

WestinWorld

November/December 1990



WESTIN
HOTELS & RESORTS

side...

Celebrating the
holidays at Westin

A trip to Shanghai

...and more

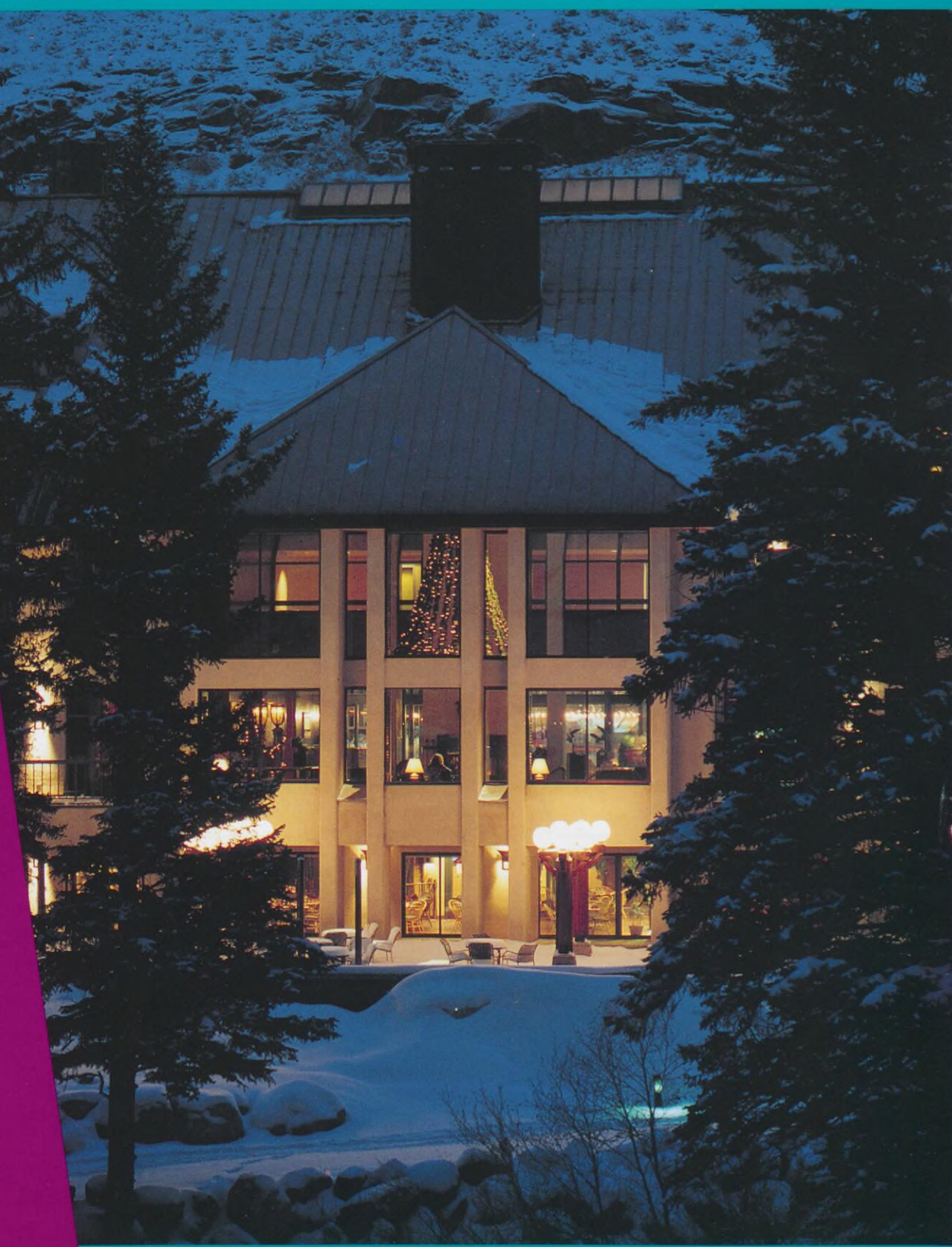
WESTIN HOTELS & RESORTS

CELEBRATING



AND TAKING ON
THE WORLD

1930 - 1990





Hosting the U.S.S. Nimitz

The Westin Hotel, Seattle hosted nine culinarians from the U.S.S. Nimitz aircraft carrier this fall in a week-long training program

designed to provide additional ideas and tips in preparing food for large groups of servicemen.

The visiting culinarians were placed in various kitchens in The Westin, and worked alongside the Westin

chefs in the restaurants and pastry shop.

The Westin chefs picked up a few tips from the Nimitz crew, as well, discovering the "ups and downs" of feeding 6,000 crewmen three meals a day.

With the Nimitz crewmen at far right is The Westin Hotel, Seattle's executive chef, Marcus Dunbar.

WESTINWORLD

A publication by and for employees of Westin Hotels & Resorts.

Contributing editors: Sue Brush, Connie Hill, Polly McCarthy, Leslie Walsh and Dashiel Wham.

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COVER PHOTO:

Holiday scene at The Westin Resort, Vail. For more holiday photos and stories from other Westin properties, turn to page 5.



Congrats to these award winners

Following are the award-winners named at last summer's Rooms/Engineering conference, held at The Westin Resort, Hilton Head Island.

MOST IMPROVED HOUSEKEEPING

RESORTS: The Westin Maui
TRANSIENT: The Westin Hotel, Cincinnati & The Westin Hotel, Washington, D.C.
CONFERENCE: The Westin St. Francis
CANADA: The Westin Hotel, Winnipeg & The Westin Hotel, Edmonton

MOST IMPROVED HOUSEKEEPING FOR ASIAN HOTELS AND MOST IMPROVED COMPANY-WIDE HOUSEKEEPING
The Westin Philippine Plaza

MOST IMPROVED FRONT OFFICE

CANADA: The Westin Hotel, Edmonton & The Westin Hotel, Ottawa
ASIA: The Westin Philippine Plaza
RESORTS: The Westin Resort, Vail
TRANSIENT: The Westin Hotel, Washington, D.C.

MOST IMPROVED FRONT OFFICE FOR CONFERENCE GROUP AND MOST IMPROVED COMPANY-WIDE FRONT OFFICE
The Westin Bonaventure

HIGHEST ACHIEVEMENT BY HOUSEKEEPING TEAM

RESORTS: Arizona Biltmore
TRANSIENT: The Westin Hotel, San Francisco Airport; The Westin Paso del Norte; The Westin Hotel, Tabor Center; The Westin Hotel, Washington, D.C.; The Tower at Century Plaza
CONFERENCE: The Westin Hotel, Indianapolis
CANADA: The Westin Hotel, Winnipeg & The Westin Hotel, Ottawa
ASIA: Kowloon Shangri-La

Westin employees around the world continue their dedication to customer service, as reflected in the following examples:

When Joey Scott, producer of the TV series *Growing Pains*, lost his wallet at The Westin Maui, **Christine Wong**, recreation, and **Nani Phillips**, laundry, came to his aid.

After shaking out every towel in the laundry room and searching every brown bag in the trash compacter, the missing wallet was finally found.

Donna Crim at The Westin Hotel, Cincinnati exemplified service distinctiveness when she cared for an ill guest who had a business meeting to prepare for.

The guest wrote, "Being away from home and really sick is not easy. I will always remember your kindness to me."

After front desk agent **Kirsten Davis** at The Westin Hotel, Ottawa learned of a couple arriving without their luggage, she promptly offered to round up some clothes for a business meeting

the gentleman had the next morning.

To the guest's delight, front desk agent **Joseph Huniu**, who wore identical sized clothing as the guest, brought in a complete outfit from home — right down to the socks!

Clyde Durham, valet supervisor at the Century Plaza left a very

tels across the land had their fair share of Clydes!"

A power outage at The Westin Kauai coincided with a sunrise wedding, throwing the bridal party's preparations into peril.

Steve Mei, concierge department, and **Horst Fuetterer**, executive sous chef, saved the day by graciously receiving

two shoes of different sizes from her shopping spree.

Since the guest was returning to Japan the next morning, front office manager **Kelly McCauley**, who was on his way to the mall, was happy to make the exchange.

Hoa Ly, seamstress at The Westin St. Francis was alerted when a guest's pants ripped on his way to a business meeting.

The grateful guest received a robe and some coffee while waiting only a short time for the repair, and then was on his way — as good as new.

One of Westin's own was treated to a pleasant dose of Service Distinctiveness recently. When **Pat Swinton**, general manager of The Westin Hotel, Edmonton, flew into Seattle for a meeting at the Corporate Offices, her luggage did not...

But The Westin Hotel, Seattle staff limo driver waited with Swinton at the airport, and when her luggage failed to appear, took her to an all-night store where she was able to pick up some toiletries.

Then, hotel concierge **Michael Frei** set wheels in motion to get Swinton some appropriate attire for her next morning's meeting. Assistant manager **Jay Bailet** drove front office manager **Jennifer Thompson** home at 1 a.m. where she picked out a suit and dress. Hair curlers were procured and all was delivered to Swinton by 7 a.m. the next morning.



positive impression of the hotel on one guest — an early morning jogger.

When he provided the jogger with a face towel and bottle of Evian spring water after his run, the guest was duly impressed — not only with the service, but with Durham's friendliness and encouraging words during their two brief encounters. The guest later wrote to the manager, "I only wish that other ho-

ing the bride and her attendants into their homes at 4:00 a.m., providing them plumbing, water and electricity.

They turned what could have been a very unpleasant experience into an adventure, including a champagne toast and a limousine ride back to the hotel — all in time for the 6:15 a.m. ceremony.

Front office assistant manager, **Theresa Mason** at The Westin Hotel, Edmonton, encountered a Japanese guest who had received

HIGHEST ACHIEVEMENT BY FRONT OFFICE TEAM

- RESORTS: The Westin La Paloma & Arizona Biltmore
- TRANSIENT: The Westin Hotel, Tabor Center
- CONFERENCE: The Westin Hotel, Indianapolis
- CANADA: The Westin Hotel, Winnipeg
- ASIA: The Westin Chosun, Seoul

HIGHEST ACHIEVEMENT ROOMS DIVISION TEAM

- CANADA: The Westin Hotel, Winnipeg
- CONFERENCE: The Westin Hotel, Indianapolis
- COMPANY-WIDE: Arizona Biltmore & The Westin La Paloma

OTHER AWARDS

- SPIRIT OF WELCOME: The Westin Chosun & The Westin Bayshore
- WESTIN PREMIER: The Westin Hotel, San Francisco Airport
- MOST EFFECTIVE USE OF A MATERIAL MANAGEMENT SYSTEM: The Westin Stamford and The Westin Plaza
- MOST INNOVATIVE USE OF WESTIN TRAINING MATERIALS: Hart Sugarman, The Westin Kauai
- ROOMS DIVISION OUTSTANDING PERSONNEL DEVELOPMENT: The Westin Galleria & Westin Oaks

Moving On Moving Up

Karen Bannerman, catering and convention services, The Westin Hotel, Ottawa to director of convention services, The Westin Harbour Castle.

Karen Brack, controller, The Westin Lenox, to controller, The Westin Resort, Vail.

Victor Burt, sales manager, The Westin Harbour Castle to director of marketing, The Westin Hotel, Edmonton.

Danny Crowell, director of marketing, The Westin Hotel, Edmonton to director of marketing, The Westin Hotel, Ottawa.

Gregory Gordon, assistant director of human resources, The Westin La Paloma to director of human resources, The Westin Hotel, San Francisco Airport.

Jim Kerstens, senior assistant manager, The Westin Bayshore to senior assistant manager, The Westin Harbour Castle.

Robert Manning, F&B cost analyst, Walt Disney World Swan to project coordinator, The Westin Mission Hills Resort.

Reginal Newson, front office manager, The Westin Hotel, Copley Place to front office manager, The Westin William Penn.

Matthew Nuss, chief accountant, The Westin Crown Center to chief accountant, The Westin Hotel, Cypress Creek.

Janice O'Neill, national sales manager, The Westin Peachtree Plaza to director of sales, The Westin Hotels, Houston.

Jennifer Regan, assistant director of human resources, Arizona Biltmore to assistant director of human resources, The Westin St. Francis.

Thomas Ross, reservations manager, The Westin Hotels, Houston to director of reservations, Walt Disney World Swan.

Fernando Salazar, director of restaurants, The Westin Hotels, Houston to director of food & beverage, The Westin Hotel, Williams Center.

Paul Tefft, project administrator, Corporate Offices to project administrator, Asia/Pacific Regional Office.

Zaheer Uddin, banquet manager, The Westin Hotel, Galleria Dallas to banquet manager, The Westin Hotels, Houston.

Adrian Vekic, senior assistant manager, The Westin Hotel, Edmonton to senior assistant manager, The Westin Bayshore.

WESTIN HOTELS & RESORTS
THE 1980's
 AOKI BECOMES CHAIRMAN

This is the final article in a series of six which have chronicled Westin's history over the past six decades.

The 1980's began with a decision to change the company's name from Western International Hotels to Westin Hotels. Taking the "West" from Western and the "In" from International shortened the name and made it easier to market its hotels worldwide.

In June 1981, Corporate employees moved from various locations in Seattle to a newly constructed headquarters at 2001 6th Avenue.

In June 1984, the Central Reservations Office in Omaha proudly celebrated 10 years of operation and a successful \$100 million business.

To better reflect Westin's growing market, the company added "& Resorts" to its name in early 1986, and a year later Westin's parent company, UAL, Inc. changed its name to the Allegis Corporation. In that same year, the Allegis Board agreed to sell Westin Hotels & Resorts.

The sale stirred international interest and the company was sold to Aoki Corporation of Japan and the Robert M. Bass Group.

In August 1988, Pat Swinton was appointed Westin's first female general manager in the company's history — at The Westin Hotel, Edmonton.

October 1989 will always be a month to remember for San Francisco's hotels. The Westin St. Francis and The Westin Hotel, S.F. Airport survived a 7.0 Richter scale earthquake without injury to guests or employees — and only minimal damage to the hotels.

During the decade Westin opened/acquired 21 hotels, and the decade closed with the selection of Hiroyoshi Aoki as Chairman.



Hiroyoshi Aoki



Pat Swinton



1989 Food & Beverage awards announced

Following is the list of Westin's Food & Beverage award-winners. Congratulations to all for demonstrating outstanding levels of culinary excellence.

SILVER SPOON AWARDS - For the Best Restaurant Operations

- POOLSIDE
 - Cook's at the Beach - The Westin Kauai
- THREE MEAL
 - Zucchini's - The Westin Hotels, Houston
- THEME
 - Calypso Restaurant - Camino Real, Cancun
- SPECIALTY
 - Prego - The Westin Stamford & Westin Plaza
- FINE DINING
 - Fouquet's de Paris - Camino Real, Mexico City
- BANQUETS
 - The Westin Hotel, Winnipeg

GOLDEN CHALICE AWARDS - For the Best Beverage Operations

- BAR WITH ENTERTAINMENT
 - Lost Horizon - The Westin Philippine Plaza
- BAR WITHOUT ENTERTAINMENT
 - Compass Rose - The Westin Stamford & Westin Plaza
- LOBBY LOUNGE
 - Lobby Court - The Westin Stamford & Westin Plaza
- RESTAURANT
 - Compass Rose - The Westin Stamford & Westin Plaza

AWARD OF EXCELLENCE - For Best Overall Food & Beverage Operation

- U.S. EAST REGION
 - The Westin Hotel, Washington, D.C.
- U.S. WEST REGION
 - The Westin St. Francis
- U.S. RESORTS DIVISION
 - The Westin Kauai
- FAR EAST REGION
 - The Westin Stamford & Westin Plaza
- CANADA
 - The Westin Hotel, Ottawa
- MEXICO
 - Camino Real, Mexico City

CHEF KELLER AWARD - For the Best Selling and Most Creative Dish

- The Westin Lenox - Jacky Francois

CULINARY APPRENTICESHIP AWARDS - For the Best Graduation Results

- EAST REGION
 - The Westin Hotel, Tabor Center - Rodney Chenoweth
- WEST REGION
 - The Westin Hotel, Galleria Dallas - Mary Carpenter
- RESORTS DIVISION
 - The Westin La Paloma - Mike Balazs
- FAR EAST
 - The Westin Stamford & Westin Plaza - David Ang Eng Nam
- CANADA
 - The Westin Hotel, Ottawa - Beverly Brown
- MEXICO
 - Camino Real, Mexico City - Victor Manuel Mendez Vital



A holiday tour of Westin

What makes the holidays special at Westin's hotels and resorts around the world?

We asked you that question and here are your responses.

The highlight of the year for **The Westin Chosun, Seoul** employees is undoubtedly their employee Christmas party. "Just mention last year's party to any member of the staff and laughs will invariably fill the room," says one spokesperson for the hotel.

The party usually takes the form of a talent night, and various departments spend weeks preparing their performances. There is judging and, of course, prizes for the best talent.

Each holiday season, **The Westin Hotel, Williams Center** co-sponsors and hosts the senior holiday ball — an evening of fun and fellowship for the community's senior citizens.

The party includes a traditional turkey dinner and dancing to a live orchestra. Last year 20 Westin employees were among the volunteers helping with the Christmas day function.

Winter holiday wonderland in the lobby of The Westin Resort, Hilton Head Island



A Bavarian Father Christmas at The Westin Crown Center

WORLD
COVER
STORY

At **The Westin Resort, Hilton Head Island**, the lobby is transformed into a winter holiday wonderland each Christmas, complete with a gingerbread village of more than 25 beautifully decorated confectionary buildings. The village comes complete with a powdered sugar-topped mountain and blue glazed ponds for ice-skaters.

A 22-foot tall Christmas tree with thousands of tiny white lights, soars just inside the entrance, and Nutcracker-attired doormen welcome all who enter.

And for Christmas 1989, the first time since 1890, Hilton Head Island saw its first holiday snow.

As if mulled cider, festive hors d'oeuvres and a fire in the Gazebo Lounge weren't enough to kindle the Christmas spirit, employees also enjoyed a holiday bonus of snow-laced palm trees!

(continued next page)



The Westin Maui's 8-foot Bavarian Black Forest Castle



A Collection of best Christmases

We asked you to tell us about your most memorable holiday. These responses were among those that were submitted to *WestinWorld*.

"The most unusual Christmas I ever had took place in my childhood home of Ethiopia when I was 6 years old.

I awoke on Christmas morning to find that Santa had left clues all over the house to guide me to a special gift. The notes led to a feed bag full of oats.

"When I stuck my hand in, I pulled out... a huge rat! I was terrified, especially since I thought this was my gift! My parents tried, in vain, to convince me that I should search the oats bag once more.

"When my father did uncover my present, I was delighted to see a brand new transistor radio — a Merry Christmas indeed."

*Hans Mulders
Director of F&B
The Westin, Galleria Dallas
(continued on p 7.)*

To kick off the holiday season each year, **The Westin Maui** offers "Turkeys to Go," a complete take-out Thanksgiving dinner for those who would rather let someone else do the cooking. The dinner includes an 18- to 20-pound basted turkey with chestnut stuffing, assorted fresh Molokai vegetables, roasted new potatoes, giblet sauce and cranberry sauce. And assorted pies for dessert.

Another one of The Westin Maui's Christmas traditions is for Santa, alias Maury Mortensen, profit improvement manager, to don his red suit and spend a day entertaining the Keikis (children) staying at the resort.

Lending yet more holiday cheer to the resort is a 20 by 8 foot Bavarian Black Forest Castle. Pastry Chef Alain Begin and his staff begin preparing for the castle on December 1 each year so it's ready for display December 19.

The list of ingredients for the confectionary fantasy includes 100 pounds of icing, 275 pounds of gingerbread, 30 pounds of assorted nuts, 200 pounds of kosher salt, and assorted cookies, candy canes, gum drops, candy fruit slices, almond brittle pathways and snowscapes of rock salt.

At **The Westin Paso del Norte**, Richard Stuther, director of human resources, dons his "thinking cap" for the hotel's annual Christmas party for children of employees. Past parties have included dancers, singers, clowns, magicians, Santa and Mrs. Claus, and of course gifts for all.

The tree at **The Westin La Paloma, Tucson**, is one of the most distinctive and unique. The tree stands 19 feet tall, and is made entirely of living Golden Barrel Cactus plants. The cacti are removed from the resort grounds in November, placed in suspended animation and then replanted after the holidays.

Lit from the inside and accented with ribbon and doves, the tree welcomes visitors to the resort with a golden glow.

Holiday legends of old have graced the lobby of **The Westin Crown Center** each of the past three seasons. The Father Christmas display features life-size figures depicting the English Sir Christmas, a Bavarian Father Christmas, a Russian Saint Nicholas and a Medieval Father Christmas.

Along with this popular display, the culinary staff whips up a collection of eight intricate sugar houses. The Sugar Village fills two 12-foot banquet tables at the lobby entrance.

This Christmas Eve, **The Westin Hotel, O'Hare** will be sponsoring what is hoped will become an annual charitable event at the hotel.

The Christmas dinner and entertainment, co-sponsored by Little Brothers/Friends of the Elderly, will be held for elderly people who, without family or friends and would likely spend the holiday alone.

Several local bus companies are donating transportation to the hotel from locations all over the city. Men from the local military base have been invited to act as escorts and dance partners for the women of this distinguished citizen group.



Michele Garcia, center, sales manager at The Westin Hotel, Williams Center, chats with senior citizens during the hotel-hosted senior holiday ball and dinner.



Westin Paso del Norte's Richard Stuther dons his holiday "thinking cap"



She doesn't wear a red costume; she doesn't have a big white beard; she doesn't say ho, ho, ho; and her name is not Saint Nicholas; but she does deliver Christmas cheer to children throughout Chicagoland. She is **The Westin Hotel, Chicago's** very own Willa Roundtree.

An 11-year employee at the hotel, Roundtree is the mother of two and the grandmother of six. She works the midnight shift in Security so she can also attend college.

Realizing that many African American, Hispanic, Caucasian children may not receive Christmas gifts, Roundtree contacted the Boys Club of Chicago which organizes an annual Christmas gift drive. (Children are encouraged to write letters to: Santa Claus - North Pole - USA and the letters are collected by the Postmaster.)

Last year Roundtree collected over 75 letters and disbursed them among interested hotel employees. She then personally delivered gifts to over 50 families.

"I know that if not for our help, these children would not be able to celebrate Christmas," says Roundtree. "Their parents are on welfare or have very low income jobs and can't afford Christmas. We deliver gifts to the parents so that they can present them to their children. The gratitude I see from the parents is incredible. It makes me feel good to know that Westin employees are going out of their way to bring Christmas to so many families."



The Westin La Paloma's distinctive holiday tree is made up entirely of barrel cactus plants

Over the hotel's first Christmas holiday, employees of **The Westin Hotel, Indianapolis** sponsored four needy families through United Christmas Service (a United Way agency) with gifts of clothing, toys and food. The families were also given Christmas dinners and trees to make their Christmas complete.

At the last minute, the hotel reports, they were asked if they could take on four more families, which they gladly did. The hotel plans to make this giving tradition an annual one.

Each Christmas for the past seven years, **The Westin Philippine Plaza** has co-sponsored the Light-A-Tree-For-Charity to benefit those less fortunate.

Last year, the sponsors were able to turn over P\$107,570 to Mother Teresa's Home of Joy for sick children — the largest sum ever raised in this fund-raiser. It takes a P\$25 donation to light up a bulb on the tree which is located on the hotel's front lawn.

During the holidays at **The Westin Kauai**, employees acquaint guests with traditional Hawaiian customs and also offer them glimpses into the symbolism of holiday celebrations of other cultures.

Throughout the two-week holiday season, the hotel sponsors holiday concerts, open to the public, and on Christmas Eve, Santa Claus drives by in a horse-drawn carriage accompanied by Hawaiian carolers. He visits the children along the hotel's beach promenade.

Santa, alias Maury Mortensen, at The Westin Maui



"One of the most memorable Christmases I had was just last year, here at The Westin. It was the first time I was ever involved in collecting gifts for those in need.

"My department's 'family' was a single mother with 4 daughters. Among the 30 gifts contributed were winter coats for each. Although we were given correct sizes, mom's didn't fit. But one of the daughters said 'take mine, Mom; it will fit!' So everyone had coats that fit.

"I really think this is the way all Christmases should be!"

*Teena Dowden
Banquets
The Westin Hotel,
Indianapolis*

"Christmas 1985 for the Carroll family was leaving a small state (Louisiana) to come to a bigger one (Indiana). This Christmas just didn't have a meaning.

"So Mother decided to move Louisiana to Indiana. My sister brought spices and a real pine spruce tree from Louisiana.

"To see Mother cherish this was the best."

*Patricia Boswell
Room Attendant
Housekeeping Department
The Westin Hotel,
Indianapolis*



Jim King

Lorenzo White

Chicago stars

Two Westin Hotel, Chicago employees, Lorenzo White and Jim King have been elected to receive the Hotel/Motel Association of Illinois' Stars of the Industry Award. One of the highest honors industry-wide, the Stars of the Industry Awards were presented at the HMAI 1990 mid-year conference.

White (right), perhaps one of Chicago's best-known doormen, has been shaking hands and greeting Westin guests for over 23 years. White was also awarded guest services employee of the year at the hotel for 1990.

King (left), bartender for the Lion Bar & Grill, has been with the hotel since 1967, and his attitude and service to clients and employees

Wine Marketer of the Year

Bruce Erony, director of food & beverage at The Westin Galleria and Westin Oaks, Houston, has been named 1990 Wine Marketer of the Year by *Restaurant Wine* magazine. The prestigious national award was announced in October in San Francisco at the Top Shelf B.A.R. Show, a conference and exposition for beverage alcohol retailers.

Erony was recognized for nearly tripling wine sales at the hotels over the past two years. His marketing program included intensive staff and management train-

ing; revised wine lists; wine-by-the-glass programs in all outlets; a series of continuous wine promotions; and techniques to boost wine sales in banquets and room service.

"My greatest satisfaction," says Erony, "comes from educating people about wine. The more they know about wine, the more they enjoy a total dining experience.

"Wine is a personal hobby. Food is a personal hobby. I want to do the best job possible."

Erony has a keen interest in wine, maintaining a 500-case personal collection.

Erony holds a Bachelor of Science degree in hotel and restaurant management and also



Bruce Erony

completed a one-year program at the Culinary Institute of America. He joined Westin Hotels & Resorts in 1986. In 1988 he was appointed food & beverage director at The Westin Galleria and Westin Oaks, Houston.

Banquet employees save the day

Usually, The Westin Paso del Norte awards two Service Superstar awards monthly at its department head meetings to employees who have given outstanding service in the line of duty.

In September, however, 13 banquet employees were recognized for their beyond-the-call-of-

duty service in helping the stewarding department out of a jam.

Pictured here with general manager Steve Bullock, front, are from left: Fred Schultz, assistant manager; Tony Caro, captain; Manny Hernandez, Elizabeth Fraire, Ken Gerhardt, banquet manager; Yvonne Rios, William Larsen, Yvonne Diaz, Oscar Espinoza, Manny De Los Reyes, Ben Castruito, Joey Flores, and Marcelo Manini.



W E S T I N W I N N E R S

Naveen Ahuja, managing director of The Westin Hotel, Renaissance Center Detroit has been named to the board of directors of the Hotel Association of Greater Detroit (HAGD), a chapter of the 800-member Michigan Lodging Association.

HAGD has 27 member hotels and motels in the greater Detroit area and its goal is to maintain high standards in the hospitality industry, as well as foster community involvement. Ahuja has been with Westin for 23 years.

The Westin Hotel, San Francisco Airport's 1989 employee of the year is culinary apprentice **Jeffrey Cullum**. Says executive chef Bernd Liebergesell of Cullum: "Jeffrey demonstrates all the attributes of a fine culinarian. His enthusiasm is matched by few and he is someone you can always depend on."

Debi Briest, relocation administrator, Corporate, was one of the first relocation professionals to earn the Certified Relocation Professional (CRP) designation. Briest combined her own relocation experience with a self-study course to successfully pass the comprehensive CRP exam last summer.

The Employee Relocation Council (ERC), a professional membership organization of compa-

nies concerned with employee transfers, set up the CRP designation this year to recognize relocation professionals' knowledge and expertise in the relocation industry.

A number of culinary apprentices were graduated last summer from their three-year Westin training program. The intensive training takes place at the hotel level, under the direct supervision of the executive chef. To graduate, apprentices must undergo two days of rigorous testing and application of practical skills.

The graduates are: **Carol Valisalo** and **Steven Parker**, The Westin St. Francis; **Glenn Ochi**, Century Plaza Hotel & Tower; **Marla Badendick**, Arizona Biltmore; **Dennis Barben**, The Westin Canal Place; **Richard Hobben**, The Westin South Coast Plaza; **Juan Lara** and **Amos Moreland**, The Westin Paso del Norte; **Adam Kamerer**, The Westin Crown Center; and **Linda Gilbert**, The Westin Hotel, Cypress Creek.

Michael Arana, server for The Benchmark restaurant at The Westin Hotel, O'Hare was named the hotel's best supporter of the Mondavi wine promotion, and for his efforts will spend an educational weekend in Napa as the guest of the Robert Mondavi Winery.

Recent President's Award of Merit winners:

Michael Goldenberg and **Danny Telles** earned the honor for their quick response and brave actions during a fire at The Westin La Paloma last summer. Thanks to their actions, no one was hurt, and only minimal property damage was incurred.

Scott Fullwood made a valiant effort to save a heart attack victim's life. While the man later died, Fullwood never gave up on his CPR efforts while waiting for the paramedics to arrive on the scene.

Arizona Biltmore employee **Sam Runnels** is a hero two times over.

Last summer, Runnels, recreation supervisor, administered life-saving aid to a teenager who slipped on the pool deck, hit his head and suffered a concussion.

Later in the summer, Runnels, coaching the swim team, happened to notice out of the corner of his eye that the one-and-a-half-year-old baby girl whose mother always brought her to observe her older sibling swim, had ventured into the water on her own and was floating face-down. Runnels said he flew into the water and snatched the child out in the nick of time.



Naveen Ahuja



Carol Valisalo



Steven Parker



Michael Arana



Michael Goldenberg



Danny Telles



Scott Fullwood



Sam Runnels

上海太平洋大飯店

The Fascination of Shanghai

by Dashiell Wham

Shanghai, China has been capturing the imagination of the world for hundreds of years. Founded in a primitive form nearly 6,000 years ago, this bustling port city achieved greatness only in the last 200 years.

The very name Shanghai invokes historical mystery and adventure. And why not? From the mid 1800's to the mid 1900's, Shanghai was one of the most cosmopolitan cities the world had ever known.

As China's preeminent trading center, Shanghai was host to the gamut of Western and Asian influences, from Jewish tycoons to White Russian princesses to French soldiers.

Shanghai was renowned for its freewheeling nightlife, with cabarets and ballrooms representing every nationality and musical style.

And of course most people have heard the expression "getting Shanghai'ed". Originally describing soldiers kidnapped for crew duty on a China run, this expression is still in use as slang, meaning to achieve something through forceful persuasion.

The onset of the Communist Revolution, however, triggered a switch to more sober values. Shanghai's light-spirited reputation then became an embarrassment to China, and its energies were rerouted back toward business,

manufacturing and trade. Shanghai is now more frugal in every way than in its legendary heyday.

Today, Shanghai produces one sixth of China's national revenue, and manufactures one third of all her exports. It is no longer called "The Paris of the East", as it was in the Roaring 1920's, but it is once again an open door to a China newly facing the outside world.

The city is a melting pot of many regions of China. It is said that even the most Shanghainese of Shanghai families have come not all that long ago from somewhere else.

A first-time visitor to Shanghai is impressed by the overwhelming population of both people and bicycles. While auto, bus and truck traffic is dense, it would be easy to assume that each of the city's 13 million residents owns a bicycle for primary transportation.

And yet, in a graceful ballet, pedestrians, autos, buses and bicycles throng the streets, weaving together and apart at daunting speeds without collision or even apparent stress.

Foreigners, especially European-looking Caucasians, are a curiosity. While adults don't stare at foreigners, children do, and mothers occasionally point them out to their toddlers as a matter of education.

Another striking element of the city is the contradiction between old and new, between Chinese and Western. Chinese attitudes and behavior are juxtaposed with Western dress and building styles.

Seek as you might, the only Mao suit you are likely to see is on the occasional elderly gentleman. The fashion-conscious Shanghainese are more apt to take advantage of the best shopping in their country on Nanking Po (Nanking Road), and wear distinctly Western garb.

In the morning hours citizens spontaneously perform ancient stretching exercises called tai chi while watching television shows that might include American dramas. And crowded low-rise construction, much of it not well tended over the past few decades, is beginning to give way in places to luxury high-rise

Typical Shanghai street scene — throngs of bicycles and motor vehicles co-exist in relative peace



hotels built and managed by Western concerns.

On September 3, Westin "soft-opened" its first hotel ever in The Peoples Republic of China, The Westin Tai Ping Yang. Translated, Tai Ping Yang means "Pacific" in Chinese.

The spacious lobby is calming in muted green, tan and soft reds. The Chinese sculptures, carvings and vases complement bonsai trees and contemporary wall hangings.

All the modern Western conveniences greet the business or leisure traveler in this 578-room property; gracious service, Westin Executive Club floors, a fitness center, four restaurants, two bars and specialty retail shops. The hotel will celebrate its grand opening in April, 1991.

As China continues to open business and cultural links with the West, Shanghai is poised to reclaim much of its status as a world business and trade center.

Westin's newest hotel is prepared to serve the influx of Western travelers expected to return in coming months and years to famed Shanghai in search of new opportunities in this ancient land.



Entrance to the Chelsea Bar



*Lobby — The Westin Tai
Ping Yang*



Surf, not turf

The San Francisco 49ers spent a week at The Westin Kauai this past summer frolicking in the surf — instead of the turf.
 The Super Bowl winners spent the week enjoying the many amenities of the resort, including a 1950's beach party. The stay culminated with a gala evening which included the Super Bowl Ring ceremony, and entertainment by Huey Lewis.

With 49ers' quarterback, Joe Montana, is Marisa Hurley, conference services manager (left), and Kelly Banks-Hoen, director of sales (right).



The Indianapolis "Five"

Last August, a five-member team from The Westin Hotel, Indianapolis won the third annual "Dash Through Downtown" bed race held in Indianapolis. Nineteen teams entered this year's race, but The Westin Hotel's team proved the fastest and won a trip to Orlando for their efforts.

The bed race is sponsored by the Indianapolis Hotel & Motel Association to benefit the Indianapolis Police Athletic League and is held in conjunction with "Circlefest," an Indianapolis celebration. This year's race netted \$4,000.

From left: Dean Johnson, Justin Rutledge, Jim Hermann (captain), Tom Hosea (general manager), Greg Linneman. Kneeling, Tracy Curtis.

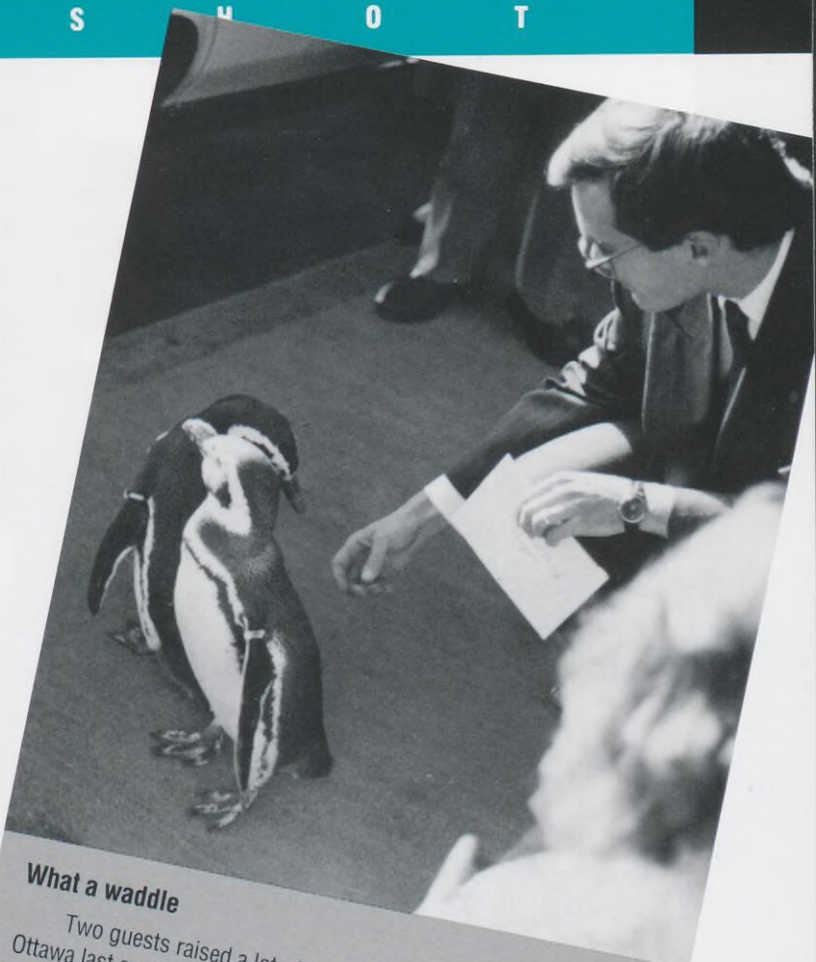
Entrepreneurial spirit

Front office agents at The Westin Galleria, Dallas have gone entrepreneurial, buying and selling hotel conglomerates. Actually, it's a board game developed by Assistant Manager Cyndi Brenner to increase revenue for the hotel during the traditionally slower summer season.

Brenner stands in front of the giant wall map she developed and built. The "United Republic of Westin Associates" is divided into states, each named after an agent. Through upselling, agents earn the "money" to buy motels, hotels, resorts and B&Bs from an independent real estate company (the assistant managers).

When an agent acquires enough properties, he can sell them back to the real estate agent for "capital gains," which translate into a number of imaginative prizes.

Brenner says everyone has been having a lot of fun with the "game," and most importantly, the hotel has increased its revenue by over \$30,000 over a two-month summer period.



What a waddle

Two guests raised a lot of eyebrows at The Westin Hotel, Ottawa last summer. It wasn't their "tuxedos" that drew the attention, or even the sleek white limo that delivered them to the hotel's front door. It was more likely their very short stature and cute little waddle that attracted the most attention. You see, these two guests in town for an airline promotion, were two Magellin penguins on loan from Sea World in Orlando. Greeting Peter and Penny Penguin was Michael Holy, right, executive assistant manager at the hotel.

Training, training...and more training

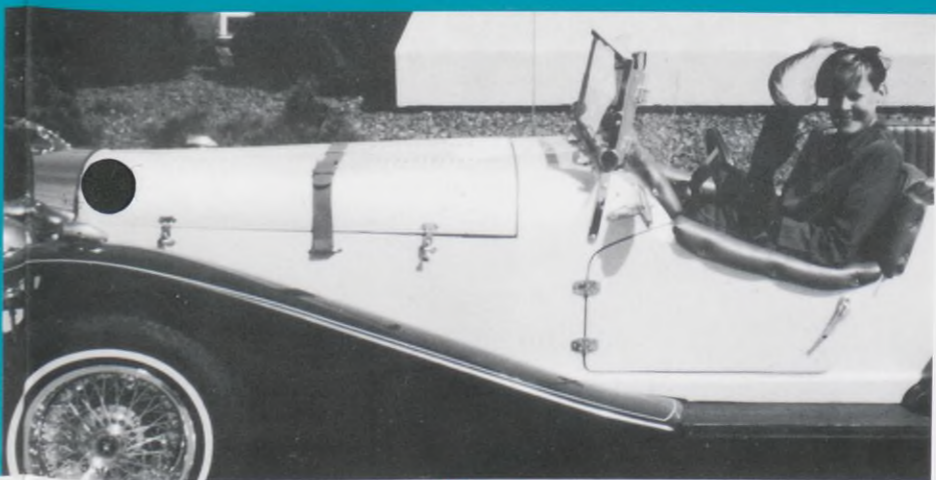
Understanding how people learn and how to give proper job instruction is being given emphasis at The Westin Galleria and Westin Oaks, Houston.

At a "train-the-trainer" class given at the hotel, management staff and lecture trainers got hands-on participation — dishing up a luncheon for over 100 people. It was a real test of skill for these attendees from various departments. From left: Hugo Reyes, Mike Caromile, Mona Weiderheim, Sharon Slade, Fernando Valenzuela, Brian Diumente, Emilio Santiago, Frances Carmello, Jeff Baker and Marinus Schot.





Six decades of nostalgia
 The Central Reservations Office staff celebrated Westin's 60th anniversary in style — costumed style, that is. On August 27, the actual anniversary day, they held a celebration that included lunch, cake and door prizes. And everyone was encouraged to come to work in a costume reminiscent of a decade in which Westin has been in operation.
 Mark Morello's gangster costume represented the 40's; Lisa Manfroi's peace-nik costume brought back the 60's. And the 30's were well represented by Sallie James' Shirley Temple; Jacqui Hasting's Mickey Mouse; and the grand-prize winner pictured here is Kathy Ward, who was not only dressed to the nines in her vintage 30's garb, but whose transportation was also every bit as nostalgic — a replica of a 1929 Mercedes Gazelle.



Design by Marty Roselius Design

Loyal Telethon supporter
 For 29 years, The Westin Bayshore has been a contributor, organizer and active participant in Vancouver's Variety Club Telethon. Again this year, the hotel's contribution was acknowledged at the telethon with Arthur Mills, resident manager, presenting the hotel's contribution of nearly \$25,000 — the largest amount raised by any hostelry helping with the annual fund-raising effort.
 Accompanying Mills, center, was Charlie Tomozer, one of the hotel's beefeater-attired doormen.



60th Birthday Bash — London-style
 The employees at Westin's Corporate Sales Office in London went back to the sixties to celebrate Westin's 60th birthday this past summer. The party, termed "an outstanding success," was for over 170 clients and included champagne cocktails, a barbecue and dancing to the "Bootleg Beatles" band, all topped off with a fireworks display.
 Decked out in their 60's attire for the shindig were, front, from left: Nathalie Normand, Danielle Wachtters, Valerie Le Moignan, Marja Frenken, Alexandra Sprenger and Adrian Haafden. Back, from left: Mark Allvey, Eldad Farhy and Annamaria Di Maria.

Creative sales call
 The Los Angeles Corporate Sales Office, along with seven California and resort properties, got creative with their sales calls last summer, and invited a group of 35 San Diego meeting planners on a cruise aboard a yacht in San Diego Bay.
 This was a first-time effort for a Westin sales team, and, along with a two-day sales focus held in conjunction with the event, some strong leads resulted.
 On the boat cruise, from left: Robert Spindler, Meridian Group (meeting management company); Eldridge Mayor-Parry, national account manager, Los Angeles CSO; Katherine Clark, Meridian Group; and Paula Crowder, area director of sales, L.A. CSO.



Good deeds for the heart — from the heart
 The Westin Chosun, Seoul has a cause. Pledges from guest book signatures, charity dinners, fashion shows, car washes and bazaars brought in thousands of dollars for that cause this year.
 In fact, the hotel dedicated 1990, its 75th anniversary year, to raising money for a group of orphan children with heart ailments. The kids are from the Pusan Center for Children with Heart Disease, operated by a Catholic nun, Sister Michael Kim.
 With money the hotel raised, the Center was able to buy some special medical equipment and new beds, among other necessities. And as a special treat, the hotel also hosted the children in Seoul for several days so they could attend the Moscow Circus.
 Pictured here with Sister Kim and the children are front, center: Westin Chosun President Lee Doo Seok; and David Shackleton, general manager.



Making his point(s)

How often does a frequent business traveler travel? In the case of one Westin guest, pretty often.

Westin's first Westin Premier member to earn the top award for frequent stays has claimed his prize — an eight-day trip for two at The Westin Stamford in Singapore.

To claim that trip, he accumulated 200,000 points in Westin's frequent guest program. At 1,000 points per Westin hotel night stayed, this Chevron executive has spent 200 nights with Westin since February, 1987, when he became a member of Westin Premier.

Our frequent traveler lives in San Francisco and the majority of his Westin stays have

been with The Westin Hotel, Williams Center Tulsa.

Since he claimed his award early last summer, three more Westin Premier members have fulfilled their 200,000 points quota and will also be given Singapore trips.

The "Far Eastern adventure" includes free round-trip business-class air travel and limousine ride to The Westin Stamford, where the travelers will enjoy a luxurious suite for 8 days and 7 nights.

Wrap-Up



Feeling like a million bucks...

When a Dodge City, Kansas man and his family won Kansas' \$35 million Lotto jackpot, the first thing they did was head to Kansas City to start spending their first million.

Their first stop was at The Westin Crown

Center for some great Kansas City steak at Benton's Steak and Chop House, where they put away some \$2,000 worth of edibles

After their hearty meal, the family settled into one of the hotel's luxury suites for a couple of days.

When the lucky winners checked out of the hotel, they said they were all treated "like a million bucks" — of course.

Among N'awlens' best

Recently named one of New Orleans' 25 grand restaurants was Le Jardin, the fine dining room at The Westin Canal Place.

The recognition, sponsored by Mumm's Champagne and New Orleans Magazine, was conferred on the hotel by world renowned Chef Paul Bocuse at a black tie dinner honoring all 25 dining establishments.

Just for laughs

Richard Hilger, front office agent and Marta Street, director of human resources at The Westin South Coast Plaza couldn't resist "tattling" on one of their employees who called in with what may be one of the best "I can't come to work today because..." stories we've heard in a while.

In fact, the story was so good, it appeared, along with other doozy "I can't come to work" excuses, in a column of the *Orange County Register* newspaper.

What happened was this:

One of the hotel's bellmen, who shall remain nameless, called in one morning to say he couldn't make it to work. It seems he had a splitting headache in the middle of the night, and not wanting to wake his wife up by turning on the bathroom light, he fumbled in the dark for some aspirin. When he got up in the morning, he discovered that he had ingested two laxative pills instead of the aspirin.

"For obvious reasons, I won't be working today," he told his supervisor.



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 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.