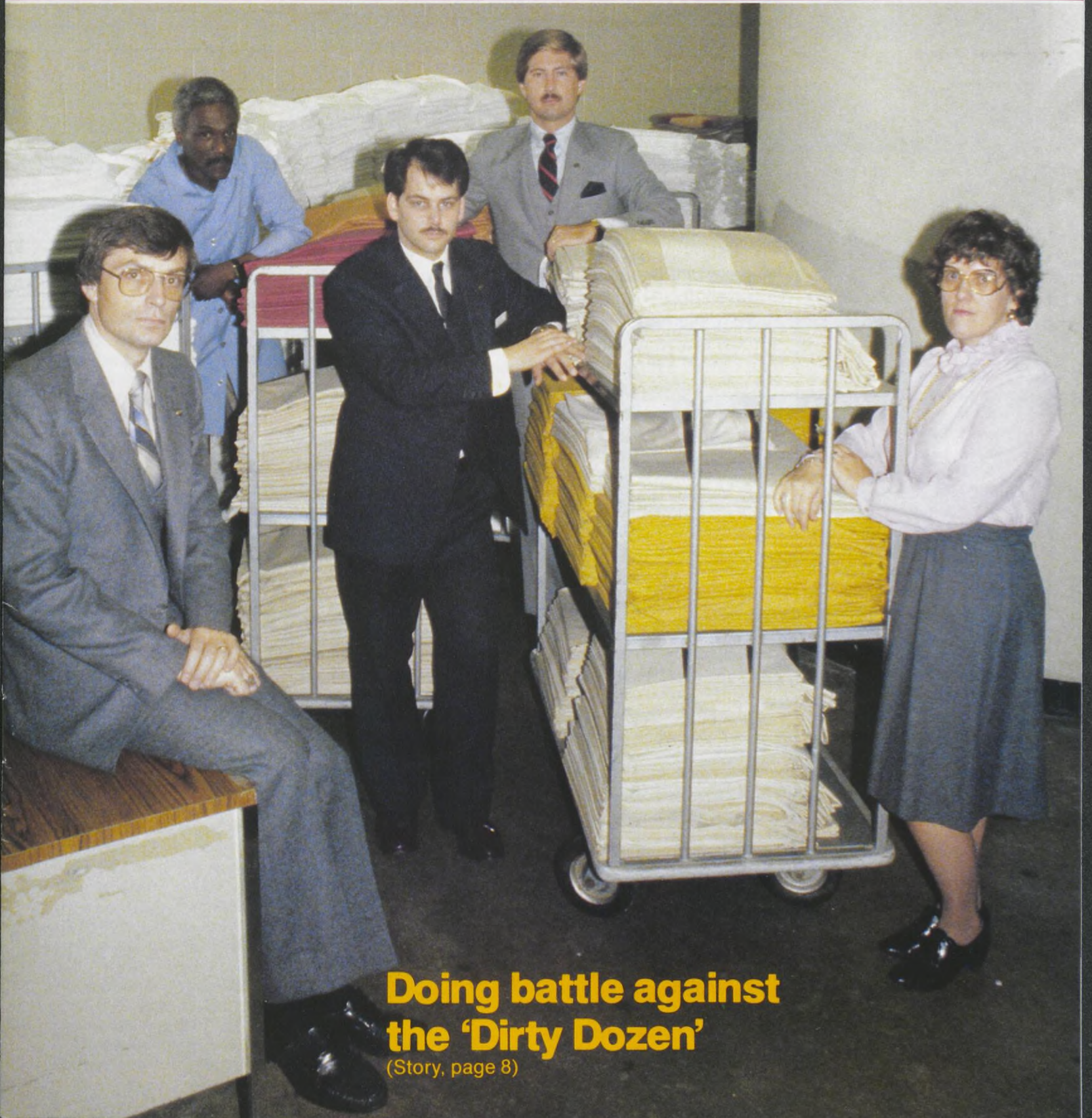




WESTIN HOTELS

NOVEMBER, 1981

# Front!



**Doing battle against  
the 'Dirty Dozen'**

(Story, page 8)



**Harry Mullikin**  
Chairman and  
Chief Executive Officer

## Congratulations – and a welcome

This month's FRONT! cover story focuses on an area of priority concern for all of our hotels – loss control. The article features one hotel's approach to controlling its linen losses.

Hotel losses resulting from the abuse of hotel supplies and equipment, the waste of food and material, disappearances of stock and damages to property cost our company many hundreds of thousands of dollars annually and contribute significantly to a hotel's operating expenses.

In these generally budget-tightening and cost-rising times, the control of such losses has become an even more crucial issue. It's one that we all should be increasingly aware of and involved in.

The success of the Westin Hotel, Renaissance Center Detroit's linen control program is one very encouraging example of what can be accomplished when people do become aware and involved. We congratulate the hotel's aware and involved staff on their impressive achievement.

In last month's FRONT!, we commented on the progress being made with our name change application to hotel name identification.

We're pleased to inform you that identification process is now about complete. Included in this issue is an official listing of all our hotel names to date.

And speaking of hotel names, we take pride in welcoming a new one to our Westin family roster. It is the Camino Real, Tijuana which is now under construction and will be operated by our subsidiary, Hoteles Camino Real, S.A.

You'll find details, along with an architect's rendering of this new luxury property, on the opposite page.

*COVER: Some of the members of the Linen Control Committee for The Westin Hotel, Renaissance Center Detroit, gather at the hotel's laundry room prior to a strategy planning session in their on-going efforts to control linen loss and abuse.*

*The committee members (from left): Jerry LaChapelle, loss control manager; Wendell Allen, laundry manager; Tom Dupar, room service assistant manager; Hud Hinton, senior assistant manager; Gloria Schmidt, director of housekeeping.*

# Front!

A monthly publication by and for employees of **Westin Hotels**

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# NEWSFRONT

## Rooms conference zeroes in on guests' 'great expectations'

Great hotels. Great expectations.

That was the theme of this year's Rooms Conference, held at the Bellevue Stratford November 8-11.

"We've got the great hotels. Now it's a matter of emphasizing the importance of consistently delivering the quality and services that guests expect from that caliber hotel," said Ray Sylvester, outgoing director of rooms and conference chairman.

"Aim of the get-together was to have attendees exit the conference a lot better equipped to identify, and then meet, the great expectations of guests in the areas of front office, housekeeping, security, as well as other guest services areas," Sylvester added.

"And we think this conference has helped accomplish that goal."

Speaker presentations, panels and discussion groups punctuating the four-day gathering of about 100 senior assistant managers, front office managers and directors of housekeeping from Westin hotels around the world all centered around the "great expectations" theme.

"The selection of outside speakers and panelists, especially those from the business and travel industry, gave attendees an excellent feel for what today's demanding traveler expects from a great hotel," Sylvester said.

Among those outside speakers and their topics were Tom Donohue, executive vice president, U.S. Chamber of Commerce, who spoke on "Managing Change in the 80s"; Arnold Fury, manager of Mobil's travel programs, who clued the group on how Mobil Five-Star hotels are selected; and Captain Richard Kauffman from the Los Angeles County Fire Department on fire and life safety systems and procedures.

A panel discussion group of travel industry experts provided some valuable insights on business traveler expectations. Moderator was Bill Newman, Westin sales vice president.

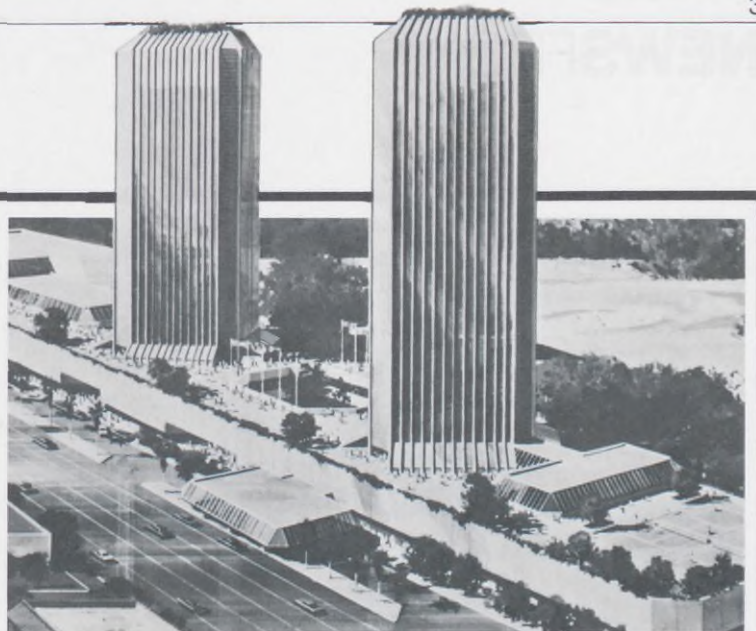
A presentation from loss control manager Jerry LaChapelle of The Westin Hotel, Renaissance Center Detroit, offered some how-to's on cutting losses on such stock items as linens, silverware and china.

A panel of three hotel general managers — Larry Alexander, The Westin Miyako; Timothy Whitehead, The Westin, Winnipeg; and Steve Harper, The Mayflower, shared their expertise on budget and profit plan development. C.V. Healy, executive assistant manager of the Williams Plaza, moderated.

Other Westin people addressing the group included Bob Lindquist, Westin's president; Ralph Van Noy, president, Westin Services; Dan McClaskey, group vice president/development; Chris Marker, group vice president/management services; and Walker Williams, director of personnel.

A near conference-closing discussion session generated the group's take-home assignment.

At that session, teams of attendees brainstormed guest services ideas and concepts. A listing of the workable ideas and suggestions that came out of these sessions were given to the attendees to take back to their respective hotels to see how they could be applied to better meet their guests' "great expectations."



The Camino Real, Tijuana is part of a commercial/business complex that will include a 22-story office building (left).

## Tijuana hotel back on line

The Camino Real, Tijuana is back on schedule for Westin. The company has confirmed it will manage the 450-room luxury property now under construction in the city of Tijuana on Mexico's Baja California peninsula.

The Camino Real, Tijuana, owned by a Mexican industrial group, will be operated by Westin's subsidiary, Hoteles Camino Real, S. A. Projected opening is the spring of 1983.

The hotel is located within the new Agua Caliente Plaza, a commercial and business complex that will include a 22-story office building, two cinemas, two levels of shopping and a heliport.

The complex abuts the city's major golf course and country club and is within a few blocks of the Caliente Race Track and the bull ring.

All the services of a deluxe hotel will be featured, including a gourmet restaurant, European-style cafe, entertainment room, lobby bar, discotheque, 24-hour room service, individually stocked refrigerator bars, pool lounge, swimming pool, health club, parking for up to 1,000 cars and a shopping arcade.

The hotel is 15 minutes from Tijuana's International Airport and 25 minutes from San Diego's Jetport.

## Williams Plaza invests in people

The Williams Plaza is making a major investment these days — not only in its new two-story addition, but in its people as well.

Through a two-week series of seminars conducted by management consultant Barbara Harlow, management and non-management employees learned what it is that makes people tick.

The management series focused on the development of communication skills and how to create a teamwork environment. Non-management seminars concentrated on "Attitudes that Work" as its overall theme.

By becoming involved in exercises ranging from reverse role-playing to self-analysis, participants were able to gain greater insight into themselves and how their behavior affects others in the hotel.

"The aim of the program," according to Nancy Lebrecht, director of personnel, "was to develop 'people pride' so that the Williams Plaza can continue to provide the four-star service it has been acclaimed for."

The training seminars were so enthusiastically received by all participants that a follow-up series was scheduled for this fall.

## NEWSFRONT



### Pat O'Brien named Westin Services VP

Pat O'Brien began his Westin Hotels career 14 years ago in Seattle as night auditor and room clerk at The Olympic. Now he returns to Seattle once

again, this time as vice president, Westin Services.

After three years with The Olympic, O'Brien moved on to The Westin St. Francis in 1970 for a seven-year stint. His last position there was as executive assistant manager.

He was appointed general manager at the Michigan Inn in 1977, then, in 1979, he was named to his most recent position as general manager at The Westin Oaks.

O'Brien is a graduate of Michigan State University with a BA in business administration.

As vice president for Westin Services, O'Brien will oversee the interior design, contract sales, food facilities, office administration and management and information systems functions of the company.

### David Ling appointed director of rooms

David Ling, formerly resident manager at The Westin, Renaissance Center Detroit, has taken over the reins as Rooms Division director at corporate headquarters in Seattle.

Ling replaces Ray Sylvester who has moved on to The Westin Peachtree Plaza as resident manager.

With Westin Hotels since 1976, Ling began his hotel career as room service manager at The Plaza. While at that property he filled the shoes of front office manager, senior assistant manager and finally, director of food and beverage.

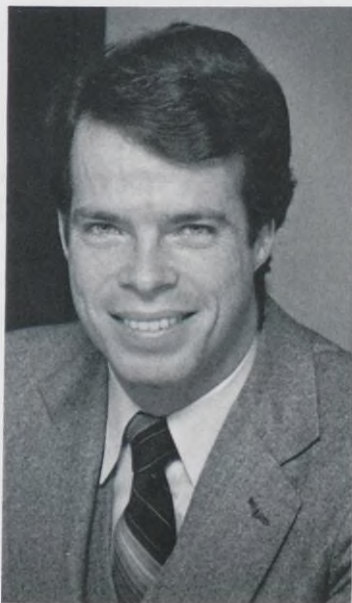
In 1979, he moved on to the Detroit property as executive assistant manager, and then to his most current post as resident manager.

Prior to his first position with Westin, Ling spent four years in the Army where he managed various installation clubs in the United States and Europe.

Ling holds his undergraduate degree in hotel administration from Penn State, and also has an MBA from Boston University.

As Rooms Division director,

Ling will be working with a 10-member staff whose responsibilities include security, housekeeping, energy management and engineering, front office operations and Seattle Westron/Telex operations.



*As a memento of the occasion, Space Needle employees presented Harry Mullikin with a framed sunset photo of Seattle's skyline and the Space Needle at the employees' closing party. Giving him the gift are two of the Space Needle's original employees, Mary Hirata (left), who also received her Quarter Century award that evening, and Rose Maki, who received her 30-year Westin service pin.*

### Westin employees bid goodbye to Space Needle Restaurant

The Space Needle Restaurant closed September 28 for renovations. That closure also marked another ending — the ending of Westin's management of the property since it opened for the Seattle World's Fair in 1962.

When the Space Needle reopens in April 1982, it will be managed by owners, Pentagram Properties.

As a farewell to the restaurant, Space Needle employees — and former employees — organized two goodbye get-togethers.

The first, a farewell reunion of current and former Needle staffers, gathered nearly 350 people.

Several came from around the country to attend the reunion. Rozanne Wilson, a waitress at the restaurant for 14 years, for instance, came from Minnesota, and George Johnson, the property's manager from 1962 to 1971 traveled from Springfield, Illinois, for the affair.

Lenny Erickson, currently a Houston restaurateur, also made the trip to Seattle to see some of his old friends. He was one of those instrumental in the opening of the Space Needle in 1962.

Several now transferred employees also came in from

out of town for the occasion, including Don Berger, director of sales at The Westin Benson, and Cindy Killasch of The Westin South Coast Plaza.

Former Space Needle employees George Scudder (GM at the Seattle Marriott) and Bea Reagan (who now works for Belknap in Seattle) co-chaired the reunion.

The "closing crew" party for about 150 of the people who stayed until the end was staged about a week later at a local restaurant.

Between the two events, Eddie Carlson, United Airlines chairman, and Harry Mullikin, chairman and CEO for Westin Hotels, hosted a party for over 300 people who had been instrumental in getting the Space Needle — and the World's Fair — off the ground.

The affair also celebrated Westin's nearly 20 years of operating Seattle's landmark restaurant.

Near evening's end, Mullikin told the group, "This restaurant has made 114,000 revolutions since it opened in 1962, and you just rode around on the last one."

And with the flip of a switch, the restaurant that had been revolving continuously for close to 20 years was brought to a halt.

### Top treatment on the top floor

The entire top floor of the Shangri-La, Hong Kong, is now open just for the convenience — and pampering — of traveling VIPs.

Located on the 21st floor, "Club 21," as the special floor is called, offers a wide range of services and privileges to those guests staying there.

The Club's purser provides for the special needs of Club 21 guests, ranging from restaurant reservations and airline confirmations, to arranging transportation to a golf course.

Club 21 guests can also enjoy complimentary limousine transfer to and from the airport, quick and easy check-in and check-out, delivery of the Dow Jones newswire with the morning newspaper, and personalized stationery, among other amenities.

The Tiara Lounge, located on the 21st floor, is open exclusively to Club 21 guests during the day where they are served a complimentary continental breakfast, as well as tea, coffee and juices throughout the day.

In the evening, when the lounge is opened to the public, Club 21 guests may enjoy complimentary cocktails from 5 to 8 p.m.

### United Airlines Credit Union — now even more services

The services and benefits of participating in the United Airlines Employees Credit Union are probably familiar to all Westin employee members in the U.S.

Most obvious is the generous interest rate paid on regular savings accounts — currently over 13 percent.

Now, more benefits have been, or will soon be, added.

According to Lois Anderson, branch manager at the Seattle office, all branches began selling All-Savers Certificates in October. These certificates entitle the bearer to a one-time federal income tax exemption of the annual dividend earnings, up to \$1,000 for individuals and \$2,000 for couples filing a joint tax return.

Beginning in January 1982, the credit union will also offer Individual Retirement Accounts (IRAs). By contributing towards retirement, members gain the advantage of deferring income tax on funds deposited in an IRA until an age when they are probably in a lower tax bracket.

And one more item: the limit on a regular savings account was recently increased to \$80,000.



*Glen Hansen (left), United Airlines employee, does his credit union business in person at the Seattle office. Helping him tend to that business are Virginia Seberg, interviewer (center), and Lois Anderson, branch manager.*

For information about these and other credit union services, call the office nearest you. Most transactions can be handled over the phone.

Or, you may write to the UAECU headquarter offices at P.O. Box 66100, Chicago, IL 60666.

Credit union branch offices are located in these Westin Hotels destination cities: Chicago, Denver, Honolulu, Los Angeles, New York, San Francisco, Seattle and Washington, D.C.

### Convention Services group gets together

The second annual Convention Services Seminar was hosted by The Westin Bonaventure, Los Angeles, earlier this summer.

Fifteen Westin Hotels Convention Services directors attended the three and one-half day seminar of specific topic discussions, guest speakers and informal meetings.

Discussion topics for attendees included the pricing and producing of theme parties, meeting fire safety concerns, and using "phone power" as an important sales tool.



Paul Lafferty, director of convention services at The Westin Bonaventure, and his staff, organized the seminar.

*Chatting during a break in seminar activities (from left): Monica Rafter, director of Convention Services, The Arizona Biltmore; Vicki Segal, director of Convention Services, The Westin Hotel, Seattle; and guest speaker Ty Stroh.*

**United States**

The Westin Hotel, Birmingham  
 The Westin Hotel, Chicago  
 The Westin Hotel, Cincinnati  
 The Westin Hotel,  
 Copley Place Boston  
 The Westin Hotel,  
 Galleria Dallas  
 The Westin Hotel, Renaissance  
 Center Detroit  
 The Westin Hotel, St. Louis  
 The Westin Hotel, Seattle  
 The Westin Hotel, Vail

The Westin Peachtree Plaza,  
 Atlanta  
 The Westin South Coast Plaza,  
 Costa Mesa  
 The Westin Ilikai, Honolulu  
 The Westin Galleria, Houston  
 The Westin Oaks, Houston  
 The Westin Crown Center,  
 Kansas City  
 The Westin Bonaventure,  
 Los Angeles  
 The Westin Wailea, Maui  
 The Westin Benson, Portland  
 The Westin Miyako,  
 San Francisco  
 The Westin St. Francis,  
 San Francisco

The Arizona Biltmore, Phoenix  
 Bellevue Stratford, Philadelphia  
 Century Plaza, Los Angeles  
 Mauna Kea Beach, Hawaii  
 (Big Island)  
 Michigan Inn, Detroit  
 (Southfield)  
 The Plaza, New York  
 Williams Plaza, Tulsa

**Canada**

The Westin Hotel, Calgary  
 The Westin Hotel, Edmonton  
 The Westin Hotel, Ottawa  
 The Westin Hotel, Toronto  
 The Westin Hotel, Winnipeg  
 The Westin Bayshore,  
 Vancouver  
 The Westin Bonaventure,  
 Montreal  
 (Le Bonaventure Westin,  
 Montreal inside Quebec)

# SOME NEW NAMES

Immediately after Westin adopted its new identity, many of the hotels began getting new names—names that incorporated the new identity.

The name revisions were all part of the plan to strengthen Westin's marketing position — to help travelers the world over identify Westin properties as belonging to one of the finest groups of hotels in the world.

Listed here are all the official hotel names and their destinations — both those that have incorporated the Westin name, and those that have kept their traditional identities.

You might want to save this page to help you remember all our new — and old — names.

# SAME GREAT HOTELS

**Denmark**

Hotel Scandinavia,  
 Copenhagen

**El Salvador**

Camino Real, San Salvador

**Guatemala**

Camino Real, Guatemala City

**Hong Kong**

Shangri-La, Hong Kong

**Japan**

Miyako, Kyoto  
 Takanawa Prince, Tokyo  
 Tokyo Prince, Tokyo

**Korea**

Chosun Beach, Pusan  
 The Chosun, Seoul

**Mexico**

Las Brisas, Acapulco  
 Camino Real, Cancun  
 Camino Real, Guadalajara  
 Camino Real, Ixtapa/  
 Zihuatanejo  
 Camino Real, Mazatlan  
 Alameda, Mexico City  
 Camino Real, Mexico City  
 Galeria Plaza, Mexico City  
 Camino Real, Puerto Vallarta  
 Camino Real, Saltillo  
 Camino Real, Tijuana

**Norway**

Hotel Scandinavia, Oslo

**Philippines**

Philippine Plaza, Manila

**Singapore**

Raffles City hotels, Singapore  
 Shangri-La, Singapore

**South Africa**

The Carlton, Johannesburg

# PHOTO NEWS

## Out with the 'Inn'

WINNIPEG — As of September 1 it was no longer the Winnipeg Inn. On that date, it became The Westin Hotel, Winnipeg. To herald the hotel's new identity, the staff invited about 50 VIPs and media people to a "name-change" reception.

Among those attending were

(from left): J. Frank Johnson, Minister of Economic Development and Tourism; Timothy Whitehead, general manager of The Westin Hotel; Con Gennick, the lieutenant governor's aide-de-camp, and F. L. Jobin, lieutenant governor of Manitoba.



## Zuke Man I

HOUSTON — It's a cucumber. It's a green banana. It's . . . Zuke Man! The Westin Oaks celebrated the first anniversary of the opening of its farm-to-market cafe, Zucchini's, in late August with a day-long birthday party.

Festivities included balloons, streamers, employees wearing party hats, free cake and a giant

birthday card to be signed by cafe patrons.

Hit of the affair was the world's first appearance of Zuke Man, a zucchini-costumed and cowboy-hatted character whose antics amused the crowds of customers including this mother/son twosome.

And for all, a free birthday celebration memento. Yep . . . a zucchini.

## PATA Board hosted

HONG KONG — The Shangri-La hotel was luncheon host for the Board of Directors of the Pacific Association of Travel Agents (PATA) in Hong Kong for their annual board meeting in September.

Among those enjoying Shangri-La hospitality at a pre-lunch reception were (from left): Jim Weiss, manager/travel industry sales for Westin Hotels and ex-officio board member; John Rowe, PATA president, Melbourne, Australia; Ken Chamberlain, executive vice president, San Francisco; and Stephen Gold, director of marketing for the Shangri-La.



And the sheets? And the pillow slips, napkins, table cloths and other linen items that are part and parcel of a hotel's daily operations?

Well, some just plain wear out. Others get torn, snagged, stained or otherwise damaged in normal use.

And there's a lot that just disappear. Unaccountably, for the most part.

But there is a lot more rendered unusable because of careless handling and outright abuse.

Each year Westin's hotels spend hundreds of thousands of dollars in the maintenance of linen inventories. It's an operations expense outlay that has been increasing alarmingly, abetted by skyrocketing linen costs, over the past few years.

With direction and assistance from Westin Rooms Division staff members, concerted efforts to control linen losses have been launched throughout the company. In most hotels the "big guns" have been zeroing in on controlling the two major offenders — unaccountable linen losses and linen abuses.

One hotel claiming some pretty dramatic results from their linen control campaign is the 1,400-room Westin Hotel, Renaissance Center Detroit.

Because of its size, the hotel found it was experiencing numerous problems in controlling its linens once they left the laundry and linen storage areas. The situation called for some drastic all-out action to halt and, if possible, reverse the linen-loss tide.

The hotel's campaign hit the ground running last March following the formation of a 12-member Linen Control Committee under the direction of Jerry LaChapelle, the hotel's loss control manager.

The committee accepted as its initial challenge the identification of any and all problems contributing to linen loss and abuse. That done, the next step was to implement solutions to these identified problems.

One of the first committee actions taken was to overhaul and implement more efficient inventory procedures. That began with the taking of thorough down-to-the-last-napkin inventory. With the help of the hotel management trainees, and using the corporate inventory procedures as a guide, committee members attacked the tremendous task of counting the hotel's 325,000-plus linen and terry items.

Next item on the committee's agenda — a program to arouse employee linen control awareness.

As LaChapelle noted, "Linen abuse just wasn't one of those things employees thought a whole lot about. For one thing, linen abuse had never really been defined."

Subsequently, the committee developed this straight-forward definition which read, "Any mishandling of linen which renders it unfit for re-use by guests constitutes linen abuse."

As supplement to that definition, 12 common examples of mishandling of linens were identified. That listing, appropriately called the "Dirty Dozen of Linen Abuse," included such no-nos as using linens for cleaning rags to using linen bins for garbage containers.

Employee awareness really got rolling with the launching of a hotel-wide linen abuse poster/slogan contest. The heavily promoted competition offered savings bond and restaurant prize incentives to be awarded for the top posters and slogans — or combination of both — that best depicted the anti-linen abuse idea.



Banquet bus attendant, Sbiela Toney, removes a filled linen cart from one of the new linen depository units.

"The response was terrific," LaChapelle reported. "with a lot of imaginative entries submitted. But, most important, it got a lot of people thinking about linen abuse and how they may have been contributing to that misuse."

Not fully satisfied with the level of awareness established by the contest, the committee then focused on an effort of an even grander scale.

Result of that effort: LAPW or Linen Abuse Prevention Week.

The linen abuse memo ideas proved so effective that even after the LAPW promotion, committee members have continued to use the memos as abuses are noted.

Beyond creating a high level of linen loss and misuse awareness among employees, the committee brainstormed several linen abuse prevention and conservation ideas which have been put into use.

- Implementing special shock washing treatments for stained items.
- Installing specially designed linen cart depositories that allow for easy deposit of soiled linens but are of high enough to inhibit using the carts for garbage disposal or the chance removal of the soiled linens for possible mishandling.



After a recent linen inventory, a pleased smile from Gloria Schmidt, director of housekeeping.

- Recycling sheet discards into pillow cases or selling discards to employees or other buyers.

How has The Westin Hotel's Linen Control Committee's action and awareness program paid off?

La Chapelle responds with this impressive fact. "After five months into the program, and for the first time in the hotel's history, The Westin Hotel was able to reduce its annual linen re-order by 25 percent. And that represented a savings of over \$80,000!"

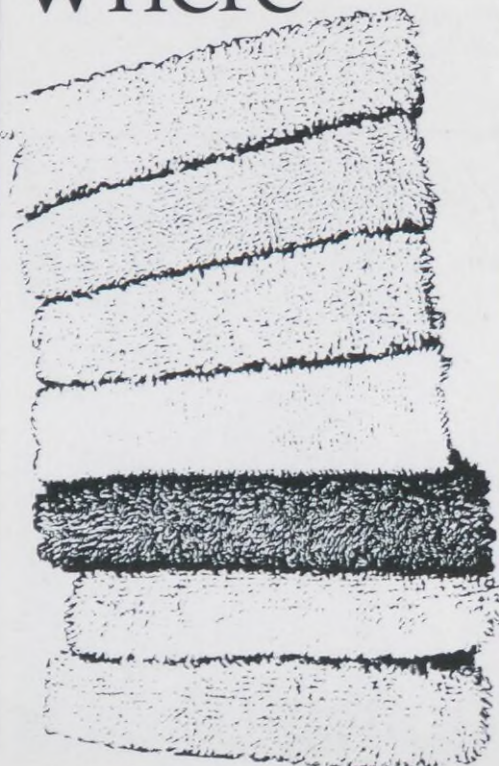
Equally enthused about the Committee's achievements was member Gloria Schmidt, director of housekeeping. Elated with the first quarterly results which showed a \$33,000 positive variance, Schmidt happily announced, "It was the first inventory that I was eager to send to the Rooms Division offices in Seattle."

David Ling (former resident manager at the Detroit hotel and now Westin Rooms Division director) sums up the program's success:

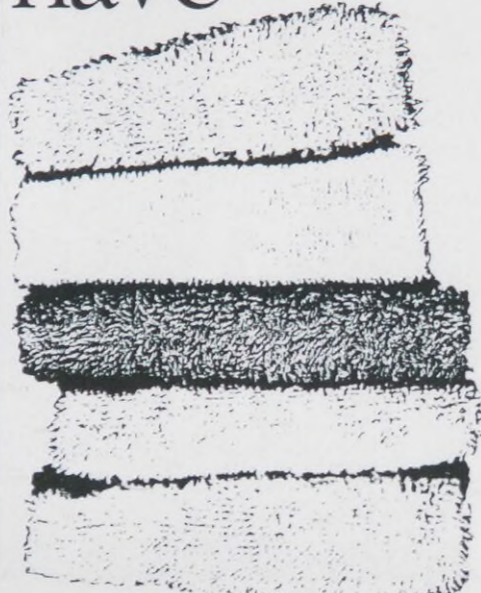
"The key," Ling said, "was in mounting an actively aggressive, on-going and highly visible conservation campaign that involved all employees, particularly those handling linens.

"As a result, we accomplished our objectives of heightening awareness, tightening linen controls and in coming up with a substantial improvement to the bottom line."

Where



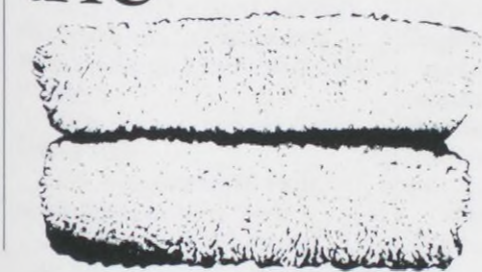
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all



the



towels



gone?

## WESTINPEOPLE

### D&C secretaries dub corporate lunchroom 'Harry's on Sixth'

SEATTLE — It has long been a Westin tradition for hotel employees to name their cafeteria/lunchrooms. So when the corporate offices moved into their new headquarters in The Westin Building this past summer, employees decided to keep that tradition alive.

An employee contest to name the lunchroom facility on the sixth floor brought in over 60 entries. Prizes were \$100 for the winner, and \$25 and \$10 for the two runners-up.

The winning name: Harry's on Sixth. And the namers, proving that six heads are better than one, were (from left): Sandy Burrill, Kathleen Bauer, Marilyn McCartney, Lisa Friedley, Charlotte Mirick, and (not pictured) Madeline Clark.

All are secretaries in the



Design & Construction Division.

To select the winning name, first a panel of a dozen employee judges narrowed down the entries to 10. Then a local celebrity panel consist-

ing of sportscaster (and gourmand), restaurateur and restaurant reviewer were invited to lunch at the soon-to-be-named Harry's on Sixth and asked to pick the winner by secret ballot.

### Now they're certified cooks

PHOENIX — Four Arizona Biltmore culinary apprentices have now earned their official status as certified cooks, but only after three years of concentrated study and on-the-job training and experience.

Graduates this past summer of the American Culinary Federation's apprenticeship program were Mike DeMaria, Jack Etter, Curtis Ayers and Lauren Van Gorden.

Van Gorden, pictured here putting finishing touches on a pastry tray, was named valedictorian for getting the highest grades in her class.

Mike DeMaria plans to stay with The Arizona Biltmore, and Van Gorden has moved on to the kitchens of The Westin Wailea. Etter and Ayers have since taken on opportunities elsewhere.

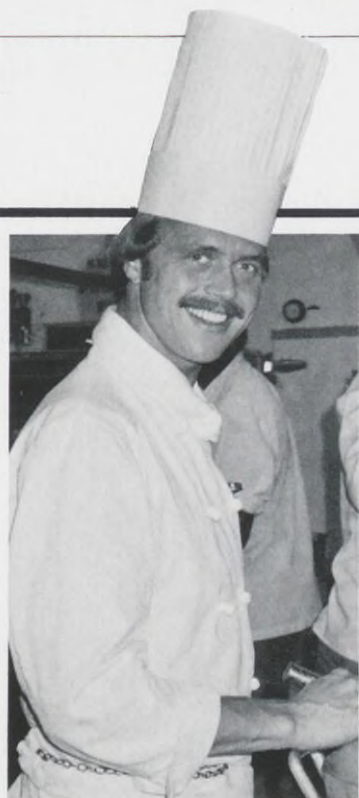


### Extra efforts get extra thank you

LOS ANGELES — Century Plaza room attendant Ruby Raymond received more than the customary thank you note from the hotel's management recently when she received more than the usual number of positive comments about her work.

In just a short period of time, Raymond was given "glowing reports" by three different guests who took the time to comment on their stay at the Century Plaza in the "60 Second Critique" form placed in each guest room.

And for her exceptional job and these resulting positive guest reports, Raymond not only received a big thank you from Senior Assistant Manager Jim McKennon, but also a box of gourmet Godiva chocolates. Looking on is Willie Hightower, Property Management.



### Julia Child, move over

SEOUL/HOUSTON — Two Westin chefs have made their teaching debuts, sharing their culinary secrets with other would-be cooks.

In Seoul, The Chosun Hotel's chef, Im Joon Kon (right) gave a week-long series of 20-minute cooking demonstrations recently on Korea's largest broadcasting network, KBS-TV.

In Houston, The Westin Oaks chef, Victor Gielisse gave a cooking demonstration for the Houston Home and Garden Magazine Cooking School. In that session, he shared some



secrets for preparing several delicious Indonesian dishes which included fried rice, pork kebab, steamed chicken and fried banana.

### A \$500 haircut — for a smile . . .

International hair stylist Monsieur Marc (Marc de Coster) charges his clients anywhere from \$85 to \$500 for a haircut.

But for Lisa Evans, a waitress in O'Brien's Pub at the Bellevue Stratford, her Monsieur Marc haircut cost only the price of a smile.

It all began when Monsieur Marc and a woman companion were having lunch at O'Brien's. Throughout the luncheon the pair kept commenting on what a nice waitress Evans was. Marc especially admired her sweet and innocent manner, and her genuinely warm and vivacious smile.

As Evans brought them their check, she complimented Marc's lady friend on her haircut. "I just love your hair," Lisa told her. "I've been trying to find someone to do mine like that for five years. Who did it?" Lisa asked.

The woman pointed to Marc.

Lisa's hopes soared. Finally, she had found a hairdresser who could give her the cut she wanted.

"Where do you work?" she asked Marc.

"Oh, sometimes in Paris, sometimes in New York."

Lisa's hopes plummeted.



But only to be revived almost immediately when Monsieur Marc offered this suggestion.

Could she arrange to come over to his friend's salon (Pierre Cutrufello, who runs the Pierre and Carlo Salon in the hotel) for a shampoo, cut and style?

"Well, only if I pay for it," the delighted Lisa countered.

Marc just smiled.

At the time, Lisa had no idea who Marc was, or the extravagant fees he charged such regular clients as Nancy Reagan, Brooke Shields and Catherine Deneuve.

Meanwhile, as her hair began to look more and more like Marc's friend's hair, the 25-year-old Penn State theater graduate

chatted about how she wanted to be an actress in New York. Then she asked where in New York his salon was in case she needed a trim while she attended theater auditions there the following month. "Are you, uh, expensive?" she hesitantly asked.

"Sometimes," Marc grinned.

Then it was Marc's companion who handed Lisa a color snapshot of Marc standing next to Nancy Reagan, casually noting that the First Lady was one of his clients.

Lisa's surprise was genuine and unabashed. Her hands flew to her face. "Oh, you do her hair? — Oh, no!" she squealed. And then quickly gaining her composure, she added, "Say hello to her for me — and tell her to help the arts and theater."

Before Lisa could once again offer to pay her newfound hairdresser, Marc smiled and told her that it was his pleasure — the cut was a gift.

That earned him a big thank you and a kiss on the cheek. And, an invitation to come have tea and dessert with her at The Plaza, where she would be staying during her theater auditioning sojourn to New York.

"My pleasure, again," was Marc's response.

**The ultimate Chinese dinner**

— It's scheduled for the Shangri-La Singapore's Island Ballroom this month for the winners of a Singapore-wide competition sponsored by famed French cognac makers Remy Martin. The 13-course Chinese culinary extravaganza, appropriately labeled "The Emperor's Feast," is being billed as "Singapore's most expensive Chinese dinner."

**The ultimate 'pushcart'**

— Bellevue Stratford guests are turning thumbs down on a beer and pretzels refreshment menu in favor of a more sophisticated taste alternative — caviar and champagne. Now holding court in the hotel's Lobby Court, an American Caviar Bar.

Featured is an elegant "pushcart" from which an attendant dispenses fresh American Caviar accompanied with all the proper extras and champagne by the glass or a choice of fine wines.

A classy presentation that's tastefully packing 'em in at the hotel's classy Lobby Court.

**'Command Performance'**

— It was a catering event of command performance distinction for the Philippine Plaza, invited to cater the presidential inaugural dinner for Philippine President Ferdinand Marcos.

Given just three days notice, the hotel's F&B staff feverishly fell to and whipped up a feast to make gastronomic history at the Malacanang Palace where the several-course dinner was served. The gathering of some 800 guests included heads of state and other local and international dignitaries.

Taking bows — F&B director Richard Vrijmoet, assistant Rudy Giesen, catering manager Rey Victoriano, banquet manager Cris Cuevillas and a super F&B staff.

Among the exotic delicacies being prepared by the hotel's culinary crew are flying fox, Chinese sea blubber and bamboo pith which costs as much as \$1,000 (Singapore) per kilogram.

And adding an unusual decorative touch to table decor and some special dishes are vegetable carvings in the shapes of mythical Chinese lions, birds and flowers created by the hotel's Shang Palace chefs.

**Bensonites score a strike**

— Hats off to The Westin Benson's bowlers, participants in a recent Bowl-A-Thon (along with a local Hilton hotel team) as a muscular dystrophy fund raiser. Participants arm-twisted (gently) friends and relatives to pledge a given amount for every toppled pin, with the hotel adding a penny-per-pin contribution scored by the 14-member staff team.

The total take (or, rather, give) for the MD cause, \$603.96. Pledge champion was Accounting's Winnie Van Loo for an impressive \$219.

**On-the-job celebrating**

— Philadelphians saw it on either of two TV stations on the evening news. On-site cameras in the Bellevue Stratford's Hunt Room focused on its venerable maitre d', Jimmy Callos, as he received the well-wishes from the room's luncheon crowd. The occasion, his 50th anniversary with the hotel.

Cameras also took in the huge anniversary cake, presented by the hotel's executive committee, which was shared with the noon-time diners along with free glasses of champagne.

Closing shot — a close-up of a beaming Jimmy looking slightly overwhelmed by it all and, at the same time, very pleased.

**A fresh-squeezed juice toast to . . .**

Zucchini's at The Westin Oaks. This accolade-winner for its market-fresh concept restaurant is now in line for more top recognition. This time for the "freshness" of its interior design.

The restaurant has been selected as one of the 10 finalists from among scores of U.S. and Canadian entrants to compete in the American Hotel & Motel Association's first annual Excellence in Interior Design competition. The grand Gold Key Award winner will be announced at the International Hotel/Motel & Restaurant Show being held this month in New York.

Creative credit for Zucchini's goes to Jennifer Lew, senior interior designer for Westin Services, who directed the restaurant's development from concept to installation.

And a toast also to the Williams Plaza Glass on the Green restaurant, recently honored by *Tulsalite Magazine* with a plaque acclaiming it as the "Best Brunch Place in Tulsa." The delightful eatery, a favorite with daily diners, packs 'em in on Sundays with a long line forming early for the popular brunch offering.

**Hugh Barrett**, from director of operations, Space Needle Restaurant, to director of restaurants, The Westin Crown Center.

**Frederick Beck**, from assistant controller, The Westin St. Francis, to controller, Michigan Inn.

**Frederick Christensen**, from front office manager, Century Plaza, to front office manager, The Westin St. Francis.

**Koji Hara**, from assistant front office manager, The Westin Bonaventure, Los Angeles, to front office manager, The Westin Benson.

**Peter Kosky**, from building superintendent, The Westin Hotel, Winnipeg, to building superintendent, Bellevue Stratford.

**Marcel Lagnaz**, from executive sous chef, The Westin Wailea, to executive sous chef, The Westin Hotel, Seattle.

**Marjorie Lynch**, from assistant housekeeper, The Mayflower, to assistant director of housekeeping, Bellevue Stratford.

**Takeshi Monguchi**, from senior international sales manager, Chosun Hotel, Seoul, to director of sales, Chosun Beach Hotel.

**Agnes Murray**, from project coordinator, The Plaza, to project administrator, Westin Services.

**Charles Neal**, from banquet manager, The Westin Peachtree Plaza, to banquet manager, The Westin Hotel, Seattle.

**Kenneth Packman**, from sous chef, Space Needle Restaurant, to sous chef, The Arizona Biltmore.

**Taylor Terao**, from front office manager, The Westin Hotel, Seattle, to senior assistant manager, Bellevue Stratford.