



Put someone to work and earn \$500

Know of someone who you think would be a qualified applicant for a posted job offering with the WIH corporate offices or Western Service & Supply?

If you do, and that person is hired for the job, you could earn yourself \$500 cash!

The WIH Personnel Division has inaugurated an Employee Referral Program, now in effect, that pays off \$500 to corporate office and WS&S employees for referring an applicant for a posted job and who, subsequently, is hired for that job.

The program carries these three stipulations: (1) the referred individual cannot have had previous WIH service, (2) officers, division and department heads, or the individual making the hiring decision will not be eligible for a cash award, and (3) only positions posted can be considered.

So, if you have a possible prospect in mind that you think might fill the bill for any of the job listings that are posted on your Job Openings board from time to time, here is the procedure to follow:

1. Contact the Personnel Division at ext. 5140 to request an Applicant Referral Form.
2. Return the completed form to Teresa Keller in the Personnel Division.
3. Ask the referred applicant to contact Teresa Keller at 447-5160 to discuss the job opening and set up an interview time.
4. Following the normal employment process, and if your referral is hired, you will receive a check for \$500 after the employee has worked 60 days.

You gotta admit, the Employee Referral Program is a winner however you look at it — as your good deed for



helping someone find a job with a great company, and as an easy way to reward yourself with a 500-buck boost to your petty cash fund.

Guidelines adopted for new WIH offices

What will be considered "appropriate attire" when we move into our new corporate office headquarters next year? Will beverages be allowed at our desks? Can we still tack up our favorite cartoons on the bulletin board?

All these questions and a lot more are answered in the recently adopted employee guidelines and procedures to become effective with our move into the new Western International Building next summer.

As everyone probably knows, the existing appearance guidelines and other employee procedures now vary

somewhat from office to office largely as a result of our "spread-out" locations. Consequently, there has been a lot of speculation as to what uniform guidelines would be adopted once we're all together in one building.

Over the past several months the Personnel Division has been working on a revised guidelines draft for submission to the Senior Management Committee for their approval.

Taken under consideration when compiling these guidelines were all present division and individual hotel guidelines, as well as common practices in other corporate offices.

After careful study and revisions by the Committee, the final draft was approved in early September.

The guidelines cover such general areas as appropriate office attire, re-

freshments at desks, bulletin boards, employee activities, wall decor, desk appearance and working hours.

These approved guidelines are published in the center section of this issue of HOMEFRONT. You may want to save these pages for future reference. However, they will also be published in the revised Employee Information Handbook which will be available to all employees when we move into our new building.

Any questions or comments about these guidelines may be directed to Jerry Gunderman, WIH director of personnel. Or, you can respond through an "Open Line" letter.

Meet B-315...

Met B-315, an Automatic Send/Receive Terminal, often called ASR. Or to us lay folk, a Telex machine. The latest addition to the Rooms Division "staff," the B-315 has very few mechanical parts and is controlled by computer-style electronics, making it more accurate and efficient, which, of course,

helps speed up the sending and receiving of messages.

And meet Diana Miller, B-315's operator. "B-315 is great; with this terminal I don't spend as much time per message. It's a pleasure to work with."

The Telex machine is used for sending messages to overseas hotels (and outside companies) who do not have Westron equipment, the WIH communications system used by the



Diana Miller, Telex and Westron systems operator, accustoms herself to the Rooms Division's new Telex machine, installed in August.

Letters to the editor

(Letters to the HOMEFRONT editor are welcomed and will be printed as space permits. Letters must be signed, but names are withheld upon written request. Send to HOMEFRONT, COMM. The decision to publish letters and the right to condense them rest with HOMEFRONT).

Dear HOMEFRONT editor:

We have heard a lot about health club facilities in the new building and the parking garage. Could HOMEFRONT give us any input as to the various questions going through people's minds about this?

For example, is there one facility in the bottom of the building and another on the roof of the garage, or is it all one facility? What types of facilities exactly are going to be available? Is this going to be a private membership club? Does it have any relationship with Western? Is it something that will be available only for officers, or is this open to the general public with no connection to Western?

John Paul Olafson
Financial Services

Dear John:

We asked Dwight Call, project officer for the Western International Building to answer your questions.

The facility will include a jogging track, and courts for handball, racquetball, squash and, perhaps, a court for volleyball or basketball located on the garage roof. The health club, to be located in the WI Building basement, will have a 20' x 50' swimming pool with spa, men's and women's locker/exercise rooms, and a social area with juice bar and lounge.

The facility will be operated by an outside tenant with no connection to Western International. A prospective tenant is now negotiating a lease agreement with the WI Building ownership, and whether the facility will be operated as a private membership, open membership or whatever, has not yet been determined. Until that negotiation agreement has been reached we won't know what our facility usage options are.

Thank you for your inquiry. We are aware that there is a lot of em-

U.S., Canadian and most Mexican properties.

Ray Sylvester, director of the Rooms Division, also praises the new machine. "Sharply increased traffic from a number of areas has seen a corresponding increase in our operating expenses and line time. This equipment will measurably reduce those expenses and allow more traffic to be handled over the same period."

ployee interest in the facility and we'll keep everyone posted through HOMEFRONT with any new developments.

—HOMEFRONT editor

Your Comments

...HOMEFRONT looks great—informative and an all-around good idea. I look forward to the future issues. ...

Susan Picht
Rooms Division

...congratulations on HOMEFRONT. As a long-time WIH employee, and a former Seattleite I am particularly interested in what's going on in the headquarters and "Queen City." I'm looking forward to issue #2.

Bill Myles
Washington D.C. Regional
Sales Office

(Thanks for the comments on the first issue of HOMEFRONT. We look forward to receiving more input from you — positive or otherwise — on future issues. —HOMEFRONT editor)

Our WIH *STARS*

The *STAR* program (Supervisory Techniques And Responsibilities) will be graduating 14 employees from its first seven-session schedule winding up October 9.

STAR is designed to teach supervisors how to be more effective in their jobs and is geared for first-level, as well as upper-level, supervisors, according to Reed Sehon, WIH training manager in Personnel.

Graduates from this session will include Jim Gildenvan, Real Estate; Fred Kraus, Pauline Wilder, Ted Raymond, Mary Durner and Sandy Peiser, all from Financial Services; Jean Robeson, Insurance; Dieter de Hann, Dave Rarig, Nancy Newman, Gary Fletcher, Jerry Cramer and Ray Weyerts, Western Service & Supply; and Joan Mincy, Personnel.

Subjects for the series of mini-seminars have included leadership roles, job performance, interviewing



STAR attendees listen to Domenick Portolese talk about leadership roles during one session of their seven-week program.

techniques, communications, training, administrative responsibilities, planning, time management, delegation, counseling and motivation.

Each *STAR* graduate will be receiving a certificate of completion from Harry Mullikin at a luncheon following the last session.

If you are interested in attending a future *STAR* session please contact Reed Sehon, ext. 3157.

Mark your calendar

October 9 & 10: Hotel Management Committee meeting, Washington Plaza.

October 20 or 21: NW Management Institute seminar "Conflicts in Management." Dr. Kenneth Sole, 9 a.m.-4 p.m. Washington Athletic Club. Contact Reed Sehon, 3157.

October 26: Set your clocks back to standard time at 2:00 a.m. "Fall back" one hour.

Before November: If you're going to be out of town for the November 4 election, you may pick up an absentee ballot application from Laurie Rounds, 5121.

COMING UP:

November 20 or 21: NW Management Institute seminar "Management is Communication: The Control of Organizational Performance." Dr. David Berlo, 9 a.m.-4 p.m. Washington Athletic Club. Contact Reed Sehon, 3157.

November 27 & 28: Thanksgiving holiday. All Seattle corporate offices closed.

Winter leagues: Time to sign up for winter bowling (Carol Ford, 5178), and volleyball (Scott Jason, 5089; Diane Taniguchi, 8934).

'Wine' not learn about wine?

The Food & Beverage Division is now making available to any interested corporate office employee their wine education course. The correspondent-type course is offered at the reasonable, non-reimbursable cost of \$35.

The 10-lesson course, which comes complete with text, two tests, and a completion certificate, includes chapters on the various types of wines, their geographic origins and history, and the proper way to store and serve them.

Interested? Call Marion Kopp, 5076 for more details.

Fan-tastic deal for opera fans

If you're an opera fan, do we have a deal for you!

By calling the Seattle Opera ticket office at 447-4711 and telling them you are a Western International Hotels em-

ployee, you will receive a 20% discount from regular series prices, and a 35% discount from single-ticket prices. The discount applies to any seat in the house.

And those discounted prices are good for both the Friday evening English versions, as well as the Wednesday night international productions.

Price range for the English series of four operas beginning in November is from \$11-26, and for the International Series, from \$26-59.

The first of the four operas is Verdi's *Aida*, a tale of ancient and exotic Egypt, November 12 and 14.

The second, January 28 and 30, is Puccini's *Manon Lescaut*, a love story set in old-world Paris.

Wagner's *Tristan und Isolde*, March 25 and 27, is a mythical tale of two of history's greatest lovers.

The final opera of the series is Donizetti's *Don Pasquale* May 13 and 15, a glittering comedy about human vanity and romantic desires.

New WI offices employee guidelines

Corporate offices appearance guidelines

The objective of the Corporate Offices Appearance Guidelines is to assist each individual to dress during normal working hours in a manner suitable to a business atmosphere and to maintain the professional image of Western International Hotels.

Appropriate attire for women:

- Dresses or skirts in a fabric and style suitable to a daytime, professional atmosphere. For example: wools, natural or synthetic blends, pressed cottons, knits.
- Pantsuits in a relatively hard finish, two or three pieces in matching or coordinated colors, with complementary shirt or blouse. (Not appropriate for those whose permanent place of work is the 15th floor.)
- Slacks and coordinated jackets or tunics in a relatively hard finish, in matching or coordinated colors, with complementary shirt or blouse. (Not appropriate for those whose permanent place of work is the 15th floor.)
- Pantsuit jackets or tunics must be worn when visitors are present or if your job is located in a public contact area.
- Shoes may be either heels, flats or fashion boots.
- Hosiery must be worn at all times.
- Hair should be neatly styled.

Inappropriate attire for women:

- Jeans of any kind
- Pants in creaseless, soft finish or overly "clinging" fabric
- Fabrics such as chiffon, satin, overly sheer weaves, overly open knits, faded denim
- Overly tight pants, skirts or dresses
- Jumpsuits, overalls
- "Baseball" type jackets
- Overly low necklines
- Overly short skirts
- Long skirts or dresses
- Sneakers (tennis shoes, running shoes, etc.)
- Thong-type sandals

Appropriate attire for men:

- Suits in a fabric and style suitable to a daytime, professional atmosphere. For example: wools, corduroy, tweeds, natural or synthetic blends, two or three pieces in matching or coordinated colors and patterns.
- Slacks and sport coats in fabric and styles as in suit guidelines.
- Shirts, sweaters, ties in colors to coordinate with suits or slacks and sport coats.
- Jackets and ties must be worn when visitors are present or if your job is located in a public contact area.
- Shoes should be traditional low-heeled oxford or loafer-type or low boots.
- Hair should be neatly trimmed and should not extend below the shirt collar. Mustaches and beards are to be short and neatly trimmed. Sideburns should not be below the ear, of uniform width and well-trimmed to avoid the appearance of being bushy.

Inappropriate attire for men:

- Jeans of any kind
- Overalls, jumpsuits or leisure suits
- Clothing in fabrics such as muslin, open-weave knits, satin, faded denim
- "Loud" colors or prints
- "Overblouse" type shirts
- Cowboy boots, sneakers (tennis shoes, running shoes, etc.), sandals

Refreshments at desks

Liquid refreshments such as coffee, tea, milk, juice, soft drinks, etc., can be consumed at an employee's desk. Cups, glasses or mugs must be used. Cans, cartons or similar containers placed on desks will not be allowed.

The position(s) designated as receptionist for the floor will not be allowed to have refreshments at the desk.



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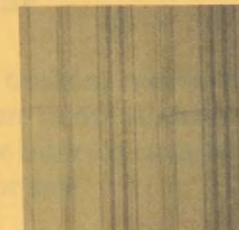


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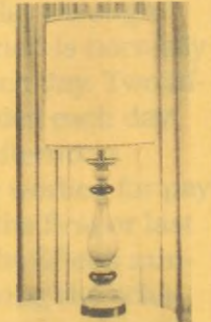
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WESTERN SERVICE & SUPPLY
Interior Design Dept. - 5TH FLOOR
2000 5TH AVE BLDG. - SEATTLE
Contact Fran Sabini at 447-5043 for Inventory Dept.

Bulletin boards

Each floor will be provided with an official bulletin board. Items that will appear on these bulletin boards will be:

- Job opening announcements
- Feedback bulletins
- Group benefit announcements such as notification of open enrollment periods
- Holiday schedule
- Credit union announcements
- Corporate officer poster
- Complimentary room poster
- Emergency assistance numbers/evacuation procedure

Unofficial bulletin boards will be located in each lunchroom. Items such as the following will be placed on these bulletin boards:

- Items for sale
- Notices
- Announcements of social and athletic activities
- Special events announcements

Posting and upkeep of official bulletin boards will be the responsibility of the Personnel Division. The divisions located on the floors where there is a lunchroom will maintain unofficial bulletin boards.

Employees' Activities Committee

An Employees' Activities Committee will be established. The committee's responsibility will be to arrange, coordinate and implement social activities (athletic, picnics, etc.) that will be available to all corporate office employees.

The employees on each floor of the corporate office building will have a representative on the committee elected by the employees of that floor. The members of the committee will then elect officers as appropriate for the committee. An employee of the corporate Personnel Division will be an advisor to the committee.

Personal wall decor

Personal items placed on any walls or partitions must be suitably framed unless it is a free form wall decor. Pieces of paper, newspaper or

magazine clippings, posters, etc., should not be taped or pinned to a wall or partition.

Clean desks

Every attempt should be made at the end of each work day to clean desks of all papers, files, etc. and place them in drawers, cabinets or other areas where it will be out of sight. If it is not possible to clean a desk, all papers, files, etc. should be stacked neatly and orderly.

Hours of work

The normal hours of work during a work week are from 8 a.m. through 5 p.m. Monday through Friday. A one-hour unpaid lunch period is normally scheduled from 12 noon to 1 p.m. each day. Two fifteen-minute break periods are provided each day; one in the morning and one in the afternoon. These breaks are considered as time worked for pay purposes. Breaks may not be taken the first or last fifteen minutes of the work day, or the fifteen minutes immediately preceding or following the scheduled lunch hour. Specific times when breaks may be taken will be established by your supervisor.

Some positions may require a work schedule other than that noted above. You will be advised by your supervisor or the Personnel Division if your hours of work are different.

Some divisions offer flexible work hours to their employees. Your division head can inform you if flexible work hours are available to you.

Helping public TV

Helping KCTS Channel 9 toward its quarterly membership pledge goals, Western International regularly un-



WIH volunteers gave one evening in August to KCTS Channel 9. At left is Peter Blyth, project officer in D&C and coordinator of the WIH volunteer effort. Other WIH'ers (center): Edith Ford, Carol Ford and Pat Holm.

derwrites production costs for one evening during each pledge drive, and donates employee time to help answer phones.

The latest membership drive was held in August with a goal of \$150,000. Six WIH'ers volunteered an evening of their time to help the public television station toward that goal. They were Edith Ford, 0-12; Carol Ford, Credit; Pat Holm, Financial Services; Cat Regan and Erik Erlandsen, F&B; and Peter Blyth, D&C.

Now, volunteer phone answerers bring even more than their time to Channel 9; the station receives matching funds from the federal government for each volunteer's time.

Something to remember when the call for volunteers comes your way when WIH again underwrites a night of KCTS programming in November.

KEEP TALKING COMMUNICATIONS WE'RE LISTENING

We all do it, but not always as well as we could. We all spend about 80 percent of our conscious time communicating, and yet often encounter barriers, experience misunderstanding, and deal with confusion.

The Corporate Communications Department is aiming to overcome or avoid some of these problems by working to establish a smoothly flowing, effective internal communication system throughout Western International Hotels.

The department has proposed a systematic approach to its operations which should result in a planned, comprehensive, integrated strategy for continuing communication activities.

That systematic approach has thus far resulted in a statement of communication policy and principles, and an initial strategic plan, both of which were presented to the Senior Management Committee in September.

The four phases of the approach, according to department manager Charlie Pepler, are research, analysis and planning, implementation, and evaluation.

"We're currently in the process of analyzing our entire internal communi-

Talk — we're listening

The Corporate Communications Department will survey the information and communication needs and desires of all corporate and selected hotel employees through a questionnaire to be distributed in October.

"We strongly encourage all WIH people to participate by expressing their opinions and feelings in that questionnaire," said Charlie Pepler, department manager.

"What we learn in that survey will help us plan a comprehensive and effective internal communication program for the whole company, including better publications, audio-visual communications, and face-to-face meetings," he said.

Look for the questionnaire, and give us your candid responses. We'll let you know the results as soon as we get them.

cation system and processes not only in the corporate office, but also between corporate headquarters and our hotels, and in the individual hotels themselves," Pepler said. "It's a big project, one we've undertaken to improve our communications, our working relationships, and our overall effectiveness and profitability as an organization," he said.

The department will provide support services in the specialized areas of organizational and interpersonal communication to all offices and units in the company, to help them achieve their own operational objectives.

The department hopes to benefit the entire company by facilitating communications in the corporate office, and between headquarters and the hotels; to communicate directly through corporate publications; and to provide consultation and communication training services for corporate and hotel people.

For copies of the statement of policy and principles, and the strategic plan, or to discuss our internal communication processes, contact the department (mailing code: COMM; telephone: 8911).



Corporate Fitness Challenge: sore muscles for a good cause

Out of 19 competing corporate teams Western International's all-star athletes placed seventh in the Corporate Fitness Challenge, held at the Seattle Athletic Club in August.

Team members were Debi Brest, Financial Services; Shannon O'Reilly, 0-12; Aaron Culley, WS&S; Dennis Langley, 0-12; Don Mattox and Richard Powell, both of the Washington Plaza; and alternates Marilyn Skeels, 0-12; and Dan Salinas, The Space Needle Restaurant.

They tested their athletic prowess in a variety of events, all for the benefit of Muscular Dystrophy. The team entry fee of \$500, underwritten by WIH, was donated to that cause.

Events included volleyball, basketball, obstacle course, swimming, running, tug-o-war and racquetball. Team members agreed that the tug-o-

Kudos to WIH directory

The new gold-format WIH directory, printed for the first time in April, has won kudos from the graphic arts and printing industry in recent competition as the recipient of an "Award of recognition in graphic arts excellence."

The award reads "For outstanding achievement in design, layout and production."

The competition was sponsored by the Graphic Arts Recognition Committee for Consolidated Papers, Inc.

The WIH directory of hotels is produced twice each year by the Marketing Division, and printed by Print Northwest.

war was probably the toughest of the events, with two minutes of straining and tugging against Pacific Northwest Bell. But the win was worth the resulting sore muscles.

Jokes team captain Dennis Langley, "The toughest part of the whole thing was getting up Sunday morning." (After two days of competition.)

"We also did really well in the ob-

stacle course and the running," reports Langley.

The competition proved especially interesting for Western International: among the team's opponents were our Partner in Travel, United Airlines, 10th place; our advertising agency, Cole & Weber, 16th place; our bank, Sea-First, 1st place; and the construction company for the new Washington Plaza tower, Howard S. Wright, 6th place.



Washington Plaza employee Richard Powell hurdles through the obstacle course.



The tug-o-war strained a few muscles for WIH team-members. From front to back, Aaron Culley, Richard Powell, Debi Brest, Dennis Langley, Shannon O'Reilly and Don Mattox.

Profile Briefs

Mary Ashurst — the 'bill lady'



Boeing's loss 10 years ago has been Western International's gain. She was the victim of the economic slump and mass Boeing lay-offs and the job market was glutted with computer programmers.

And so it was that Mary Ashurst, our "bill lady," came to the company to work first in Accounts Receivable, and then about a year later in Accounts Payable. That's where she'll be found today, nearly 10 years later, keeping us all out of financial straits paying our bills.

Mary has witnessed a few changes in her area since she began with the company; the staff size has a little more than doubled, with Mary now supervising a staff of three, and probably the biggest change (challenges, as Mary calls "the difficult times") came with the computers.

Talking with Mary about her job and her life, the word "challenge" keeps cropping up. Not only does she rise to the challenges her job provides, but to those in her personal life as well. Since an auto accident a few years ago, Mary has suffered recurring back problems. She tries to maintain her swimming program for exercise, and her fellow employees have been sometimes alarmingly surprised to find Mary lying flat on her back in the ladies room faithfully executing her back exercises on breaks and lunch hours.

When she's not exercising Mary might be found designing and sewing her own clothes, a skill she learned in high school.

The perky grandmother ("I love children") says, "It's not the bills that fascinate me; it's the people. I enjoy working with people; I get to know so many." And it's no wonder. She spends much of her time on the phone answering sundry questions about bills and bill-paying procedures.

She laughed as she told about a recent caller who admitted he didn't know if he had the right department, but that he'd been told to call Mary Ashurst if he needed a question answered.

"I enjoy the challenge (there's that word again) of handling problems that others can't handle. I'm just a curious person. Sometimes I'm more of a detective than a bill-payer."

Bill-payer or detective, Mary Ashurst has performed many an "accounting rescue" in her career. It's likely she'll perform many more.

Goodbye Cy . . . Hello, Ted

Cy Braden, credit manager for Western International, is retiring October 1 after more than 33 years of service. Ted Raymond, presently assistant credit manager, has been named Braden's replacement.

Practically an institution, Cy has been guiding the company's credit policies and procedures as credit manager for 26 years. He has also been responsible for administering the WIH credit card program almost from its inception.

Cy is known for his great sense of humor and unique and colorful style of expression. Throughout the company, he is best known for his firmness in his collection efforts that have resulted in the return of millions of dollars for the hotels.

Ted has served as assistant credit manager for the past five years and knows all aspects of the operation. Ted attended the University of Texas before moving to Washington, where he received a BA from the University of Puget Sound. He has completed his course work towards a Master's degree at the University of Washington.

Congratulations to Cy and Ted.

Moving in — Moving on

WELCOME TO . . .

Byron Brady, Director of Corporate Planning in Legal/Finance (We should say, "Welcome back...")

Bill Custer, loss control assistant in Insurance.

Mary Harper, shipping clerk in WS&S.

Susan Krom, assistant to the director of advertising and public relations in Marketing.

Hank Lo, draftsperson in WS&S.

Lu Schildmeyer, draftsperson in WS&S.

Karen Taylor, secretary in the President's office.

AND MOVING ON . . .

Jacques Bourgeois assumes the position of director of food & beverage for WIH corporate offices. He was formerly director of F&B at Hotel St. Francis.

Larry Murphy assumes the job of corporate building superintendent in the Rooms Division. He comes from The Olympic where he was building superintendent.

Correspondents



HOMEFRONT correspondent for the Rooms Division is Dee Zellers. You can reach Dee with any HOMEFRONT news items at extension 5048. (Those not in the Rooms Division should contact the correspondent in your department or division listed below.)

- | | |
|--------------------|-----------------|
| Credit | Carol Ford |
| Development | Ramona Erickson |
| Insurance | Jean Robeson |
| Financial Services | John Olafson |
| Food & Beverage | Marion Kopp |
| Marketing | Frank Rodriguez |
| 0-12 | Margie Watkins |
| Personnel | Nancy Barthlow |
| Real Estate | Merla Moody |
| Rooms | Dee Zellers |
| WS&S | Nancy Newman |

HOMEFRONT is a monthly publication for the employees of Western International Hotels corporate offices and Western Service & Supply and is produced by the Corporate Communications department.

Gabe Fonseca, internal publications manager
Linda Plumb, publications editor