exploding flash that also illuminated the long double row of applauding staffers. Then, recovering his composure and grinning broadly, he walked down the employee flanked aisle acknowledging the outstretched hands of congratulation.

The occasion heralded the deserved and triumphant return of a champion as Zander had just the previous week been awarded a coveted gold medal at the International Culinary Olympics, held in Frankfurt, Germany, last October, in which 20 countries participated.

Klaus, Executive Chef of the Washington Plaza and a member of the 8 man American Olympic team, was bestowed this top honor by the Olympics judging committee for what was termed as "cold competition"—that is such cold platter dishes as prepared for formal buffet. His entries included a King crab dish, a cold salmon dish, smoked turkey and a beef tongue dish.

IN APPRECIATION and recognition of his win, staffers had arranged a champagne cocktail reception in his honor and presented him with a set of golf clubs and golf bag suitably inscribed to mark the occasion. The presentation was made on behalf of the employees by Hotel General Manager Ralph Van Noy. Also present for the ceremony was Zander's wife, Gisela, who was presented with a bouquet of red roses.

In a few words of acknowledgement expressing his appreciation for the surprise reception and gift, Zander

admitted that his participation in the Olympics—whether or not he had received a medal—was one of the greatest experiences of his career.

"I learned a great deal," Klaus stated, "and much of which I hope to pass on to our younger people in the profession. I'm proud to belong to this hotel and to be associated with Western International Hotels," he added.

IN MONTREAL, meanwhile, Rudolph Doseger, Executive Chef of the Bonaventure and Captain of the 4-man Canadian contingent to the Culinary Olympics, brought back another award-winning crew. The Canadians had won five gold medals and three silver medals.

As the Canadian team Captain, Doseger made these comments on what the competition was like.

As to the traffic through the huge exhibition complex: "Imagine one of the high-peak traffic days at Expo '67 and you have a fair idea of the daily crowds at this Exhibition. It was like working in a goldfish bowl. You can make the occasional mistake in your own kitchen but, with thousands of people watching your every move through the glass partition dividing the kitchen from the dining room, you monitor every motion." He further commented that the pressure was intensified by the fact that each team was actually cooking to customer order.

Doseger summed it up by stating, "this has certainly been the experience of a lifetime . . ." but doubted whether he would like to repeat it again.

## EDITOR'S INN BASKET

. . . and yet another in-hotel publication is heard from. This time it is the once-every-three-monthly INN-MATE published for the Calgary Inn by the Staff Association Council. Owl's Nest Lounge Waiter, George Klement is the Editor. While the copies of INN-MATE received here appear to be well filled with bright and breezy news items we noted a plaintive plea for more reader contributions in the most recent issue that struck a sympathetic chord (O.K. you fellow Calgary Inn-mates, let's all sock it to 'em! eh, Editor Klement)

Tropical trade winds, warm sandy beaches for sunning, surfing or girl watching, fantastic evenings of dining, dancing and etcetera as offered by an equally fantastic luxury hotel. All of this and more while the chill November nasties elsewhere are temporarily filed and forgotten. Sound great? Well, about 50 WIH employees in the U. S. and Canada thought so who joined the WIH employee Holiday Tour to the Iikai November 9-18. If we can stand it, we'll print some of the better "wish-you-were-here" pix submitted by some of this happy group in our next issue. (Meanwhile, chained back at our work-piled desk . . .)

\* \* \*

From the Space Needle Restaurant's newsletter, TOP LEVEL NEWS, comes this handy tip credited to Jack Skinner, Purchasing Agent: If you soil your uniform do not use hot water on the spot as it sets the stain and makes it almost impossible for the dry cleaners to remove; use cold water. Thanks Jack—is that what they mean by "cold power"?

\* \* \*

A report from the WIH Personnel offices reveals a pretty impressive response to the recent United States Savings Bond drive. In the 3-month period of the drive (July 1 to Sept. 1) the number of savers jumped from 309 to 997 or over a 300% increase! Properties who showed some of the biggest gains included the Cosmopolitan, Iikai, Miyako and the Century Plaza.

## Western News Notes

### She's Tops — as waitress and commuter!



"WAITRESS OF THE MONTH" Rozanne Wilson serves Space Needle Restaurant General Manager, George Johnson and Gigi, Dining and Entertainment Editor of Seattle Shopping News. [Seattle Shopping News photo]

PERHAPS THERE is someone in Western who tops Space Needle Waitress Rozanne Wilson's daily commute—but we doubt it!

Rozanne, who has been with the Needle since its opening during the Seattle World's Fair commutes daily from her home in Mount Vernon, a distance of 62 miles. Add to this 124 miles daily round trip, the walking miles on the job, and throw in the "distance" covered by the revolving restaurant itself and we could come up with a traveling statistic that might put an astronaut's jaunt to shame!

BUT THIS does indicate to some extent how much Rozanne enjoys her job serving the Space Needle guests. What Space Needle guests think of Rozanne is equally mutual and perhaps best indicated by the Seattle Shopping News entertainment editor who recently selected Rozanne as the publication's "Waitress of the Month." The News editor credited a most intangible, yet most important quality, that of "enjoying" being served by Rozanne, as one of its major reasons for selecting her for this accolade.

In the interview that followed, Rozanne acknowledged a friendly attitude, a liking for people and a personal sense for "figuring out" just what kind of service a given customer wants as some of the more important factors in her approach to her job.

REGARDING THE latter, Rozanne noted that "Some customers just love

to be hovered over and smothered with service—they enjoy being pampered and treated like a king or queen."

"There are others, however," she added, "who feel uncomfortable with excessive service . . . they like promptness and efficiency, but they like to be left alone to enjoy their food and companion."

"To really enjoy her job, a waitress must feel certain that she's giving her customers the kind of service they really want," she concluded.

AND JUDGING by her popularity at the Needle, Rozanne must truly be enjoying her job. As for her record commute, Rozanne takes advantage of this time for relaxing, reading and for those all too precious moments of quiet uninterrupted meditation that many of us might envy.

### Melissa Fontes Heads NEHA In Hawaii

Melissa Fontes, Executive Housekeeper of the Ilikai Hotel, has been elected President of the recently inaugurated National Executive Housekeepers Association in Honolulu. The Honolulu chapter of the NEHA is the first such group to be chartered in the Hawaiian Islands.

Melissa joined the staff of the Ilikai as Administrative Assistant in 1964 and in 1966 was appointed to her present position as Executive Housekeeper for this 840-room resort complex.

### Guest Survey Reveals "Mr. (and Mrs.) Clean" Lead

"CLEANLINESS" topped the list as the most important single factor in hotel-motel accommodations preferences according to a recent national guest survey.

Results of a survey conducted by Proctor & Gamble Company with the cooperation of the American Hotel and Motel Association were summarized in the October issue of Hotel & Motel Management magazine.

According to the survey report, more than half of the responses (57%) reported "cleanliness" as a main influence for return visits, putting it well ahead of other factors.

"GOOD SERVICE" emerged as the second leading influence, with "courtesy and friendliness of management and staff" as the third most important reason given.

The survey, which was taken of a cross-section of U. S. travelers, pointed up that it was the more frequent, and presumably more sophisticated, traveler as being the most selective and hardest to satisfy of all guests responding and having the most "pet peeves." Their major complaint was in "service shortcomings," which included "annoyances with the maid or bellman, front desk service and disinterested personnel."

INTERESTINGLY, these "most frequent" guests gave the least emphasis of any respondents to the significance of room rates and prices.

### From Cosmo to Metro Gaines Gains Top Spot

Appointed as Manager of the Metropolitan Airport Hotel in Detroit is former Executive Assistant Manager of the Cosmopolitan Hotel in Denver, Jack Gaines.

Gaines assumed his new responsibilities as of November 1, according to an announcement by WIH President Edward E.

Carlson. He replaced former Manager James Kent, who was transferred to Houston, Texas, as Project Manager of the Galleria Plaza, now beginning construction and scheduled for a summer 1970 opening.

Jack Gaines joined WIH as a desk clerk at the Benjamin Franklin Hotel in 1963. In September 1965 he was transferred to the Cosmopolitan as Assistant Food and Beverage Manager and in August 1966 he was promoted to Executive Assistant Manager.



# FRONT! INTERNATIONAL

## Mexico Olympics Photo Album

The magnificent and record shattering XIX Summer Olympics in Mexico is now a part of history. Playing an important role during the event was the newly opened Camino Real in Mexico City, which was not only official host to the Olympic Committee, but also hosted many world famed

personalities attending the Games, and its public rooms were the scene of several Olympics connected social affairs.

From the many photos supplied FRONT! offices from the Camino Real we've selected four to show here involving hotel staffers.



Flanked on either side by Olympics Organizing Committee Hostesses Cristina Miller and Ma. Elena Castro is Camino Real Executive Chef, Giuseppe De Gaudenzi and Mr. Warral from the Canadian Olympic Committee at the Camino Real Ballroom.



Alfredo LaMont, Jr. [left], Public Relations Director of WIH de Mexico, chats with Avery Brundage, President of the International Olympics Committee.



Dwarfed by a huge Calder sculpture are Camino Real reception staffers from left: Helene Palazuelos, Maria Elena Gasca, Gabriela Camberos and Cristina Gonzalez.



Patricia MacCormick, one of the all time greats of the U.S. Olympic teams, chats with Enrique Puente, official photographer of the Camino Real.



Shown above during a recent get-together at the Avila Hotel are from left: Emilio Borberg, Sales Manager, WIH de Venezuela; Bill Jauregui, Vice-President WIH de Venezuela and visiting WIH representative of Fort Lauderdale/Miami Florida, Jack Hugen.



Henry Morgan, the well-known TV personality and his wife [left] were recent guests at the Hotel Miramar in Hong Kong. With the couple is Miss Grace Ng, the hotel's genial public relations officer, who has been with the Miramar since it opened ten years ago.



Popularly known as "Smilie" by guests and colleagues is personable Tako Hosaka of the Palace Hotel's Front Office staff.



It's time to design your own costume for the Space Needle Christmas party and compete with prize winner Gloria Holt, who makes a very lovely Christmas tree.



It's time for old friends [from right] Josephine Bernasconi, Anna Bonar and Francisca Pongratz to gather round the tree at the Sir Francis Drake employee party.



It's time for Front Office Manager, Jim Martinez of the Northern to slip into something fur trimmed — like a Santa Claus suit.



It's time for Santa [Joe Connally] to listen to the Christmas wishes from good-little-girl Carol Perry at the Cosmopolitan.



It's time for good-little-boys like the son of the Benjamin Franklin's Marian Murray to get over his "Santa scares me" complex.



You are  
Cordially Invited

It's time to join in on the party fun celebrating the happy Holiday season throughout our Western World.



It's time for Santa to ho! ho! ho! with a Japanese accent at the Palace Hotel's employee Christmas party.



It's time for Maitre 'd Purgatorio Brandoni to distribute gifts and good cheer during the employee family Christmas party at the Avila.



And it's time to wish everyone throughout our Western World a happy and prosperous New Year Hawaiian style by pretty Pam Straus of the Ilikai.

## Front! SPECIAL FEATURE

### “Awareness” Key to Front Office/Reservations Workshop

THE RECENT Front Office/Reservations WEST-ED workshop in Seattle included in its agenda a tour of the newly unveiled Boeing 747 Superjet at the nearby Everett plant.

Perhaps it was this viewing that most dramatically pointed up the Workshop's theme, “Professional Planning Through Awareness.” Previewed by these Western staffers was the first of many such mass transportation air carriers that are designed to revolutionize the face of the travel and hotel industry.

The more than 45 delegates attending the Workshop sessions at the Benjamin Franklin from October 15

are hopeful that these presentations will give you an insight as to the over-all picture of your company and your role in this growth pattern.” Then Mogush added: “Your job is that of ‘management’ not just supervision. We can no longer rely on policies and procedures — we must look to you for ‘creative’ answers to problem-analysis and problem solution . . .”

Putting these words into action established to a great extent the pattern of the pro-

gram that followed. A series of presentation briefs brought the delegates current as to the major developments of such WIH operations as the Credit Department, the Development Division, Guest Services, Sales, Personnel, and International Western

Hotel activities by staff members from each of these areas. **Special reports**, followed by group discussions, dealt with an accounting-oriented computer study and review of the newest developments in the field of guest processing and computerized reservations systems.



As in the successful pattern of previous Workshops, the members break up into small question and answer discussion groups.

ness” in relation to growth and the “almost frightening developments” that are taking place in the industry. He emphasized the essentiality “that all of us strive to develop new techniques of supervision and management to meet these future challenges.”

“I hope you leave here,” Mogush concluded, “with confidence in the knowledge that your company is not only aware—but deeply involved in planning today for the challenges of tomorrow.”



Debarking from chartered buses, the Workshop group enters the Boeing Plant for a preview peek of the giant 747 Superjet.

to 18 represented WIH Front Office and Reservations department and Reservations offices throughout the United States and Canada. Also present were three staff members from WIH de Mexico properties.

**BUT THE** imminence of jet age mass transportation was only one of the featured topics that challenged the group during the 3-day sessions. The principal emphasis was on better qualifying the group for their managerial responsibilities through a more total awareness of the Company's operations. In establishing this point during his opening session remarks, WIH Vice President Joe Mogush, stated:

“One major goal of the Workshop is that of updating your awareness of Western International Hotels . . . we

Hotel activities by staff members from each of these areas.

**Special reports**, followed by group discussions, dealt with an accounting-oriented computer study and review of the newest developments in the field of guest processing and computerized reservations systems.

The tour of the Boeing 747, referred to in the opening paragraph, was made on the second morning of the program. On the afternoon of the last day, the members were again treated to a special tour. This



With an attentive alertness the Workshop members listen to a presentation during the general sessions.

# Front! Family Features

## RECIPES I LIKE BEST

It's the classical story of the grass being greener on the other side . . . of the Atlantic! While Americans



Chef Ruegg

yearned for the resort delights of Burgenstock and St. Moritz, young Anton Ruegg, as a Swiss lad, yearned for the opportunities in the U. S. A.

He is today the young Executive Chef of the Continental Plaza in Chicago. For him, the shortest distance between his home town of Ernetschwil, Switzerland, and Chicago, Illinois, was covered by a career which had its start in the old country.

Traditionally, he apprenticed in the restaurant business for 2½ years before he was ready for the move from station to station in large commercial kitchens . . . the invaluable training enjoyed by hotel professionals. In Geneva, Switzerland, he worked as an assistant garde-manger, as assistant saucier, and then to some of the finest Swiss resort areas, where the demands of foreign visitors make the culinary art truly international.

When word of the World's Fair to be held in Seattle in 1962 reached the young man, the timing seemed right to make his move. He sought employment at the Olympic Hotel, starting as a soup cook, but remained such for only a month before his skills as saucier were discovered. His talents were rewarded with his appointment as sous chef for the famous Space Needle, and he participated in the opening of this unique 600-foot high revolving restaurant.

His first appointment as an executive chef came with his transfer to the Bannock Hotel in Pocatello, Idaho, and after one year, WIH appointed him sous chef at the Del Coronado in San Diego.

When Western acquired the Continental Plaza in Chicago, he was brought to the Midwest, and the new property, for a brief period and then appointed executive chef at the Anchorage-Westward in Anchorage, Alaska.

Last Fall he returned to the Continental Plaza and supervises the hotel's three kitchens.

## Memory Map Western's Hawaiian World



Our Memory Map tour this month takes us to the Island of Oahu in the State of Hawaii. It is the site of two of Western's finest resort properties—Ilikai and the soon-to-be-opened, Makaha Inn & Country Club. Oahu also boasts the largest city in the Hawaiian Islands, A. Honolulu, which is also the location of the 30-story . . .

- Ilikai Hotel, which in January will be the host for the Annual WIH Management Conference.

From here it is just a scenic 47-minute drive to the spectacular B. Makaha Valley and the . . .

- Makaha Inn & Country Club, Western's newest resort property opening on February 1, 1969.

### ROAST DUCKLING WITH PERNOD

Serves eight.

#### INGREDIENTS

- 2 four-pound ducklings
- ½ cup granulated sugar
- 1 cup fresh orange juice
- 4 cups brown sugar
- 1 jigger curacao
- 2 jiggers Pernod
- Rind of one lemon
- Rind of one orange
- 8 orange slices
- 8 marashino cherries

#### METHOD

Roast the ducklings in a moderate oven, 350-375 degrees, for one and one half hours. While the ducks are roasting, prepare the sauce.

Place the sugar in a heavy skillet and cook it over low heat until it caramelizes. Stir in the orange juice and bring to a boil. Add brown sauce, simmer 15 minutes. Strain and add curacao and Pernod.

Remove the white, pulpy portion from the lemon and orange rind. Cut in julienne strips. Boil julienne strips in a little water for three minutes, drain and add to sauce.

Cut the breasts and legs into two pieces each; dress neatly on platter; garnish with the orange slices and maraschino cherries.

Serve with wild rice. Offer sauce separately.



## Back Of The House

with

**Margaret Anderson**  
Bonaventure

Each month FRONT! features a guest housekeeper columnist from throughout WIH. This month's guest is Margaret Anderson, Executive Housekeeper of the Bonaventure Hotel.

### FURNITURE MARKS

White rings or marks on varnished wood furniture resulting from heat or water can be removed by rubbing with a soft cloth moistened with camphor oil, turpentine or peppermint oil. Marks on waxed finishes are removed by rubbing with turpentine followed by fresh wax.

### ALCOHOL STAINS

Wipe off fresh stains at once with oil polish. Old alcohol stains can be removed with a thin paste of pumice, rotten stone and boiled linseed oil. Repeat if necessary and polish.

### OLD TOOTHBRUSHES

Keep those old toothbrushes for your maids. They are good for cleaning out dirty crevices in ashtrays.

### AT HOME

Spruce up an old box TV set for the den or playroom with colorful contact-type paper. Be sure you do not cover over any vents, etc.

### TOP NOTCHER

A Top Notcher is simply an individual who works for the Institution of which she is a part . . . not against it. A Top Notcher never says inwardly or outwardly "I wasn't hired to do that," nor does she figure to work exactly eight hours and wear the face off the clock. She works until the work is done and does not leave her desk looking like a map of San Francisco after the earthquake. If you want to be a Top Notcher, choose this day the habits you would have rule over you. (Excerpts from the Housekeeper's Bible).

Overheard in the Grill: Matronly type, "Yes, we should pay our taxes with a smile."

Younger companion, "Now you tell me — last year my husband sent cash!"

\* \* \*

Letter received by a doctor: "Your nurse told me that the first appointment in the morning was free. I took the first appointment and now you send me a bill . . ."

# Front! News Pictorial



**CELEBRATING FIVE YEARS WITH WIH** are these Ilikai staffers honored at the hotel's Third Annual Service Awards Banquet last month: [standing L. to R.] Silvia Yawata, James Pope, Betty Naliieula, Franklin Kelly, Nina Rapozo, Michael Fleming, Gladys Morioka. [seated L. to R.] Violet Leong, Ella McAfee, Susan Chung, Harriet Amimoto, Agnes Chuck and Adrienne Gregory.



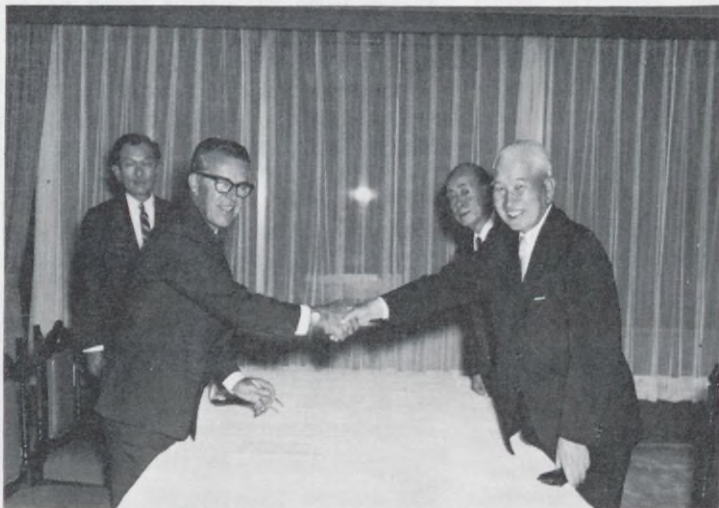
**MR. AND MRS. MARY CHAMBERLAIN** [he is WIH Budget Director] are doing the "watch the sun slowly sink into the West" bit from the Ilikai Hotel [and can you think of a better place?] The Chamberlains, on vacation from Seattle, spent two weeks at the resort property.



**"FIFTY-CENTS! DON'T YOU HAVE ANYTHING CHEAPER?"** Executive Chef, Gene Tourville of the Antlers Plaza discovered this "Antlers Hotel" while browsing around the ghost town of Cripple Creek some 45 miles from Colorado Springs recently. Note room rates on door.



**PRESENTED WITH AN AWARD OF MERIT CERTIFICATE** is Leopold Catering Manager, Charlotte Whitney [center] by a representative of the American Cancer Society for the hotel's participation in the annual Culinary Cruise which has been held at the Leopold for many years. Eve Ford [left] Head Banquet waitress was also presented with a ten year service pin for her voluntary work at these banquets.



**A CORDIAL HANDSHAKE** concluded the signing of the representational contract renewed by the management of the Palace Hotel in Tokyo and WIH last September. In the foreground left is WIH President, Edward E. Carlson, clasping the hand of Masatomo Yoshihara, President of the Palace Hotel. At upper left is Arthur Mori, Vice President of WIH Japan and at upper right is Moriye Tachibana, Executive Managing Director of the Palace.



**THIS WIH EXHIBIT** [without Gene Henderson, WIH Regional Manager for the Chicago area] appeared for a month in the window of the Northwest Airlines City Ticket Office on Chicago's busy Michigan Avenue. Displayed were eye-catching photos of some of Western's properties in those cities serviced by the Airlines from the windy city to Toyko.

# Front! Photo Album



... at the Ilikai it's a "who's who" puzzlement. That's Bonnie Arthurn [left] with her identical twin sister, Betsy at right. Both are new at the Hotel's Canoe House nightclub ... Bonnie as Hostess and Betsy as Cocktail Waitress.



... at the Los Angeles Regional Sales Office is Jack Miller, a recent addition to WIH as Sales Representative assisting Sherm Elliott. The sales offices are located at the Century Plaza.

## New Faces



... at the Imperial Inn some familiar faces but in brand new uniforms are Dining Room Waitresses from left: Pat Osecki, Linda Langley and Anne Palatinus.



... at the St. Francis and going on his second year is Arthur Price, Doorman and ardent golfer. [He just recently scored a hole-in-one at Sculleys Golf Course in Jackson, Tenn. while on vacation].



... at the Bonaventure and new to the pages of FRONT! is Switchboard Operator Cecile Lacelle, a behind-the-scenes voice of this month's featured "Hotel Profile".



... at the Carefree Inn Jane Sterritt, a native New Yorker, recently began a new career as private secretary to General Manager, Peter Flood.



... at the Northern Hotel a face that has become pleasantly familiar throughout the area [with or without the open mouth] belongs to Sales Manager, Bill Nuhn.



... at the Benson Hotel Floyd Baldwin, Assistant Purchasing Agent is a new FRONT! face with long time [13 years] employee record. Floyd was recently selected by the hotel as the "Employee of the Month."



... at the Olympic, hotel old-timers and FRONT! new-timers are Mercedes Borsheim [left] and Fetalaiigo Amitoelau, both Shirt Press Operators in the hotel's laundry..

## Hotel Profile

**BONAVENTURE**—The Bonaventure has been variously described as “a hotel in the sky,” a “castle in the sky,” and, in the hotel’s own promotional material, “the world’s only penthouse garden hotel.”

It is all of this and more—much more as the thousands of delighted guests and visitors who have “experienced” the Bonaventure will testify since its opening in April 1967 . . . and the Bonaventure is truly a hotel to be experienced!

**THIS EXPERIENCE** begins with the hotel’s unique location—on top of the 17-story Place Bonaventure Trade Centre which is the largest building in Canada and the second largest commercial building in the world. Place Bonaventure itself is located in Montreal’s busiest hub—its thriving commercial, shopping restaurant and entertainment heart. From its lower transit, trade and shopping mall level direct express elevators speed guests to the hotel’s lobby entrance. Here, high above it all, like a dream castle in the sky, the Bonaventure is a welcoming oasis of calm serenity looking inward towards 2½ acres of lush gardens and outward towards a glittering city-scape.

Shortly after it opened, **INTERIOR**’s magazine described the Bonaventure as “the most magnificent and most romantic of hotels though it is uncompromisingly modern.” Certainly, there is romance aplenty in its atmosphere of elegant grandeur, its sumptuous furnishings, its old-worldly impeccable service, its lovely gardens, and in the decor styling of those public areas that borrow from Montreal’s historic past. And “uncompromisingly modern” indeed are each of its 401 guest rooms, each as luxuriously spacious and as smartly deco-

rated and furnished as can be found. Included are such quality extras as color TV, electric blankets, oversized beds, AM-FM radios, direct dial phones, and, of course, air conditioning and room temperature controls. Parlor suites with connecting bedrooms, deluxe suites and executive duplex suites with interior staircases offer a choice of accommodations to meet even the most sophisticated of guest requirements.

**DINING, TOO**, is a very memorable Bonaventure experience. Guests can enjoy a Master-chef’s menu in the elegant, Chateau-style Le Castillon or dine less formally in the charming La Bourgade Coffee Shop. The exciting Le Portage showbar-lounge offers dining, choice beverages and nightly entertainment by featured artists. Le Portage adjoins an open air terrace that overlooks the gardens, fountains and a waterfall.

The inviting outdoor swimming pool which is heated for year-round enjoyment and has a swimway entry from the hotel’s interior adds to the hotel’s resort-like atmosphere.

**MEETING AND** banquet facilities include 16 handsomely appointed conference rooms, and the richly decorated Montreal Ballroom, the largest in the city and completely free of pillars for unobstructed vision.

These facilities can serve groups for meetings, banquets and other social functions from 25 up to 1900 persons and has its own kitchen complex, including a strictly kosher kitchen.

The name “Bonaventure” translated from the French means a “good adventure or experience.” But it is the very special hotel staffers (most are French-English speaking) who make this Bonaventure experience come alive. Some of them are shown here.



Le Castillon Dining Room staffers: Waiters, Francisco Britto and Raphael Sieiro; Bus Boy, Eduardo da Silva and Captain, Franco Monopoli.



La Bourgade Coffee Shop Staffers: Fernando De Sousa, Bus Boy; Huguette Belmont, Waitress; Harry Daghavarian, Manager; and Waitresses, Claudia Rheume and Francosie Copin.

## Hotel Bonaventure



Front Desk Room Clerk, Jorg Neuenhaus with Front Office Cashier Carol Raffle.



At the switchboard are Chief Operator, Helen Haggart with Operators Fernando Mastro and Cecile Lacelle.



Painter, Jose Coelho with Electrician, Guy Descoteaux of the Engineering Department.



Head Seamstress, Chuyo Ishii with Assistant Manager of Le Portage [Show Lounge], Jacques Doliveux.