

Front!



June 1976

WESTERN INTERNATIONAL HOTELS
Partners in travel with United Airlines



Spare-tacular!

This dramatic light fixture curtain, recently installed in the lobby ceiling of the Hotel Toronto, presents viewers with a spirit lifting as well as eye lifting experience.

The curtain, one of the largest installations of its kind in the world, consists of seven 36-foot by 24-foot panels of clear acrylic

free-hanging lighted tubes. Each panel is lit by 2,200 tiny lights, or 15,400 lights in all!

The curtain's stunning effect is further enhanced when reflected in the three-story high mirrored wall at one end of the lobby.

Not only does the installation add a dazzling new dimension to the

hotel's lobby, but it also saves thousands of dollars in energy bills and light bulbs. Each panel consumes only 850 watts.

The installation was designed by Western Service & Supply Company, and fabricated by Charles Burke & Associates of Los Angeles.

executive offices report

on the move



Let's face it.

Many women — businesswomen in particular — do travel alone. Yet some of us tend to automatically assume that a woman guest must be “with someone.”

We also may tend to assume that the woman guest's needs are being taken care of by the “someone” she is with, whether it is her husband, her family, her tour group, or whomever. Consequently, she may not always receive the same staff attentiveness at the front desk, in restaurants, or other public areas as does her traveling male counterpart.

Responding to that situation possibility was one of the major reasons for the development of a new corporate committee. It is called the “Woman's Point of View” Committee and its membership is comprised of both men and women from corporate office, hotel and regional sales office positions.

The Committee's objectives are primarily to investigate the specific needs of women travelers and to help promote a full awareness of these needs to all guest contact people throughout the hotels.

You will be hearing and learning more about “Women's Point of View” in forthcoming staff awareness programs that will be presented by your hotel's management.

Meanwhile, you might be thinking about what positive steps you can take to make the woman guest who may be traveling alone feel fully welcome and at home when she visits your hotel.

LYNN P. HIMMELMAN
Chairman

HARRY MULLIKIN
President

CHRISTOPHER M. BAUM, formerly account executive at Washington, D.C. Regional Sales Office, now sales manager at Mayflower.

DENNIS K. BAXTER, formerly director of Food & Beverage at Cosmopolitan, now manager of Dewey's Lounge at Michigan Inn.

RAYMOND C. BRUM, formerly director of sales at Cosmopolitan, now regional director of sales at Detroit Regional Sales Office.

BARTOLO DI BELLO, formerly director of restaurants at Bonaventure, Montreal, now director of restaurants at Peachtree Plaza.

THOMAS FURSE, formerly sales manager at Washington Plaza, now sales manager at Chicago Regional Sales Office.

ROBERT HUTCHINSON, formerly regional sales manager at Detroit Regional Sales Office, now director of sales at Williams Plaza.

WAYNE LEONG, formerly assistant grill manager at Edmonton Plaza, now Terrace Grill manager at Calgary Inn.

WILLIAM S. MYLES, formerly sales manager at Chicago Regional Sales Office, now sales manager at Hotel Toronto.

ROLF OLOFSSON, formerly director of catering at Houston Oaks, now director of convention services at Century Plaza.

C. GEORGE SAVIO, formerly executive chef at Shangri La, now executive chef at Continental Plaza.

SIEGBERT WENDLER, formerly executive sous chef at Ilikai, now executive chef at Shangri La.

WANDA WIGGINS, formerly assistant personnel director at Crown Center, now assistant employment manager at Detroit Plaza.

LOUIS ZALESJAK, formerly Golden Lion manager at Olympic, now Edwardian Room manager at The Plaza.

Front!

A monthly publication by and
for employees of
Western International Hotels

GABE FONSECA Editor
PAT CAREY Associate Editor
2000 Fifth Ave. Bldg., Seattle, WA 98121

LITHO IN U.S.A.

C.R.E.W. 'comes through' to hotel's employees

To an outsider, the capital letters and periods combination might look like the title of some new TV comedy series take off from M.A.S.H. or S.W.A.T.

But to almost any employee of the South Coast Plaza, the letter/period combination is readily translated as the "Committee to Reduce Energy Waste," or, as it is more popularly referred to — C.R.E.W.

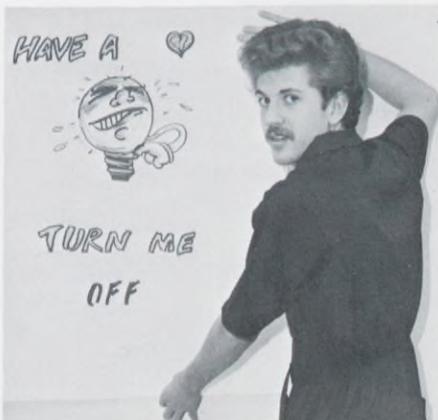
Since its formation last August, the South Coast Plaza's C.R.E.W. group, under the chairmanship of the hotel's Executive Assistant Manager Jim Henwood, has sparked one of the most active and innovative employee energy awareness programs among our hotels.

Last January, for example, C.R.E.W. sponsored a free luncheon for employees in the hotel's dining room. Their purpose . . . to demonstrate how a complete and tasty meal could be prepared by utilizing recipes that required a minimum of energy consumption.

More recently, C.R.E.W. promoted an energy conservation poster competition among the hotel employees. Offered as top prize was full payment of the winner's home electrical bill for a given month. (The winner, Hal Briscoe, is pictured below.)

Response to the poster campaign, Henwood reports, was "tremendous!" He added, "The poster entries were excellent — so good, in fact, that they have been posted in each department in the back of the house areas."

In evaluating the C.R.E.W. efforts to date, Henwood comments, "Since the first of the year our electricity consumption is down some \$3,000 from what we had anticipated . . . and it's getting better each month!"



Hal Briscoe and his winning poster.



Scholarship winners (left) Debra Bouchard, and (right) Alan Bain with Olympic General Manager Warren Anderson.

Bruce Pierce Scholarships awarded

Scholarship boosts of \$500 each were awarded in late May to Debra Bouchard and Alan Bain, selected as this year's winning applicants for the annual Bruce Pierce Scholarship Awards.

Debra Bouchard, daughter of Maria Bouchard, receptionist and mag-card operator for the WIH Personnel Division offices, is currently enrolled at Western Washington State College in Bellingham.

She is majoring in speech pathology and audiology. Her goal is to qualify herself to teach and work with handicapped children who are deaf and/or mute.

While Debra's widowed mother does assist her with tuition fees, she must depend on other resources for her self-support.

"When I phoned to tell her the news of the win," said Debra's mother Maria, "she got so excited . . . she kept saying 'I can't believe it! I just can't believe it!' She had been getting pretty discouraged because she hadn't been able to find the part-time job she needs. The scholarship was a great financial — and morale — boost for her."

It is a second-time-around win for Alan Bain who works in the food preparation area at the Olympic while taking business courses at Seattle Community College.

Alan won his first Bruce Pierce Scholarship award in 1974. At the time he was working as a relief cook at the Olympic while attending school. Also at the time, Alan admitted to some uncertainty on his application as to his vocational choice — though he had narrowed it down to the fields of psychology or hotel management.

In his most recent scholarship application, Alan had made his choice . . . it was definitely hotel management and, hopefully, in a career with Western International Hotels!

Alan plans to use his scholarship funds to financially assist him in completing his Spring community college courses. He plans to transfer to the University of Washington for the Fall Quarter.

Two Bruce Pierce Scholarship awards of \$500 each are awarded annually to WIH employees or their children who apply and are eligible to attend an accredited college. Applicants must attain a 2.5 average or higher on a scale of 4.0 to qualify.

Among other considerations, judging of the winning recipients is based on financial need.

The Bruce Pierce Scholarship program was created by Western International Hotels as a memorial to Bruce Pierce, a former vice president of the company.



Twenty-Mile Smiles

Honolulu – Recently, 30 employees from the ILIKAI took a 20-mile hike to benefit the March of Dimes Walkathon sponsored by the Hawaii Hotel Association. Flashing their 20-mile completion victory smiles are (from left): Mel Creech, maintenance; Phoebe Craig, front office – and the first lady to cross the Walkathon finish line; and Steve Maroney, sales.



Rehash of a Blitz

Los Angeles – A week-long sales blitz in the Los Angeles area in early April was highlighted with receptions at both the CENTURY PLAZA and SOUTH COAST PLAZA hotels for invited guests from the travel industry, as well as corporate and association account members. Participating in the blitz were sales staffers from the Continental Plaza, Miyako, Olympic, The Plaza, Ilikai, St. Francis, Bayshore Inn, Benson, Crown Center, Los Angeles Bonaventure, Century Plaza, South Coast Plaza and the Los Angeles Regional Sales Office. Rehashing the week's events at the Century Plaza reception are hotel sales managers (from left): Susan Marr of the Los Angeles Bonaventure; John Thompson of the Bayshore Inn and Barbara Cross of the Los Angeles Bonaventure.



Salute to the Bicentennial

Southfield – The bicentennial "Spirit of '76" is very evident at the MICHIGAN INN's Benchmark restaurant. It is noted in the adapted period costumes worn by waitresses Susan Fluter (left) and Louise DeGain, and in the room's new "Great American Wine List" menu that offers a wide selection of appropriate domestic wines with which to celebrate the 200th birthday occasion.



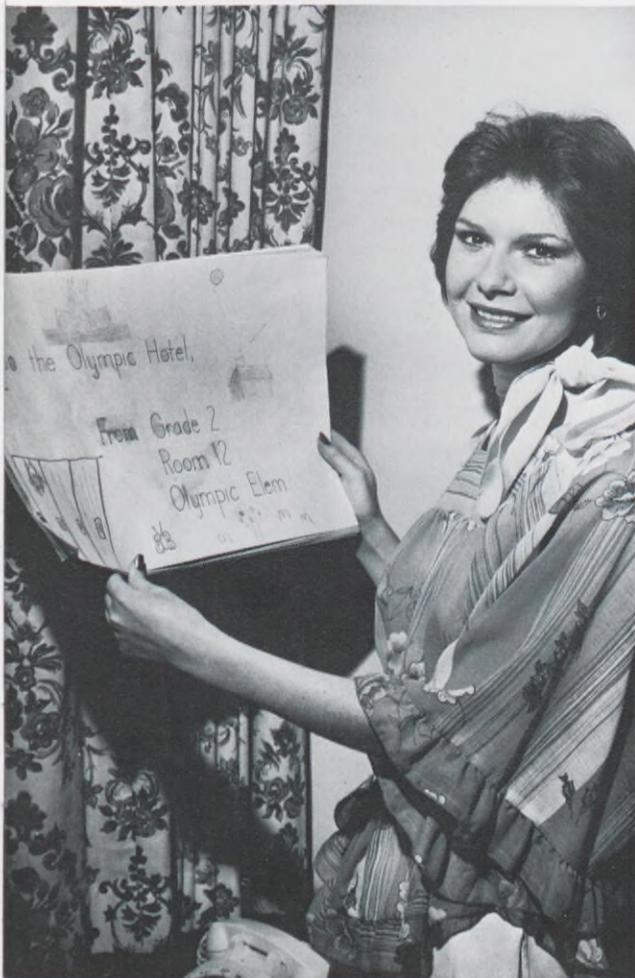
A 'First' in Canada

Vancouver—James Kalyn (second from left) and Kenneth Weickert (fourth from left) both apprentice chefs at the BAYSHORE INN, have the distinction of being the first two Canadian property members to complete the WIH Culinary Apprenticeship Program studies. On hand to participate in celebrating the occasion after assisting in the administration of the final exams are: Fred Zimmerman, Calgary Inn executive chef, (left); Arthur Oades, Bayshore Inn general manager, (center); Xavier Hetzman, executive chef and Heinz Hofmann, F&B director, (fifth and sixth from left).



A Little South-of-the-Border Talk

New York—From left, Regional Sales Managers Archie Holeman and Sandy Sage of the New York Regional Sales Office, and Jose Jove, tour and travel manager for WIH Mexico hotels, joined with Rex Govorching of Aeromexico during the reception at THE PLAZA to promote WIH "Mexico Sale" package vacations to retail travel agents in the New York area.



'Thank You' from the Second Grade

Seattle—Janet Jones, OLYMPIC catering secretary, displays a "book of thank yous" compiled by the second graders of the Olympic Elementary School— from nearby Edmonds— following their tour of the hotel. Each child contributed a page of drawings and comments to the book on their hotel visit.



It's the 'goldangist hotel'

Front! editor Gabe Fonseca reports on some impressions following his recent visit to the Peachtree Plaza.

The leisure-suited and name-tagged guest managed to slip into the crowded elevator just as the door was closing.

He searched the panel for his room floor button, then discovered he had entered one of the elevators serving only the lower 45 floors of the hotel building. He shrugged, grinned broadly and in just as broad a Southern accent, announced to no one in particular, "This is the goldangist hotel ah evah been in!"

His remark broke up the elevator audience. Perhaps they may not have expressed it exactly that way, but each knew exactly what he meant.

From its street-level half-acre lobby lake to the tri-level revolving Sun Dial restaurant that crowns its 70-story height, the Peachtree Plaza is, indeed, a "goldang" hotel.

For its guests it is also a unique and totally delightful experience.

As a recent Peachtree Plaza guest, that "totally delightful" experience began upon my arrival at the Atlanta hotel's busy drive-in entry. After being greeted by the doorman, I was ushered to the bell captain's desk where my luggage was deposited. The cheerful, attractive young woman at the desk issued a three-part luggage receipt. One part was torn off and attached to

my luggage. The remainder was handed to me and I was directed to the escalator that took me to the registration desk on the floor above.

During the registration procedure, the desk clerk removed the second part of my luggage receipt, wrote my name and room number on it, then sent it via a pneumatic tube, back down to the bell captain's desk.

As I peeked over the counter I could see that the clerk was working from a CRT screen similar to those used for handling WESTRON reservations. The use of this electronic equipment at the Peachtree Plaza is a "first" for WIH front desk operations. (The hotel's comprehensive electronic data processing systems — designed for basic office accounting and front office related operations — are perhaps the most sophisticated in the industry.)

Almost immediately after the room key had been handed to me, a bellman with my luggage was at my elbow ready to accompany me to my room.

I followed him — but somewhat reluctantly. I was strongly tempted to start exploring and enjoying the visually exciting surroundings. The design concept throughout the Peachtree Plaza, as conceived by Architect/Developer John Portman, is visually breathtaking, constantly surprising and most of all a thoroughly enjoyable one. Spread out in view from the front desk area is the lobby lake with its bubbling fountains, tree planters,

suspended bird cages, and the inviting lounge pods that project into the lake.

Following the bellman along a bridgeway that leads to the central elevator core at the center of the lake, my gaze swept upward to the glass-domed atrium roof rising seven stories above the lake level. The atrium roof is supported by a circle of graceful columns surrounding the elevator core.

The open atrium area is divided into four levels that are reached by escalators at each end, then across the lake by bridgeways to and through the central elevator core. From these various levels you reach retail shops, restaurants and lounges, the ballrooms, hotel offices — all the public facilities of this exciting "hotel city."

Special elevators for meeting and banquet rooms and the entrance to the spectacular, glass-enclosed outside elevator that zaps directly to the top floor Sun Dial complex are also reached from these levels.

Perhaps because of all its openness, its various up-and-down escalators and walking levels, and the facility attractions of the various levels, one seems to encounter a great many people as one wanders about. One also begins to notice that these people seem to be having a very good time. There seems to be a ready exchange of pleasantries and smiles. People naturally project a friendly mood that's unavoidably "catching."

One also notices a similar warmth and friendly outgoing attitude among the hotel's employees (easily recognized by their distinctively handsome uniforms) who also appear to be having a good time.

Says the hotel's General Manager Joe Guilbault, "Most of the letters we receive from guests are either specifically about or will include compliments about the staff."

One could well believe that. The employees I encountered throughout the hotel were as friendly, helpful, genuinely pleasant and attractive as can be found in any other WIH property I've visited.

I also noted that they seemed to possess an exceptional amount of patience. Guests are constantly asking for directional or similar information. And invariably (from my observations) the employee responses are prompt,

courteous and given with a show of interest — even though the same question may have been repeated a dozen times or more.

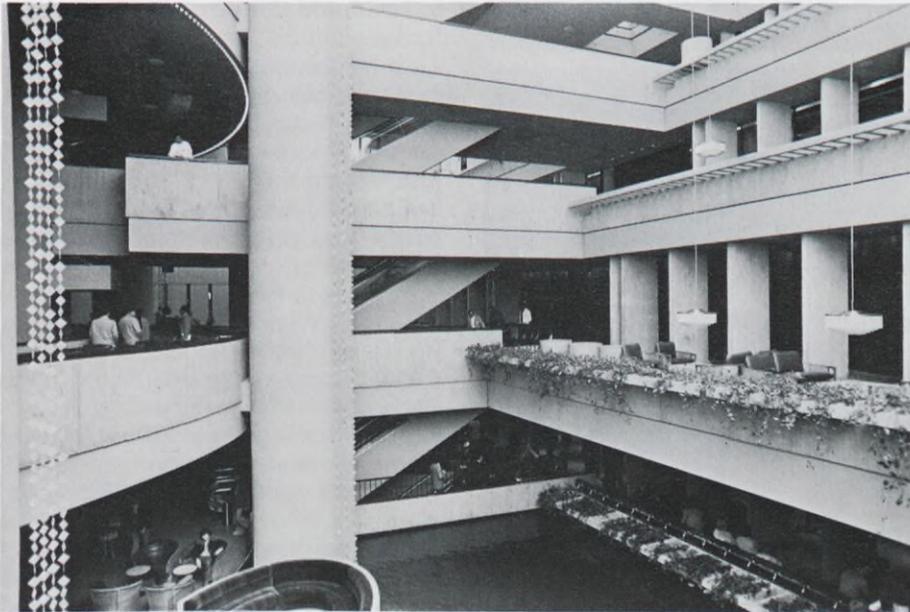
As might be expected, the window-wall of my room on the 38th floor offered a very pleasant view of the Atlanta cityscape.

But more breathtaking — literally — is the view that is unveiled during the 80-second ride in the hotel's exterior glass-encased elevator. The spectacular ride terminates on the 70th floor landing area of the tri-level Sun Dial restaurant.

Here, too, it's a matter of ups and downs, of design and decor excitement, and of open vistas. Up one flight is the revolving cocktail lounge. Down a flight is the revolving restaurant. From the whole complex you are perched atop the highest building in Atlanta — and in the entire South.

Indeed, you're "sitting on top" of the world's tallest hotel . . . and it's all pretty impressive.

As I thought about this, I looked across the table at my lunch companion — Carolyn Bryson, Peachtree Plaza's public relations director and Front! correspondent — and I grinned as I remarked, "You know . . . this is the goldangist hotel ah evah seen!"



Atrium lobby — "visually exciting surroundings."



This way to the Sun Dial elevator.



Welcome to the Terrace Room.



Smiled greetings at the bell captain's desk.



The busy drive-in entry.

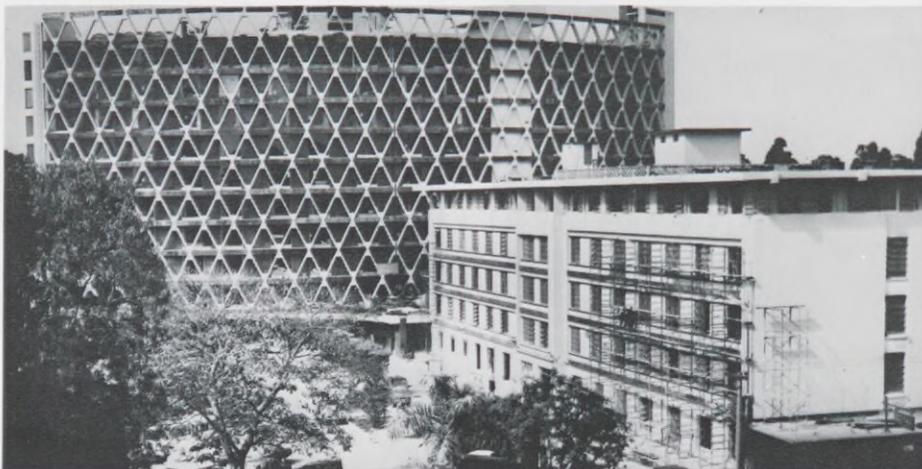


"Invariably . . . a courteous response."



Blossom Time

Tokyo—The TAKANAWA PRINCE's Annual Cherry Blossom Viewing event—held this year on April 3—drew the largest crowds ever to the hotel's magnificent gardens. In addition to the spectacular display of the garden's 279 cherry trees in full bloom, the hotel featured such special attractions as drum dances, a tea ceremony, and the ice carving demonstration pictured here. Various traditional Japanese delicacies and sake ("... without which no cherry blossom viewing is complete," as the Viewing program stated) were available to guests.



Air Conditioning

Guatemala—Even in the "Land of Eternal Spring" air conditioning can be appreciated! Currently the Biltmore section (right foreground) of the CAMINO REAL, GUATEMALA is undergoing a guest room renovation program that includes the installation (note scaffolding) of a complete airconditioning system. The newer Camino Real section is pictured in the background.



The show goes on for young handicapped

Last year, the Happy Holidays for the Handicapped organization in Johannesburg approached the Carlton to sponsor an entertainment "outing" for a group of mentally retarded young people.

The hotel was happy to do so. The marionette act, then appearing in the entertainment lounge, was featured and made a tremendous hit with the group.

This spring the Carlton was again approached to sponsor a similar "outing." However, because the current lounge act was not suitable for a children's party, it seemed as though the organization's request might have to be turned down.

But as the Carlton Sales Manager Leanne Hayward explained, "We began looking at the photographs taken at last year's party and we just knew that, one way or another, we had to entertain them again this year."

Then someone came up with the bright idea of contacting the touring "Disney on Parade" group then appearing in Johannesburg. The show managers were approached and they agreed to "loan out" Mickey Mouse, Goofy, Snow White and Pluto for the party.

And what a party it was! The pastry chef had created an enormous Mickey Mouse as a buffet centerpiece. The children were treated to over two hours of non-stop entertainment that featured the live Disney characters as well as Disney cartoons. Balloons and gifts were handed out, and of course, there were plenty of beverages and pastry treats.

Summing up this year's affair, Leanne reports, "The children had a wonderful time, but I don't think they enjoyed it any more than the dozens of Carlton people who helped with the party details or who were on hand to look after the youngsters' needs."

Ground Breaking

Singapore—Plans for the SHANGRI-LA's 165-room Garden Wing addition and recreation center were officially underway in early April following a ground-breaking ceremony and preceded by a champagne toast to success from (from left) General Manager Larry Mangan, President Harry Mullikin, and Kuok Hock Nien, chairman of the Shangri-La board.

Rooms people learn to 'work smarter'

The theme of the 1976 Rooms Division Conference was "Leadership by Example."

It could have also been sub-titled, "How to Do a Better Job by Working Smarter, Not Harder!"

The "working smarter" idea was the basis for many of the Conference presentations as well as the general and group session discussions.

In the presentations, for instance, attendees learned how "working smarter" in such areas as time management and in developing communication techniques, they could become more effective managers. They would be setting managerial "Leadership by Example" standards to follow.

This also applied to the general and group discussion sessions where "working smarter" meant an emphasis on back-to-basics concepts. The point being that, usually, "work smarter" ideas develop only after the basics have been fully mastered.

This year's Conference, held April 25-29, was hosted by the Olympic in Seattle. The 58 housekeeping and front office staff attendees represented some 33 WIH hotels in seven countries. (Interestingly, it was about an even men-women attendee split.)

Among the Conference highlights was a "President's Rap Session" with President Harry Mullikin; a presentation on the Peachtree Plaza's EDP system by the hotel's Executive Assistant Manager Larry Dustin; a tour operator's viewpoint of the hotel industry as revealed in a talk by Bill Behnken of Westours; and the "Exhibit Hall" display at which twenty exhibitors showcased some of the latest industry developments in hotel products and systems that ranged from cleaning equipment to a computerized room management system.

The subject of security was one of the major topics of discussion for both



For the housekeeping and front office attendees, an emphasis on "back-to-basics concepts."

the housekeeping and front office groups. Attendees learned of the activities of the corporate security/safety committee that stressed our legal obligations from John Schneider, vice president, Legal. The security opportunities we are frequently faced with was another mutually discussed priority for both groups.

"When the Guest Complains" was the title of a provocative general session exercise at which mixed attendee teams were presented with actual guest complaint letters and asked to: (1) define the real complaint problem; (2) decide how to respond to the complaint; and (3) determine what measure to take so that the complaint problem would not reoccur.

At Conference conclusion, attendees were requested to present a mini-version of what they had learned

during the four-day session to their fellow department heads.

In his concluding remarks, Rooms Division Director Ray Sylvester left the attendees with this return-home thought, "We hope you'll be returning with some new ideas and a new awareness of the responsibilities of management . . . a need to accelerate your emphasis on visible management, and to continue to reflect leadership by example."

He gave special tribute to the hotel management members of the Rooms Committee, Tom Hosea and Kim Chappell. Also recognized were Hanne Dittler, WIH director of housekeeping; Jim Wilson, WIH director of front office operations; and Don McCutcheon, WIH consultant, for their part in moderating the Conference sessions.



"No gutter balls here!" boasts this CONTINENTAL PLAZA engineering trio (from left) Steve Schneider, Jerry Ferguson and Jim Aleer, as they toast the 24 fellow employees who make up six teams of the Greater Chicago Hotels Bowling League.



An employee warehouse sale, resulting from recent renovations at THE PLAZA, attracts these two interested "lookers" to the chair display – Banquet Housemen Lloyd Brown and Ramon Sarraga.



A monthly smorgasbord, for which each office member contributes a special dish, has become a staff tradition with WIH CENTRAL RESERVATIONS OFFICE in Omaha. Setting up for a recent "smorgasfeast" are agents (standing from left): Mary Jo Ceahy, Denise Nilius, Maureen Orr and Susan Schultz. Seated is Secretary Ann Swanson.



A warm welcome to the WINNIPEG INN is assured by this winning combination – Doorman Carl Wildeman (left), and Director of Guest Services Dale Der.



The recent re-introduction of the United States two-dollar bill has obviously become very common currency for OLYMPIC Cashier Lisa Schulz.



Lena "Mama" Hoffmeyer, manager of Our Place, the HOUSTON OAKS employee cafeteria, is an expert on the "care and feeding" of her hotel family.

people



Janet Miyo Kata, MIYAKO sales secretary, second place winner in the queen competition for the 9th Annual Cherry Blossom Festival held in San Francisco's Japan Center in mid-April. The attractive and talented Miyako employee, sponsored by the Golden Gate Optimist Club, was awarded the title of "First Princess," an honorary plaque, and a \$1,500 formal kimono outfit.



Susan Picht, former executive housekeeper for the HOTEL SCANDINAVIA, OSLO and recently named executive housekeeper for the PHILIPPINE PLAZA. While attending the Rooms Division Conference in Seattle this April, Susan became eligible for her five-year Service Award pin. Since she was "between hotels" at the time, the pin presentation honors were performed by the director of the WIH Rooms Division Ray Sylvester (right) at a Conference luncheon.



Victor M. Cardona (left), assistant director of housekeeping at the ILIKAI, winner of the hotel's 1975 Thurston-Dupar Inspirational Award. In presenting Victor with his Award plaque, Ilikai General Manager Bill Hulett (right) cited him for his dedicated attitude in the performance of his responsibilities, particularly towards the comfort and well being of guests.

celebrities



Atlanta – Joe Guilbault (left), general manager of the PEACHTREE PLAZA, chatted with U.S. Vice President Nelson Rockefeller as he arrived at the hotel as honored guest at a recent fund-raising dinner.



Washington, D.C. – George DeKornfeld (left), general manager of the MAYFLOWER, extends a welcoming handshake to Sweden's King Gustav upon the royal visitor's arrival at the hotel, one of his first stops during a recent 26-day visit to the United States.



Los Angeles – President Gerald Ford's visit to the CENTURY PLAZA in late March included a VIP reception in the hotel's Pacific Palisades room. Among the people greeting the President in the reception line was the hotel's Director of Catering Fred Dunkerley.



Your correspondent is Denise Nilus. Give Denise your input for Front!

(All other WIH people: submit Front! items to your hotel correspondent listed below.)

Alameda, **Rita Perez**. Anchorage-Westward, **Becky Gottschalk**. Bayshore Inn, **Barbara Danuke**. Benson, **Anne Shawcross**. Bonaventure, **Antoine Khoury**. Calgary Inn, **Kay Artinian**. Camino Real, Cancun, **Patricia Hernandez**. Camino Real, Guadalajara, **Gloria Sagastegui**. Camino Real, Mazatlan, **Rodolfo Negrete**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Jessica Melgoza**. Camino Real, Saltillo, **Luis Aguilar**. Camino Real, San Salvador, **Ana Maria Vides**. Camino Real, Tampico, **Alfredo Gonzalez**. Carlton House, **Arlene Pobiki**. Carlton, **Leanne Hayward**. Century Plaza, **Blake Chatfield**. Crown Center, **Barbara Harlow**. Continental Plaza, **Audri Adams**. Detroit Plaza, **Susan Maday**. Edmonton Plaza, **Debbie Duffy**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandinavia, Oslo, **Kirsti Brekke**. Hotel Toronto, **Pat Samson**. Houston Oaks, **Linda Hancock**. Los Angeles Bonaventure, **Sharyn Cole**. Ilikai, **Valery Satin**. Mayflower, **Martha Sheppard**. Michigan Inn, **Anita Ste. Marie**. Miramar, **Clement Au**. Miyako S.F., **Janet Kato**. Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chicqui Ang**. Prince Hotels, **Vickie Llantata**. South Coast Plaza, **Karla Listman**. St. Francis, **Charles Conine**. Shangri-La, **Gwenda Loong**. Space Needle Restaurant, **John Poquette**. The Plaza, **Gina Henry**. Washington Plaza, **Sandy Novak**. Winnipeg Inn, **Maggie Clark**. WIH hotels in Guatemala, **Mary Lina Ruiz-Ciani**. WIH Reservations Center, **Denise Nilus**. WIH Credit and Acctg., **Karen Cross**.

inn basket news line...

THE LONDON EXCHANGE — Announced in late April, a reservations exchange agreement between six WIH properties and the hotels of the equally prestigious Savoy Hotel Co. Ltd. of London (the Savoy, the Berkeley, Claridge's and the Connaught.) The WIH properties to be initially involved in the exchange are The Plaza, Mayflower, Hotel Toronto, Carlton, and the Hotel Scandinavias in Oslo and Copenhagen.

* * *

THREE TO THE BOARD — Front! extends its welcome to three newly elected members to the WIH Board of Directors. They are: Joseph R. Curtis, vice chairman of the board for Seattle-First National Bank; W. J. Pennington, president of the Seattle Times; and Andrew de Voursney, group vice president, Finance and Planning and a member of the board for United Airlines. (The WIH Board now numbers fifteen members.)

* * *

HOTEL AWARDS — Scads of 'em! Over the past few weeks our Inn Basket did "floweth over" with hotel award announcements. Here's a round-up of "awarders" and "awardees" as gathered by press time. (If we've missed you this round, we apologize and will catch you next month!) *1976 Mobil Travel Guide Ratings*: For the seventh consecutive year, a Five-Star rating to the Century Plaza . . . and Four-Star ratings to the Bayshore Inn, Benson, Crown Center, Houston Oaks and St. Francis. *National Restaurant Association's Menu Idea Exchange* awards: A Gold Award in the "American Menus" category for the Olympic's Golden Lion menu; Two Silver Awards to the Space Needle Restaurant — for their "Childrens Menu" and their Valentine's Day "Special Occasion" Menu; and two Silver Awards to the Edmonton Plaza — for their wine list and their dessert menu. *HostEx '76 Menu Awards* (Canadian Restaurant, Hotel, Motel Show): Award plaques to Hotel Toronto for its Barrister's Bar menu in the "Fast Food" category and to the Bonaventure for their "Childrens Menu."

To these award-winning hotels, and especially to the people who helped to make it all happen, a Front! gold five-star salute and a standing ovation!

* * *

... AND WHILE WE'RE UP — Ovations and congratulations to: President Harry Mullikin who received Washington State University's annual Alumni Achievement Award honoring him for his "contributions for the betterment of the community" and for his role as an international leader in the hospitality industry . . . to Joe Mogush, senior vice president and managing director of The Plaza for taking on the top task as chairman of the 61st International Hotel/Motel & Restaurant Show scheduled for New York's Coliseum next November . . . and to Senior Vice President J. William Keithan, Jr., upon his recent election to the post of President of the Cornell Society of Hotelmen. This is the alumni group of the acclaimed Cornell School of Hotel Administration which boasts a current membership of some 3,000 members. Bill took over the gavel for the group's first meeting in mid-May in conjunction with the National Restaurant Association's Annual Convention in Chicago.

* * *

ATTENTION U.S. RESIDENTS — This is just for you! However you feel about the various Bicentennial celebration events, there is one event going on right now that really does make a lot of sense. It is the U.S. Savings Bond Drive now underway throughout our United States WIH hotels and offices from June 4 to July 4. Sometime during that period you will be approached and asked to "Take Stock in America" by joining your hotel's employee Payroll Savings Plan. If you really think about it, Savings Bond purchases are a pretty smart way of celebrating our country's 200th birthday . . . smart for yourself and for the Nation.