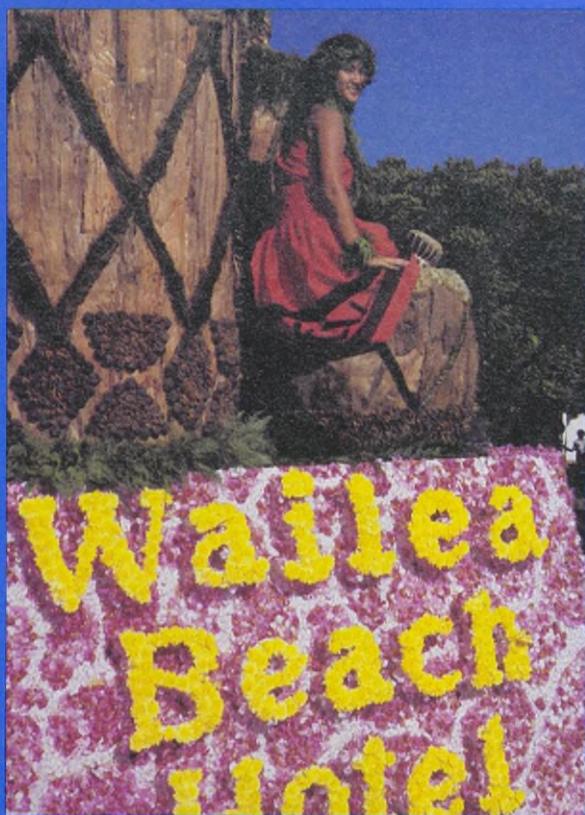


Front!

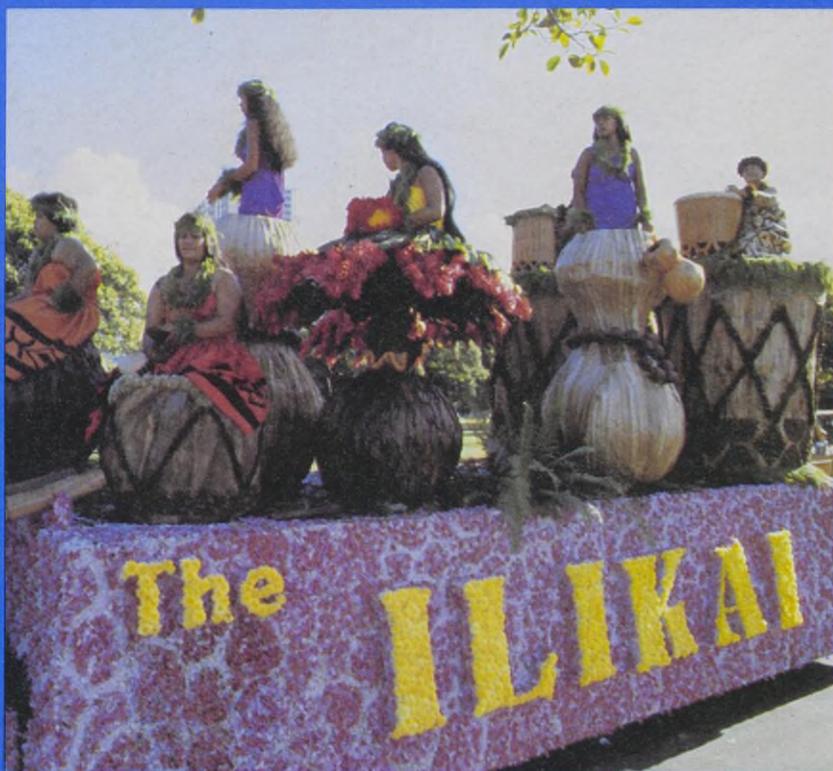
November, 79

WESTERN INTERNATIONAL HOTELS



Hawaii hotels float a winner in Aloha parade

(Story, page 6)



We also grow inwardly

An article in this issue of FRONT! reports on the refurbishing and renovation program now underway at the Century Plaza.

Last month's issue featured highlights of major improvements enhancing our hotels in Mexico.

In the months ahead, you will continue to be informed of other major renovation, refurbishing and expansion projects in process in a number of our hotels.

All of these activities play an important role in our company's on-going commitment to growth.

Sometimes we think of growth as the acquisition or construction of new properties. But this "inward growth" within existing hotels is also a part of that picture.

It is a growth that caters to changing public tastes in comfort and decor. One that provides our guests with new facilities and amenities. And, in the case of property expansion, a growth that offers guests greater accommodation opportunities.

Most of all, this internal growth is vitally necessary to maintain Western International's hospitality leadership role of providing a top-quality product for our guests—at all times and at all of our hotels.

HARRY MULLIKIN
President and Chief Executive Officer

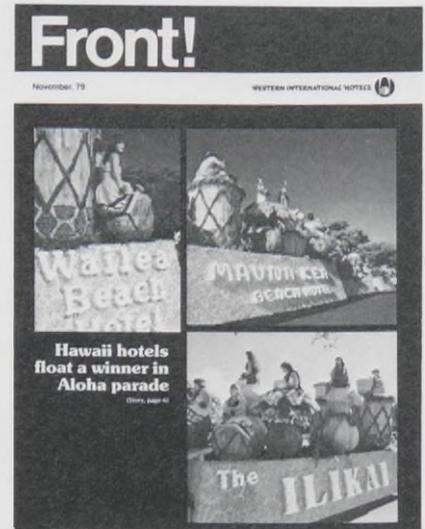


MICHAEL REILLY from account executive-catering, The Plaza, to sales manager—state & regional, Detroit Plaza Hotel.

LARRY DUSTIN from resident manager, Hotel St. Francis, to general manager, Williams Plaza.

PATTI HERNDON from assistant manager, Crown Center Hotel, to reservations manager, Galleria Plaza/Houston Oaks.

DOROTHY HICKMAN from assistant manager, Galleria Plaza, to assistant manager—front office, Crown Center Hotel.



COVER: Three views of "The Hawaiians," the award-winning Aloha Parade float sponsored by The Ilikai, Wailea Beach Hotel and the Mauna Kea Beach. Hotel names, spelled out in yellow mums, project from a background of vanda orchids. See the float "live" on the CBS network, Thursday, November 22, during Macy's Thanksgiving day parade coverage.

Front!

A monthly publication by and for employees of
Western International Hotels

GABE FONSECAEditor

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Seattle, WA 98121



Jackpot winner, Stephen Mlapane, receives his check, and congratulations, from David Hayden, Carlton Hotel executive assistant manager.

'Jackpot' pays off in safety and cash

Good safety practices pay off in dollars—or, rather, in South African rands—at the **Carlton Hotel**.

To promote good safety practices, the hotel recently introduced an employee Safety Jackpot program that works this way:

Along with monthly paychecks, each employee receives a computer-numbered card much like a bingo card. Each day a number is drawn from the computer and posted on the staff canteen notice board. Then, the first person to hit a straight line of numbers—diagonally, horizontally or vertically—wins the jackpot.

From a base amount, the hotel contributes a set cash amount to the jackpot each day. There is also an added

cash bonus if, during any competition period, no serious accident occurs in the hotel.

If such an accident should occur, no number will be drawn on the following day nor will the hotel contribute to the jackpot for that day.

Further, if an employee hits a winning line of numbers but has been involved in an incident resulting in an accident or property loss or damage he or she is disqualified from receiving the cash award.

First employee to win a Safety Jackpot award was Stephen Mlapane, PBX operator.

A flawless safety record plus a little luck on his bingo card, earned Mlapane a 75-rand (approximately \$83.00) check which was presented to him by David Hayden, Carlton Hotel executive assistant manager.



Corporate communications manager named

Sharon Bine has been named manager of the newly-established office of corporate communications for Western International.

In this position, Bine assumes the responsibility for the design and implementation of programs fostering open and meaningful two-way communications involving several audiences. These include: company employees, corporate and hotel management, company associated directors, owners, partners and lessors, industry associates and governmental agencies.

Bine, who had previously held the position of communications supervisor for a major bank holding firm in Los Angeles, assumed her post on October 15. She reports to Dwight Call, senior vice president, staff services.

Management appointments

Hermann Gammeter, formerly manager of the Detroit Plaza Hotel, has been appointed managing director of the Peachtree Plaza. Gammeter replaces William Bryant who has resigned to return to Southern California.

Named as resident manager for the Detroit Plaza Hotel is David Ling, who had been the executive assistant manager of that property.

At the WIH Seattle offices, John Ballard has been named to the new post of development manager, from assistant director of development, for the Development Division. Ballard's responsibilities will focus on new acquisition activities for Western International. He reports to Dan McClaskey, senior vice president, development.

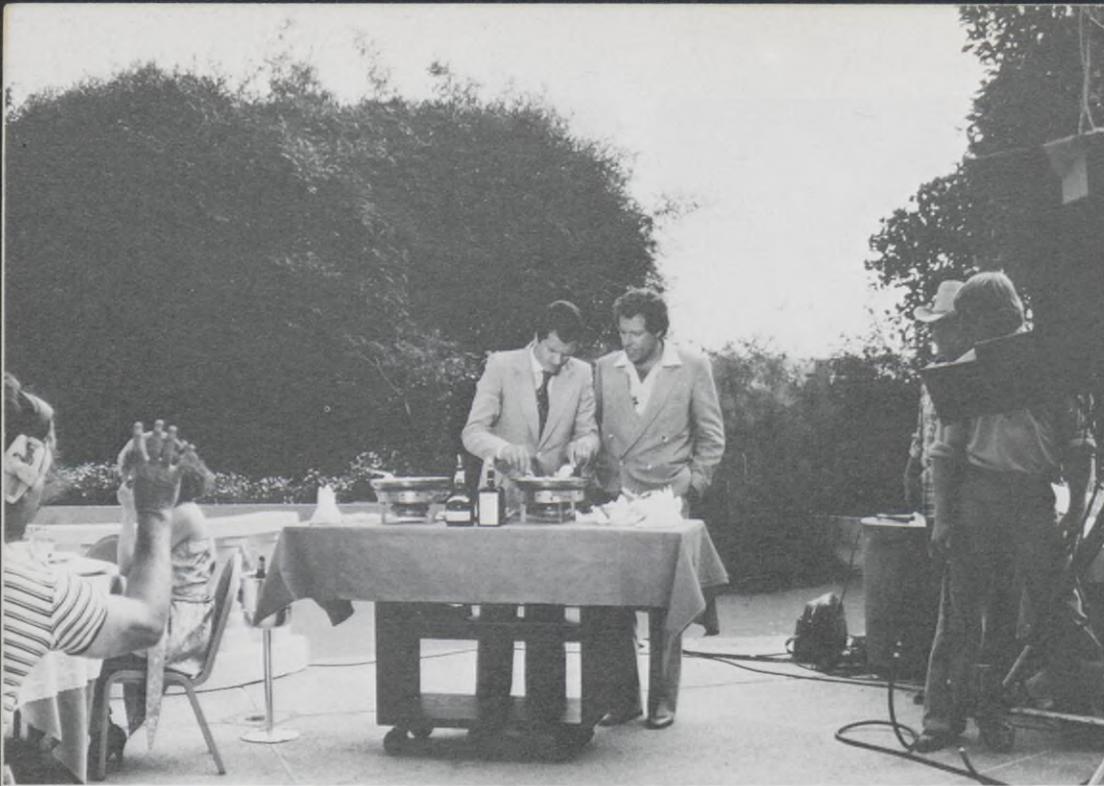
And at Rooms Division offices, Larry Murphy, building superintendent at The Olympic, has been appointed corporate building superintendent. He replaced Jim Green, who has been named property manager at the Crown Center Hotel. In his new capacity, Murphy will retain his responsibility for The Olympic, and reports to Pat Collins, director of energy management and engineering.

The Arizona Biltmore opens Conference Center

Phoenix—A major development in **The Arizona Biltmore's** expansion program took place in late October with the opening of its multi-million dollar Conference Center. Designed to complement the hotel's distinctive Frank Lloyd Wright architecture, the Center features an 11,625 square-foot ballroom, The Arizona Biltmore Ballroom, that can be

divided into three individual function areas. An additional eight function rooms, kitchen facility, storage areas and registration areas complete the Conference Center. The Conference Center is expected to mark the award-winning resort hotel as one of the major convention and executive meeting locations in the Southwest.





Stars are born

Los Angeles—Both CENTURY PLAZA resident manager, Bill McCreary and F&B director, Walter Kohlross, made "star" appearances on the Alan Hamel Show which was recently on location at the hotel for the taping of 15 programs for British Columbia Television. McCreary was called upon to welcome Canadian viewers of the Hamel show to California and the Century Plaza. Kohlross (left) was asked to do a cooking demonstration of a prize-winning recipe he created while at the Carlton. With Kohlross is the show's host, Alan Hamel.

Free 'air fare'

Seattle—Patrons of THE SPACE NEEDLE RESTAURANT are getting a free ride these days. The elevator fare—as established by the Space Needle structure owners—is being taken off the cost of any dinner check of \$10 or more. And there is a bonus for the lunch bunch—also—free coffee, tea or milk regardless of entree cost. Gathered round the poster announcing the new "air fares" are (from left): Lloyd Lamb, restaurant manager; Eduard Genhart, executive chef; Gary Zodrow, sales manager and Nancy Watson, public relations director.



'Out-sized' effort

Winnipeg—Eight WINNIPEG INN employees recently participated in a Variety Club Super Ride, a bicycling fundraising event for the benefit of handicapped children. The eight—Rosemary Taylor, Joan Hill, Paul Ataverstock, Paul Lai, Henry Traa, Wayne Perfumo, Angela Fiebelkorn and Muriel Anderson—cycled the 28 Kl. course for pledges totaling over \$1,000. Timothy Whitehead, general manager (left) presents an 'out-sized' check on behalf of the eight employees' 'out-sized' effort to a representative of the Manitoba Variety Club.





Neighborhood welcome

Chicago—An across-the-border neighborhood welcome greeted "Miss Mexico," Blanca Diaz, when she checked into the CONTINENTAL PLAZA while in Chicago recently to participate in Mexican Independence Week festivities. The welcoming committee included Alberto Andrade (right) senior assistant manager, and desk clerks Fernando Cervantes (left) and Armand Cortes III.

Hotelympiad champs

Montreal—"Wait til next year" was the cry from the HOTEL BONAVENTURE staff after their not-so-impressive showing in last year's Montreal Hotelympiads—a day of fun competition among employees of the city's major hotels. This year the "come-back" staff, lead by general manager, Bernard Awenenti (right), brought home two gold medals, one silver and one bronze. Events included such challenges as an obstacle course run while balancing a tray of wine-filled glasses, a stacked suitcase broad jump, and a timed styrofoam cake frosting competition.



New roof

San Francisco—Currently, the HOTEL ST. FRANCIS is undergoing a major restoration and renovation program in the main building. A top priority was a brand new roof. Here, Robert Wilhelm, managing director (right), and Marvin Glenn, director of property maintenance, inspected roof project progress. In the background is the hotel's tower.



The judging

Seattle—Wine, straight, is fine. But as a base for a cocktail, it can be sensational. This, in the opinion of committee members who judged the 1979 F&B Division "Original Drink Recipe" competition which, this year, stipulated wine-based entries. Winning recipes, as previously judged in the individual hotel competitions, were submitted to the Seattle offices for judging to select a company-wide winner. The winning entry will be announced at the F&B conference in late November.

How to build a (prize-winning) float

Aloha Week in Hawaii.

It's the state's grandest showcase presentation of its proud cultural heritage.

The week (scheduled this year in late September) is crowded with social, cultural, civic and just plain fun events celebrated on all of the islands. The whole is climaxed by the week-ending Aloha Week floral parade that annually draws visitors to Hawaii from all over the world.

This year, for the first time, the three WIH properties in Hawaii—**The Ilikai**, the **Wailea Beach Hotel** and the **Mauna Kea Beach Hotel**—participated in a joint parade float entry.

The entry decision was made by Bill Hulett (WIH vice president) last year while he was still serving as managing director of The Ilikai and the Wailea Beach Hotel. A float budget was allocated with all three properties sharing the cost.

As the chairperson for the project, Hulett selected The Ilikai/Wailea Beach Hotel's talented and tireless marketing administrative assistant, Valerie Satin. Presenting her with the budget figures, Hulett put her in full charge with the instructions to go...do.

He left her with one small condition, however. As Satin recalls it, it went something like this, "...just be sure we win the top prize in the float judging competition."

By July, Satin was getting things underway. A dozen or so hotel staff committees had been formed with responsibility for such areas as float design, construction, floral acquisition, costuming and the like.

With the Aloha Week theme "The People of Hawaii," the hotels focused their float theme on the first people of the Islands—The Hawaiians.

The float design focused on huge replicas of ancient Hawaiian musical instruments placed on a floral-covered

base. The instruments would rest on a "lava rock" floor. Employees in Hawaiian costume would be perched on top of the musical replicas playing the actual instruments. Elsewhere on the float would be dancers, chanters and a conch shell blower.

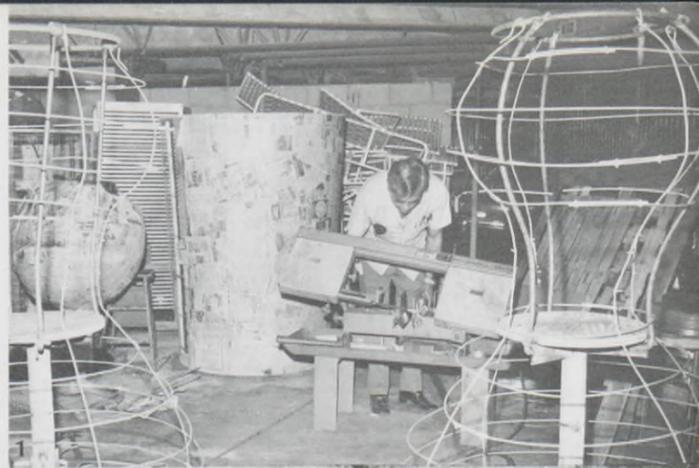
Beginning the first of August, The Ilikai's engineering department went to work on the construction of the 40-foot long base while a work committee began making the chicken wire and papier mache framework for the instruments.

Later, another work team applied the finishing dried floral material on the instruments. Other committees began stepping up their activities. Under the enthusiastic direction of Val Satin, the project began to take shape.

On the early morning of Friday, September 21—the day before the Saturday parade—the final push began. All of the employees of The Ilikai that could be spared, plus a few others from the two other island properties, were put to work applying live flowers to the float.

Stacked at the project site at the back of The Ilikai, were boxes filled with 3,000 yellow mums, 2,000 flannel flowers, 500 ginger blooms and 25,000 Vanda orchids which required stripping of their white petals and stems. Armed with several pots of glue, the work crew began to attach the flowers, one by one, onto the float according to the carefully worked out diagram.

By 3:30 Saturday morning, the job was completed and the float was moved



to parade start position. The work crew came along to patch up areas where flowers had fallen off and add any finishing touches.

As parade time neared, a fork lift was brought to the site to load the float riders—dancers, musicians, etc.

A hidden baggage puller, borrowed from United Airlines, was used to pull the float. Since the driver could not see the way, employees were positioned on either side of the float equipped with walkie-talkies to give directions.

The parade began. "The Hawaiians" float proudly slipped into place and wound its way down the parade route past crowds of cheering onlookers, and the judging stand.

Later, the word came in. The hotel's entry had won the second place Queen's Award. Not the hoped-for grand prize, but as everyone agreed, "Not bad for a first time out" And, of course, there is always next year.

How to make a prize-winning float? These photos taken during construction—minus the blood, sweat and tears—give some idea.

NOTE: "The Hawaiians" float will be featured on Macy's Thanksgiving Day parade coverage, Thursday, November 22, on the CBS network both in the Aloha Parade segment and in the coming attractions "billboard"

(1) John Rodrigues, The Ilikai maintenance, builds the basic frames for float "instruments."

(2) Loki McDaniels, The Ilikai PBX, applies papier mache over chicken wire frames.

(3) Pete Rotsel, catering, and Jim O'Connell sales—both of The Ilikai—add dried flora touches.

(4) A hotel crew strips 25,000 vanda orchids of white petals and stems.

(5) Scott O'Brien, Wailea Beach Hotel assistant manager, and Cal Ching (kneeling), Wailea Beach Hotel bartender, apply flowers to the float.

(6) At parade start site, staffers do final floral touch-up.

(7) Dancers are loaded onto float with a forklift.

(8) An exhausted, but elated, Val Satin, is presented with the Queen's Award trophy by the director of the float judges, Herbert Yim.

A star takes on a new multi-million dollar look



Since the **Century Plaza** opened in 1966, it has been heralded as the "World's Most Beautiful Hotel." Fresh, exciting and unique in design, the Century Plaza quickly captured the imagination of its guests and visitors.

Since opening, every U.S. president, many foreign heads of state and countless celebrities have made the Century Plaza their headquarters while in Los Angeles. As host to such functions as the State Dinner for the Apollo 11 astronauts, the hotel made headline news. It has been written and talked about almost everywhere as a star of the hospitality world.

Today, the Century Plaza is enjoying its most successful year. And though it has lost none of its luster, major improvements are currently underway to assure the hotel's continued "star" dominance. A \$7 million program is aimed toward keeping the Century Plaza the talk of the town—and the world traveler.

As William Quinn, vice president and managing director of the hotel determinedly puts it, "We can no longer be satisfied with the status quo. We're out to reemphasize our number one position."

In achieving that goal, Quinn noted, "We've got everything going for us—great location, a superbly designed and well maintained property, all the amenities of a fine hotel and, most of all, a great staff."

Extensive Program

Key to the program is the complete refurbishing and renovation of the hotel's 750 guest rooms, and all public areas.

Some of that activity began earlier this year. The main lobby, including the Lobby Court, has received new carpeting. Draperies have been replaced, walls refinished, and mirrored panels

installed across the side walls. All this gives the already spectacular lobby an even greater aura of expansive luxury. Matching carpeting has also been laid in the Plaza level and the wall areas have been refinished in lighter, more subtle tones. The earth tone colors that had predominated in these areas—and, in fact, throughout the hotel—have been replaced with crisp blues and greens with warm tone accents.

Both the Cafe Plaza and the Granada dining room have also been refurbished. Plans are underway to see that the Granada receives deserved recognition as one of the finest restaurants in Los Angeles for both food and service. Says Quinn, "The guests of the Century Plaza deserve an award winning-type restaurant, and that's what we are committed to provide."

Ballroom refurbished

The Century Plaza's stunning Los Angeles Ballroom is also currently undergoing a complete refurbishing. Enhancements here include new carpeting, wall covering and stage draperies in a predominately red and gold scheme. This ballroom is considered the finest meeting and dining facility of its type by even the most demanding clients, Quinn noted. It is virtually unmatched in its striking design, layout, flexibility and support facilities.

Most of these projects are completed—or will be completed—by the end of the year.

Then, beginning in June, 1980, a complete transformation of all 750 guest rooms will begin. This multi-million dollar undertaking will bring about one of the most spectacular changes in the hotel.

The extensive project involves removing all furnishings from each room, down to the bare floor, and installing a totally new look—a markedly upgraded look.

Formerly painted walls will take on a vinyl covering bordered with a classic interlocking key motif that, with sculptured wood moldings, will also form a frame over bed headboards. Borders of the off-white draperies repeat the key motif.

Room furnishings are mainly in French country style with pecan finish. A handsome armoire in this style contains the television set in its cabinet as well as ample dresser drawer space. Other furniture pieces are topped in walnut travertine marble. The solid color carpets are overlaid with a subtle diamond pattern of a darker shade.

Elegance and Luxury

"The total effect," says Bob Cornwell, Western Service & Supply senior designer for the project, "will be one of crisp elegance and luxury, yet one that will be warm and inviting."

Complementing the new guest room look is the "all new feel" of the guest corridors which are currently being completed.

They are done in rich tones of green and blue, carried out in carpets and wall coverings. Guest reaction to the new corridor look has, according to Quinn, been immediate and overwhelmingly positive.

Charged with coordinating the installation of all phases of the project is Brian Handley.

Handley is no stranger to the job. He worked as the project coordinator at the Century Plaza when it opened. It was then, in fact, when he joined the WIH Western Service staff.

Having since formed his own company, Handley has worked on many WIH properties as an independent contractor. Projects he has supervised include the Washington Plaza, Peachtree Plaza, Dusit Thani, the Wailea Beach Hotel and the recent renovation of The Mayflower, among others.

A 'Knockout'

"I'm very excited about this project especially what will be happening with the guest rooms," says Handley. "When it's completed, the Century Plaza will have a totally new visual impact. It will be a knockout!"

As Quinn sees it, the "doing" is only part of the story. The other part is the "telling."

To get the word out, Quinn is stepping up the hotel's advertising and public relations activities. "To get people to continue talking about us, first we've got to talk about ourselves—to let people know what's happening."

Quinn looks to the corporate advertising agency, Cole & Weber, the Century Plaza's public relations firm of Paul Lasley and Associates, and the assistance of the WIH Marketing Division staff for much of his direction and the creative talent needed to achieve this goal.

"Some of the best advertising will begin when the project is completed next year," Quinn predicts. "That will be by word-of-mouth from guests who have experienced the new Century Plaza."



William Quinn reviews guest room scheme boards with (left) Bill McCreary, resident manager and Inge Krieg, property management.

Brian Handley surveys one of the mock-up guest rooms. Note armoire at left and key motif frame over the bed headboard.





Part of the Hotel St. Francis team involved in the Coca-Cola "cater-out" party step out in their "We Deliver" tee-shirts (from left): Kurt Ambuehl, banquet manager; Keith Jones, banquet captain; Creighton Casper, director of sales; Marilou Couture, catering; Hans Lenz, executive chef; Mike Micketti, sales

manager; Ellen Nomura, catering; Dan McCall, director of catering; Todd Carter, catering manager; Clovis Soubrand, catering manager; William Bryant, assistant steward.

Things go better—with a little Hotel St. Francis help

Several hundred employees of the **Hotel St. Francis** are sporting new tee-shirts these days. They're boldly imprinted with the message, "Hotel St. Francis Catering Service—We Deliver."

The message refers to a particular event—a gigantic party given by the Coca-Cola company for its bottler members.

The party was planned as the main social event of this year's annual meeting of 4,000 Coca-Cola bottlers from around the world. Coca-Cola wanted to celebrate with the largest and most spectacular party in its history. And, they wanted San Francisco's top, professional catering service to handle the job.

Many of the meeting attendees would be staying at the Hotel St. Francis. Doug Neilson, sales manager, convinced the company's meeting planners that they need look no farther than the hotel's staff to deliver on the planned super-party.

Hotel St. Francis director of catering, Dan McCall; catering manager, Todd Carter; executive chef, Hans Lenz and director of sales, Creighton Casper were brought into the act. Along with Neilson, they met with the Coca-Cola people to plan the event.

The selected party theme was based on a miniature mock-up of San Francisco. It would depict six distinctive areas of the city, such as Chinatown, Fisherman's Wharf, the Latin District, etc. Each area would feature food common to that district. A street fair atmosphere, peopled with characters

representing these districts would unify the production.

Coke ruled out hotel banquet space, favoring some unique facility in the city to hold the event.

Staging begins

The site selected was an abandoned pier shed. Plans for the staging of a mini-San Francisco began.

Carter took on the task of providing the music and entertainment. Armed with a pocketfull of \$100 bills, he toured the city "booking" street musicians, jugglers, dancers and mimes.

McCall, working with a catering consultant for Coca-Cola, assisted in creating the menus for the six different areas. Chef Lenz set out to find suppliers of the unique ingredients he would need to fulfill menus. Selected hotel staff members were given special training for the many on-the-spot cooking centers that would be set up.

Early Sunday morning before the Monday night party, the big movement of equipment from the hotel to the pier site began. It included 17,000 glasses, 100 chafing dishes, 20 burners with pans, 20 carving boards plus stacks of silver, plates and linens. The bulk of the non-perishable cold food was also transported to the site in 40-foot refrigeration vans.

By 3 p.m. Monday afternoon, the first contingent of captains and food servers had arrived at the pier. An hour later, the last of the cold food was delivered. By 5:20, McCall gave the order for the two 40-foot truck loads of hot food to leave the hotel. Shortly thereafter,

each of the party areas had been stocked and the captains had allocated the food to the buffets.

By 6:30, the doors opened to admit the first shuttle-bus loads of party attendees.

Staff gets rolling

As festivities got rolling, so did the hotel catering team. To keep the six dining areas running smoothly, the staff was constantly on the move checking supplies and handling "backstage" details. At each buffet area, two stewards cleared and stacked used dishes and removed soiled linens to be replaced by fresh supplies.

For the next few hours, the 4,000 guests roamed "the streets of San Francisco" enjoying a unique dining experience that they would, undoubtedly, remember for a long time.

As the last reluctant-to-leave guests departed at 10:30, a fresh stewarding and banquet houseperson crew moved in for the massive clean-up.

The party was over. Thanks largely to the hotel's "we deliver" team it was a stunning, flawless success.

Coke's catering advisor associate, Claus Incamp said, "The St. Francis teamwork was incredible—the best I have ever seen, anywhere..."

And meeting planner, Don Wollen, writing from Coca-Cola's Atlanta offices, flatly stated, "Never in my experience as a meeting planner have I witnessed a more organized and well run hotel. The team spirit displayed was unparalleled in my experience with other hotels."



He cares

Atlanta—The year 1979, named the Year of the Child, has taken on a special significance for PEACHTREE PLAZA bartender, Ray Wimes. Wimes saw a television appeal by World Vision International asking for food. Touched by the appeal, he decided to do something positive to raise money for needy children.

His plan of action turned out to be a family affair involving his 10-year-old daughter and his teenage brother. Wimes invited all of his friends to bring as many children as they liked to a party. Each adult donated \$5. His daughter and brother hosted the party and explained its purpose. Soon the youngsters were involved in a lively discussion that resulted in several other fund-raising ideas of their own.

When Wimes' friends in the hotel's beverage department learned about the party and his fund-raising campaign, they, too, contributed to the cause.

Later, Wimes heard from World Vision headquarters that the monies raised would feed nutritious meals to over 1,000 children!

Pleased with the results, but wanting to do more, Wimes is now looking into the possibility of "adopting" a child, or several children, to give direct help on a permanent basis.



Visit with a 'legend'

Copenhagen—The boxing world's "living legend" Mohammed Ali, draws crowds of fans wherever he goes. And so it was during a recent visit to the HOTEL SCANDINAVIA, Copenhagen. Here, Ali (seated) slipped off from his busy business schedule to chat with a group of the hotel's employees.



Rough landing

Vancouver—No, BAYSHORE INN chief steward, Ed Jaskula, didn't slip—he fell—from several hundred feet in the air, as a matter of fact. As a result of a rough landing on his first parachute jump, he broke his left leg in three places. Now operating with his leg in a cast, Jaskula still manages to smile in spite of all the remarks about his "sitting down on the job."

New master chef

New York—Joseph Trombetti, executive chef for THE PLAZA, was recently honored as the newest member of the WIH Academy of Master Chefs. At hotel ceremonies, Trombetti was presented with the Academy medallion by WIH vice president, Ralph Van Noy. The Academy, founded in 1963, honors executive chefs with at least five years of service in that capacity with WIH.



inn basket

SCOOP—While the American Automobile Association (AAA) will not make formal public announcement of its accommodation ratings until January, word of three shoo-ins to receive Five Diamond (the highest) ratings for 1980 has reached the FRONT! desk. They are past recipients: **Camino Real**, Mexico City, the **Mauna Kea Beach Hotel** and, new to the list, the **Las Brisas** in Acapulco. Congrats to this honored threesome, and... more later.

* * *

THEY'RE READING ABOUT—The **Arizona Biltmore** in the September issue of **LODGING HOSPITALITY MAGAZINE**. A color photo of the hotel's exterior on the magazine's cover introduces the inside four-page feature. It's a report on The Arizona Biltmore's image change from an exclusive, in-season resort to a widely-popular, year-round resort while retaining all the qualities that have made it one of America's finest and classiest hotels... And readers of **TRAVEL HOLIDAY Magazine** got the word in the October, 1979 issue about luxury hotels in Asia—for those who want to "shoot the works" and stay in the best hotel in each area.

The article-writer's choice in Thailand—the **Dusit Thani**. And in Singapore, it was the **Shangri-La**. That hotel was described as having a "... Utopian atmosphere inside and out with Lucullan food from four restaurants..."

* * *

QUIZ—U.S. employees are probably aware of the Emergency Building Temperature Restrictions now in effect for commercial buildings throughout the country. For them, this just-for-the-fun-of-it quiz to test that awareness. The answers are at the bottom of the column:

1. What is the coolest temperature that can be maintained during the hot summer months?
2. What is the temperature restriction for the cold winter months?
3. What is the all-season hot water temperature restriction?
4. Is there any restriction for using free-standing fans to cool and circulate the air?
5. How about portable heaters—can they be used?
6. How long have these temperature restriction laws been in effect?
7. Are these temperature restrictions permanent?
8. How are these restrictions enforced?
9. What are the primary reasons for these restrictions?
10. Do the restrictions affect your home?

* * *

TO PERK UP YOUR "SMILE" BUTTON—A man called a hotel for information, "How much do you charge for a room?" he asked. "Our rates start at \$60 a day," the clerk answered. "Will you take children?" the man asked. "No, sir," the clerk answered, "Only cash or a major credit card."

* * *

THE GUEST IS ALWAYS RIGHT—(but even when they aren't guests). Here's the story: the recent WIH Tour and Travel Seminar was held in Omaha in conjunction with a Marketing Committee meeting. Members of both groups went on an evening's outing at a dinner-theatre and were introduced, as a group, to the rest of the audience. Introductions were also made of a group of Farm Bureau women, in Omaha for a convention. Following the introductions, one of the women's group members stood up and protested to the WIH gathering, "We're staying at one of your hotels here and how come we don't have enough towels?" Loud laughter. Then Chris Marker, managing director of the Detroit Plaza Hotel, quickly stood up, graciously apologized to one and all for the poor service, then produced a \$10 bill for the group's spokesperson. With hardly a pause, other WIHers leaped to their feet and offered more bills to the woman as compensation for her group's inconvenience. Then, to set the record straight, one member produced a WIH directory with the explanation that WIH doesn't even own or operate a hotel in Omaha—only the central reservations office. Appreciative applause from the ladies. Curtain up.

* * *

ANSWERS TO ENERGY QUIZ—(1) 78° (2) You cannot set heat above 65° F. (3) 105° unless higher temperatures are required for dishwashing, laundry, or other sanitary reasons. (4) No (5) Yes, but only to provide spot heating to 65° F. (6) Since July 16, 1979 (7) No. They expire April 16, 1980, unless extended by Congress or rescinded earlier by the President. (8) Through official inspectors, but voluntary compliance is sought. (9) To reduce energy in the heating and cooling of buildings and in the heating of water used for personal hygiene or general cleaning. (10) No, but you can help save energy—and some money on your fuel bills—by adopting similar restrictions around your home.



THE PLAZA-ites

FRONT! correspondent for The Plaza is Suzi Forbes. You can contact Suzi on extension 5403 with your input for FRONT! (All other WIH people, submit FRONT! items to your local correspondent listed below):

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