



MARCH, 1968

WIH And AMA Team For Management Meeting

AN OVERWHELMING response from delegates attending the annual Management Conference at Colorado Springs in January acclaimed it as the most successful in WIH history.

Not the least of this approval went to the American Management Association group that programed the first 2½ days of the meeting. The group, the first outside the Company to be invited to these annual conferences, is an educational organization dedicated to finding, developing and sharing better methods of management and is known as the President's Association of the AMA.

Approximately 80 hotel management personnel, company officers and staff members from throughout WIH were in attendance for the five day meet held at the Antlers Plaza.

WELL SUITED THEME

The theme for the 1968 conference was "Growth Through Professional Management". It was a theme well suited to the stimulating and inspired AMA presentation, a fast paced series of lectures and discussions ranging from "Basic Principles of Management" to "Managerial Creativity", as well as to the WIH portion of the program that followed.

The final days of the conference were devoted to specific WIH activities with presentations from the various company division officers reporting on the year's past performances and plans for the year ahead.

ACKNOWLEDGED

Acknowledged by Carlson, on behalf of the Conference members, for their outstanding contributions to the success of this year's meeting was host, Bill Ellis, General Manager of the Antlers Plaza aided by Assistant Manager Lou Martinelli and the many individual performances by the hotel's highly competent staffers. Particular recognition was also given to general manager of the Century Plaza and this year's Conference Chairman, Dan McClaskey, for putting together this outstanding program.

Thurston-Dupar Award to Russ Nickel

THE MOST OUTSTANDING WIH employee recognition award, the Thurston-Dupar Inspirational Award, was presented this year to Russ Nickel, Food and Beverage Facilities Department Manager of Western Service.

The presentation was made during traditional luncheon ceremonies attended by the Manager's Meeting group in conference at the Antlers Plaza in January. Russ was presented with a personal award plaque by WIH President, Edward E. Carlson, and his name was added to the permanent plaque which also lists all previous winners. In addition, Russ has received an all expense, three week trip to an as yet undecided WIH property.

In making the presentation, Carlson briefly cited a few of the many contributions Russ has made to the community, to hotel guests and to his fellow employees that qualified him for this top honor.

OUTSIDE ACTIVITIES

Particularly noted was his very active participation in church work, especially in teaching classes and in organizing social activities for young people's groups and in other church functions. In civic affairs, Russ has prepared and delivered speeches to the Governor's Council On Safety and to hospitals on dietetic problems.

His dedication to maximum efficiency in hotel food and beverage facility planning to minimize hotel labor costs and to provide hotel guests with better service was also cited. He is considered by the trade as a leader in his field and has written and published in several trade journals on method and equipment improvements and better sanitation idea recommendations.

INSPIRATION

In his personal relations, too, Russ's devotion to his job, hard work, enthusiasm and willingness to always be of assistance has been an inspiration in his fellow employee relationships. He can be often found working well after hours or arriving to work in the early hours of the morning



Russ Nickel received a congratulatory handshake from WIH President, Edward E. Carlson following announcement of Thurston-Dupar Award win.

to realize that extra personal service on a particular hotel project.

The Thurston-Dupar Award, named after two of the founders of Western Hotels, is presented annually to the employee who in the Award Committee's judgment has made the greatest contribution of service to the community, hotel guests and fellow employees. In the nine years of its existence, award winners have ranged in job categories from bellman, to maid, to chef.

It is presented during the annual managers' meetings without the pre-knowledge of the candidate and, in many cases, without his knowledge that he has been nominated.

IN MEMORIAM

We were all grieved to hear of the death of Helmut Ruther, General Manager of the Caleta Hotel in Acapulco on February 12. Although he had been ill for several weeks, the announcement came as a great shock to his many friends and acquaintances throughout Western. Ruther had managed hotels for WIH de Mexico for several years.

front!

A monthly publication for the
employees of

Western International Hotels
Editorial Offices

The Olympic, Seattle, Washington 98111

Gabe FonescaEditor

LITHO IN U.S.A.

President's Corner



The month of March brings us closer to Spring, including longer and warmer days. And, increasingly, the subject of vacation plans begin to take shape in our minds and in family discussions.

Wherever you go — whatever you do, we hope your vacation plans live up to your highest expectations. But while they are still in the planning stages, we would like to offer this suggestion.

Most of you are entitled to the advantages of Western's Complimentary Room Policy and the Food and Beverage Discounts. Check these out with your hotel manager or department head for full details.

If your travels call for going to, or just passing through a community where there is a WIH hotel, why not stop in for a visit. Enjoy the hospitality offered by our other WIH hotel family members. Meet other fellow employees, make use of the properties' fine facilities, or even take time to investigate the particular attractions offered by the surrounding community.

Don't forget to check the procedure you must follow in making reservations! Have a good holiday!!

Edward E. Carlson
President
Western International Hotels

COMINGS AND GOINGS

Leonard W. Ryan, Controller at the Georgia Hotel transferred to WIH offices as Controller . . . Replacing Ryan at the Georgia is **Allan Donnan (Don) Holmes**, formerly Assistant Controller . . . **Ron Jeffrey**, formerly Director of Food and Beverage at the St. Francis is transferred to WIH Food and Beverage Division offices as Assistant Director . . . **Lynn Meredith**, is promoted from Front Office to Piccadilly Lounge Manager at the Benson . . . Outgoing Piccadilly Lounge Manager, **Renato Burkhart** transfers to Olympic Hotel as Piccadilly Bar Manager . . . **Clovis Soubrand** has been named Food and Beverage Manager of the St. Francis from Catering Manager . . . New Front Office Manager at the St. Francis and former Assistant Manager is **Bob Bushman** . . . **Frank O'Gara** former Piccadilly Bar Manager at the Olympic becomes Catering Manager of the Benjamin Franklin . . . Promoted from Assistant Controller of the Continental Plaza is **Robert Keith** as Controller for the Benson Hotel . . . Announced as Executive Chef of Washington Plaza now under construction in Seattle, is **Klaus Zander** presently Executive Chef of the Antlers Plaza . . . New Director of Sales at the Sir Francis Drake is **Roger Nicholas**.

From our International Division, the following personnel changes in Venezuelan properties . . . **Luis Andres Delgado Arrelano**, formerly Accountant of the Hotel Agus Calientes, is now Accountant for the Hotel Moruco . . . **Euro Carterio Rivas**, formerly Accountant of the Hotel Moruco will be rotating to all hotels as Auditor and for vacation replacement . . . **Juan Baptista Linares**, formerly General Cashier of the Hotel Trujillo, is now Accountant of the Hotel Aguas Calientes . . . **Uberto Sabatini** has been hired as Assistant Manager of the Hotel Bella Vista.

New Appointments In International Division

Kenney E. Mallory has been named a vice president of WIH and will assume new duties at the Seattle offices upon his transfer from Mexico City as of April 1.



KEN MALLORY

Mallory, most recently executive vice president of WIH de Mexico, is a graduate of Cornell University. He joined Western at the Mayfair Hotel in Los Angeles in 1958 and in 1960 he was appointed General Manager

and Vice President of the Guatemala-Biltmore Hotel, in Guatemala. His appointment to WIH de Mexico was made in 1962.

In Mallory's new position he will be concerned with the expansion and coordination of the International Division of WIH.

Alfred Freudenthaler, recently appointed vice president of International Western Hotels, Ltd. will replace Mallory in Mexico City also as of April 1. As Director-Treasurer of WIH de Mexico, he will work closely with Jose Brockmann, president of WIH de Mexico and all the managers of our Mexican operations. Freudenthaler is being transferred from his most recent position in Caracas. His replacement in Venezuela will be announced at a later date.

Both announcements of appointments were made during the annual Managers' Meeting in Colorado Springs in January by President Edward E. Carlson for the Board of Directors of WIH.

SENT TO HCA . . .

During the month of December WIH reservation outlets referred 2,463 room nights to Hotel Corporation of America properties according to a tabulation received from the Western International Hotels Marketing Division.

Correspondents

This is the list of *Front!* correspondents. Please get in touch with your correspondent if you have any news for your paper:

Alameda, Michel Sauve; Anchorage-Westward, Bill Mueller; Antlers Plaza, Don Berger; Avila, Mrs. S. Guzman Blanco; Bayshore Inn, Steve Halliday; Benjamin Franklin, Gerry Gravelle; Benson, Ruth Turner; Bonaventure, Joanne Pugh; Baranof, Judy Hall; Calgary Inn, Bent With; Camina Real, (Juarez), Miss Lourdes Lopez; Camino Real (Tampico), Ilena Calderon; Caravan Inn, Bonnie Mautz; Carefree Inn, Julian Reveles; Century Plaza, Jayne Kear; Continental Plaza, Audri Adams; Conahuto-Western, Jose Luis Saavedra; Cosmopolitan, Darrell Cole; Georgia, Jack Scott; Guatemala-Biltmore, Tom Beykovsky; Metropolitan Airport Hotel, Jack Dallas; The Ilikai, Roberta Watson; Imperial Inn, Ian Jamieson; Leopold Analee, Brethour; The Miramar, Robert Yue; Myako, S. K. Kawana; Northern, Con Carter; Oasis, Carolyn Razzar; Olympic, Jo Braarud; Owyhee, Patsy Rice; Palace, Y. Koya; St. Francis, Jane Dillon; Sir Francis Drake, Jane Dillon; Space Needle Restaurant, Leonard Erickson; Western International Hotels Executive Office, Ruth McCloy; Western Service, Rose Shaffer; WIH Credit and Accounting, Beverly Fricke and Karla Ostlund; WIH New York Sales Offices, Lona Wong; HCA Executive Office, Martha Raho.

Western News Notes

Benson Adds Exclusive Dining Facility

Take Ten . . . Win Twenty-five!

Just ten minutes or so of your time may earn you \$25.00!

That's how simple it is when you enter FRONT!'s "Western Topper" contest. Just jot down in 250 words or less the most interesting, most unusual or funniest thing to happen to you while working for WIH. Enter as often as you wish, but be sure to follow the simple rules listed below.

This month's two "Topper" winners are David Yip, Bell Captain for the Calgary Inn who has been awarded the \$25.00 first prize and Frank Spitzer, Room Service Manager of the Century Plaza Hotel, the \$15.00 second prize winner.

Here are both stories:

FIRST PRIZE WINNER

David Yip — Calgary Inn

"Mrs. Guest, dusting her husband's trousers by shaking them out of an open window, accidentally lost her grip and they fell several stories below.

Embarrassed by her predicament, she called for a bellman and explained what had happened. Several minutes later there was a knock on her door and standing there was the slightly red faced bellman clutching two pieces of material in his hands. 'What is that,' asked the woman. 'I'm sorry to say, Ma'm,' the bellman replied, 'but the trousers landed on the outside flaming torches below, and this is all that's left . . . I think it's two pant cuffs.'"

* * *

SECOND PRIZE WINNER

Frank Spitzer — Century Plaza

"On New Year's morning, after a long night of celebrating, a guest called Room Service at about 3 A.M. I answered the phone with a cheery 'Happy New Year's . . . Room Service.'

The voice on the other end of the phone growled, 'What's so happy about it — send me a jug of tomato juice and black coffee!'

I asked the guest for his name and room number. He gave his name, but said he couldn't remember his room number. When told that his room number was on his phone, he replied sharply, 'Listen buddy, I'm not near any telephone, so I still don't know my - - - room number!' and hung up.

We, of course, traced down his

As elegant as a turn of the Century London Town House . . . as warmly inviting as an English wayside inn.

This is the intimate "Little London" dining room recently opened just off the Benson Hotel's London Grill restaurant. The room, with accommodations for up to eighteen guests but equally suited for smaller parties, adds a new brilliance to the hotel's already lustrous dining facilities. It was designed to fulfill a need for special occasion or other intimate private group dining catering to the discerning palate.

The decor is old English with stained oak paneling, oak beam ceiling and a richly carpeted floor. One wall is used brick and its opposite is inset with wine kegs. Grilled front wine cabinets display a carefully selected stock of excellent vintages. Appointments include an especially selected china and gold rimmed glassware.

room number and expedited his breakfast immediately."

CONTEST RULES

1. All contestants must be full time employees of WIH or its subsidiary companies.
2. Entries must not exceed 250 words in length.
3. Actual names of persons mentioned in the story need not be used—just use job titles.
4. Entries for each month's contest must be postmarked by the last day of the month to allow for judging and publishing.
5. The judging committee will consist of WIH Vice President, R. W. Dupar, Director of Advertising Willis Camp and your FRONT! editor.
6. All entries become the property of Western International Hotels. Western reserves the right to edit or use contest entries at its discretion and entries will not be returned.

Send your entry to:

WESTERN TOPPER
c/o FRONT! Magazine
Western International Hotels
The Olympic
Seattle, Washington 98111



The menu may be what ever the guests choose — famous dishes, delicacies, vintage wines — from the cuisine capitals of the world. Of course this requires that menu selections must be made in advance as is true for reservations of this popular room itself. Guest assistance in planning the dining occasion at the Little London is provided by the hotel staff under the direction of London Grill Manager, Adrian Sliedrecht. The design concept of the room was executed by Western Service's Design Department.

Fire! Fire!

Now, don't panic, but . . . what would you do in case of a fire in your hotel?

If you can't answer this question to your firm satisfaction perhaps it is time you found out from your hotel manager or department head.

You owe it to your own safety and the safety and protection of your hotel guests to be fully informed as to the prompt and proper action necessary should you personally discover or are notified of fire danger.

True, instant alarms, modern methods of fire fighting and fire preventives and equipment installed in your property contribute to efficient fire control.

Equally important, however, is your being fully prepared and in knowing what course of action you should take in such a situation.

Now, don't panic . . . but if you're not quite sure what you should do, shouldn't you find out soon — like today?

Western News Notes

Fireworks, Shinto Rites Mark Miyako Opening

(Special to FRONT! from WIH
Public Relations Manager, Ruth McCloy)



President Carlson [above] offers a huckleberry branch as part of the Shinto blessing ceremony at Miyako opening.

Fireworks blazed and crackled from the rooftop. Buddhist priests chanted prayers under fluttering red and white ribbon banners. There was a traditional "Tamakushi Offering" (a symbolic presentation of faith) and the Miyako Hotel in San Francisco was formerly dedicated on Tuesday, February 13.

In one of the most unusual and colorful ceremonies ever performed for an American hotel opening, WIH President, Edward E. Carlson, offered a huckleberry branch to the priest of the Konkyo Buddhist Church in the traditional Shinto blessing ceremony. This marked the opening of this newest member to the WIH family located in San Francisco's beautiful and exciting Japanese Cultural and Trade Center.

Also participating in the ceremonies were Isamu Saheki, President of Kinki Nippon Railway Company Ltd., Roy M. Udow, President of Kintetsu Enterprises Company of America, the Honorable Seiichi Shima, Consul General of Japan, Mayor Joseph Alioto of San Francisco and Masayuki Tokio, President of National Braemar Incorporated.

The 172 room, 15 story Miyako dominates the 5-acre center that will include a 1000-seat Kabuki Theatre-

Chef Atkinson Honored By American Academy



Executive Chef, Dean Atkinson of the Cosmopolitan Hotel has added another accolade to his outstanding culinary career when he was appointed member of the American Academy of Chefs.

The award was made by the Colorado Chefs de Cuisine Association during the recent Academy meeting in Phoenix, Arizona.

Atkinson's presentation was inscribed, "Presented to Dean Atkinson for Outstanding Work on Behalf of the Culinary Industry". In addition he received a medal reading, "For Service Rendered the Profession and for Culinary Achievement".

Before joining the Cosmopolitan staff, Chef Atkinson was most recently with the Ilikai in Honolulu. He joined Western at the Winthrop Hotel in Tacoma in 1950. He was instrumental in organizing and editing the bylaws for the Western Hotels own "Academy of Master Chef" and currently holds office of President of this group. In 1965 Atkinson was presented with that year's Thurston-Dupar Award honors.

Promotion Policy Continues to Accelerate

Western's policy of promotion from within continued its accelerated pace during 1967 according to a report from Gordon Schneider, Personnel Department Assistant Director.

In supervisory appointments alone, 105 assignments were announced last year in the United States and Canadian properties. 72 of these involved inter-hotel transfers and included staffers in all hotel departments.

The Company's advancement program has continued to provide new openings to be filled from its own ranks as well as in the recruitment

Restaurant, shops, craft demonstrating area, outdoor pavilion and the Kintetsu Shopping Arcade which was officially dedicated along with the hotel. Miyako hotel General Manager is Charles "Chuck" McCaffree.

Caravan Sales Director A "Designing Woman"

Bonnie Mautz, Director of Sales for the Caravan Inn, is flying high these days. As high, at least, as are the airborne Bonanza airline stewardesses



Design . . .



And Designer

who are now wearing a new, smartly styled uniform designed by Bonnie. (Shown on model)

A contract was signed in December by the airline accepting Bonnie's uniform design which she had submitted in competition with leading costume designers in New York and Hollywood.

The new uniforms which will be worn by approximately 130 Bonanza stewardesses, is a three-piece double knit . . . dress, jacket and coat. The color is bright orange and the coat is grey and orange plaid.

The uniforms will be provided through the Caravan Inn's Daisy Patch Dress Shop which is operated by Miss Mautz.

of other qualified individuals into the Western family.

One of the means used to fill starting positions is being undertaken this month through campus recruitment. During March and April, WIH Vice President, Bob Dupar, plus six hotel managers in the U.S. and Canada will visit schools of hotel administration and business schools to recruit new members. Leading institutions throughout both countries as well as those in local communities will be contacted.

Last year 20 WIH staff positions were filled through the 1967 Personnel Division recruitment program. 15 additional positions were filled by individual hotels through local business administration schools and from veterans returning from the armed forces.

Front! News Pictorial



DELEGATES TO THE Annual Manager's Meeting in Colorado Springs in January were pleasantly surprised by the welcoming dual billboards above. The outdoor signs, located near the Antlers Plaza Hotel, read, "WELCOME to ALL the MANAGERS of WESTERN INTERNATIONAL HOTELS — We can't think of anyone nicer to meet in Colorado Springs". It was signed by Cole & Weber, Inc., the Corporate advertising agency who had sponsored the boards.



LIVING IT UP and loving every moment of it! Being serenaded while dining was only part of the fun enjoyed by visiting Olympic Hotel staffers Beryl Brandmarker [left] and Gwendolyn Sylvia at the Caleta Hotel in Acapulco. Beryl is singer-entertainer at the Olympic's Piccadilly Bar and Gwendolyn is Bar cashier. Center is Candido Garcia, Caleta Executive Assistant Manager.



MR. AND MRS. RICHARD FYOCK celebrated their honeymoon at the Ilikai in Honolulu after their marriage in Los Angeles in January. Richard is an assistant manager at the Century Plaza Hotel.



ALSO ENJOYING Hawaiian hospitality at the Ilikai are Mr. and Mrs. Fred Wood of Anchorage, Alaska. Mrs. Wood [Fran] is a waitress at the Anchorage-Westward Hotel.



APPOINTED AS PGA Touring Professional for the 36-hole Makaha Valley Golf and Country Club [site of Western's Makaha Inn now under construction] is famed golf pro Dudley Wysong. With Wysong is Chinn Ho, president of Capital Investment Company and developer of the Mahaka complex. With its completion, scheduled for this September, Mahaka will boast the only 36-hole course in the Hawaiian Islands.



THE CAREFREE INN offers guests cafe elegance in the great outdoors. Their popular "Champagne Breakfast" rides are highlighted by the breakfast served in the Carefree's desert wilderness. Waiter is Ronnie Renegar who also works at the Coronado Room at the Inn. The Carefree's official trail boss, Hube Yates, is shown with one of the trail horses in the background.



BEHIND THE SCENES AT WIH

DESIGN DIVISION

"Design Makes A Difference"

People make the difference at WIH — but so do our Western Hotel properties!

And, as with our people, these WIH hotel "differences" attract guest awareness and appreciation in varying degrees. It may be as obviously noticeable as the tasteful furnishings in his room, as subtle as the warm and pleasing harmony of a dining room color scheme or merely a general awareness of certain design conveniences that have contributed to his feeling of comfort and well being.

In any case, these are among the many uniquely Western "differences" that add up to his continued preference for WIH accommodations and that have made our hotels stand head and shoulders above the crowd.

Much of the responsibility for creating this highly attractive physical atmosphere within many of our Western Hotels can be directly attributed to the successful efforts and highly creative talents of the Design Division.

The Division is operated as a unit of the subsidiary Western Service and Supply Company in Seattle. It is headed by Charles Comstock, a Western Service and Supply Company Vice-President, who is charged with its overall coordination. This involves three basic operating departments . . . architectural, administrative, and interior design. (A fourth unit, "Uniform and Costume Design," administered by Miss Elaine Vieyra Watson was added very recently and will be discussed more fully in a forthcoming FRONT! article.)

While these various departments are interrelated in their goals, to a great extent, their individual responsibilities remain distinct.

ARCHITECTURAL AND DESIGN

The Architectural Department is principally concerned with the physical layout for a particular project including all related mechanical, electrical, and plumbing components. Presently, department head, Rony Dyke supervises a drafting team of three members — John Jones, Chuck Hicks and Michael Burrows.

Working with the hotel architects on new construction or with a contractor on property renovations and additions as well as with the designers, Rony and his crew are responsible for preparing all the necessary drawings and schedules used.

And whether it is a guest room closet or a grand ballroom, the group handles each project with a philosophy of full consideration for maximum function and guest convenience.

The Interior Design group is concerned primarily with "outward appearances." That is, to create the most tastefully attractive decorating and color schemes practicable for guest rooms and public areas that would prove the most appealing to the most people. Here, a developed sense of style and a highly creative imagination properly blended with an eye for function, quality and guest comfort is requisite.

The Design Department is composed of three design teams headed, by Andrea Freccia, Herb Bentley and John Fikkan. These project directors represent Western Service management in coordinating projects with hotel management. Working with these designers are design team members, Jim Privette, Juris Zommers and Bob Cornwell.

ASSIST ON PROJECTS

Heading the Administrative Management department is John Lemire who is also in charge of coordinating all Design Division purchasing. Actual procurement processing is ably handled by his secretary-assistant, Rose Schaffer. Lemire is also the Division's authority on carpeting and a specialist on the technical requirements and in the development of carpet specifications.

Assisting in an administrative capacity is Brian Handley. His specialized area is in the coordination of new property installations. This requires his being "on location" during the installation of property furnishings and checking all the details involved, such as furnishings placement and specifications approval.

To maintain the hundreds of hotel furnishings samples, catalogs and oth-

er source data required by the Division is the job assumed by source information expert, Sylvia Saltwick. She is also called upon to assist the Division staffers in tracing down sources for all types of items not included in the source reference "library" that may be required for incorporation into a design plan.

As of the first of January the Design Division listed over 50 current projects in their books. These ranged from "sprucing up" a hotel suite to the complete interior of the 39-story Washington Plaza now under construction in Seattle, the Camino Real in Mexico City and the recently completed Miyako in San Francisco.

In addition, the Division handles such items as a new carpet, drapery replacements, or a special request to track down that "just right" lamp to fit a particular decor need. Here, too, the smallest procurement request as with the largest project assignment, Design Division standards of the finest quality for the purpose and knowledgeable good taste is basic.

TALENTS TRIUMPH

These standards of quality and good taste were established with the division's inception in 1958 in its first major decorating project at the St. Francis Hotel. A year later, the Division again scored with two more design triumphs . . . the 150 room addition project for the Benson Hotel and with the interior design plans for the Guatemala - Biltmore. The first specialty restaurant project followed in 1960 with the completion of the highly successful Golden Lion Restaurant at the Olympic.

That same year, the group had their first opportunity to design and execute all the interiors for a brand new property . . . the Bayshore Inn in Vancouver. From here on the talented imprint of the Division's creative and growing staff appeared in a rapid succession of projects including the Carefree Inn, the Alameda, the Calgary Inn and the fabulous Century Plaza. (This Century Plaza project required the establishment of a satellite office in Los Angeles to work with the hotel architects, developers and the operator for a period of three years.)

That the Division has established itself today as one of the most professional in the industry is a deserved tribute to the group for their hard work and ability.

Perhaps a basis for their successes lies in their being able to steer clear of a stereotyped formula in their approach. Only the quality standards and imaginative good taste are consistent. The application is as personally individual as is the individual personalities of each property.



Rony Dyke, Architectural Department head, works with a drafting team of three members — John Jones, Chuck Hicks and Michael Borrows.



Rose Schaffer checks her procurement register and makes a current status notation.



Design Division head and Western Service and Supply Vice-President, Charles Comstock, discusses the Division's activities with the FRONT! Editor.



Brian Handley, [left] offers a pleased smile as the Miyako installation proceeds towards successful completion.



From door knobs to drapery material, Sylvia Saltwick keeps source data current for hundreds of hotel furnishing items.



Andrea Freccia, [above] heads a design team and represents Western Service management in coordinating projects with hotel management.



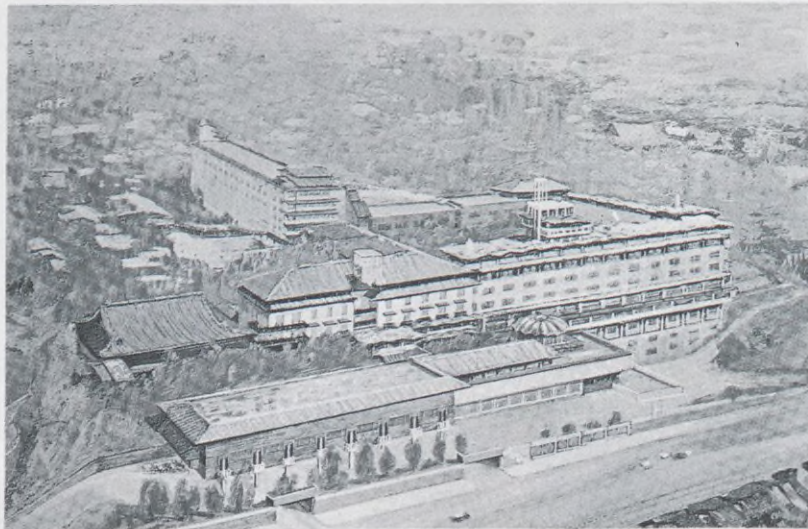
Design team head, John Fikkan [right] chats with San Francisco Miyako Hostess, Mizue Amemiya, after the recent completion of this outstanding project.



With an expert's eye, John Lemaire checks a carpeting sample to see if it meets Western's specifications.

FRONT! INTERNATIONAL

Kyoto Miyako Plans New Garden Wing



New Wing is at upper left in rendering.

Help meet the increasing accommodation demands of foreign and domestic travelers to Kyoto, Japan, the Miyako Hotel has planned a huge new addition to its present facilities.

The seven story, 188 room Garden Wing addition will be built along the hotel's south garden side and is expected to be completed by Spring of 1969. All rooms will have a bath, shower, TV and all modern luxury conveniences. The building itself will be completely air-conditioned and will be fire and earthquake proof.

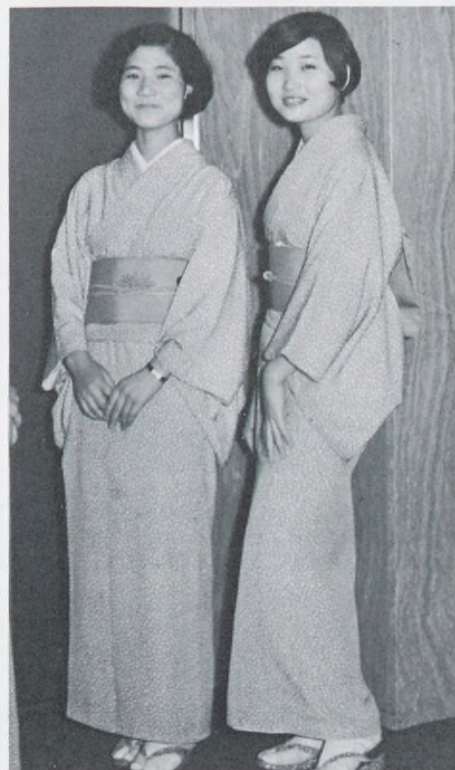
The top Pent (Peace) House (Happiness) floor will house 2 or 3-room suites each with a commanding view

of the ancient capital city. Other floors will have 10 convertible suites. In addition there will be new banquet and convention facilities, a Terrace Lounge and a large banquet hall which will seat about 1000 diners. These facilities are scheduled for completion in October, 1968. Plans also call for the addition of another swimming pool, the third for the hotel.

With the completion of this new wing, the Miyako will be able to offer a total of 465 guest rooms. The expected completion date will be well in advance of the planned Japan World Exposition scheduled for 1970 near Kyoto.



Max Gomez Soto, Banquet Manager for the Hotel Alameda, works out the arrangement details for a forthcoming group affair.



These charming kimono-clad ladies give an added "lift" to the elevator service at the Palace Hotel. From left: Yoshie Shimizu and Yoshiko Shimada.



At the Hotel Camino Real in Guadalajara, pretty Miss Haruko Matsura waits for her boss, Purchasing Manager Jose N. Echeagaray, to finish his phone call.



Recently transferred to the Hotel Camino Real in Tampico from the Camino Real in Saltillo is Accountant Eliseo De la Serna.

Front! Family Features

RECIPES I LIKE BEST

Rudolph Doseger, Executive Chef of the Hotel Bonaventure, was born to a Swiss Innkeeping family in Seon, Switzerland.



CHEF DOSEGER

In this country, celebrated for producing some of the world's greatest Chefs, Doseger successfully pursued the mastery of his own great culinary talents. He apprenticed at St. - Anna

Hof, Grand Passage and in Zurich and went on to establish his professional reputation in some of the finest dining rooms in Switzerland including the Grand Hotel in St. Moritz, the Congres in Zurich and the Grand Hotel Seiler in Zermatt.

In 1932 he migrated to Canada and began his new world career as Sous Chef in the Ritz Carlton Hotel in Montreal. Before joining the staff of the Bonaventure in January of 1967 he worked in several important kitchens in Eastern Canada including a stint for the Canadian House of Commons dining room in Ottawa.

Chef Doseger is a member and has held office in leading culinary organizations in both Canada and Switzerland and has received recognition in culinary exhibitions in Zurich and Montreal. He has added further distinction to his brilliant career receiving certificates, diplomas, trophies and Honorary Memberships from distinguished culinary groups in Canada and Europe including; "Les Amis d'Escoffier", "Chaine des Rotisseur", the "Cercle des Chefs de Cuisine de Berne" and the "Club Posper Montagne" of Paris.

In 1964 Chef Doseger was honored as "Chef of the Year" by the Hotel Council and Chefs' Association of the Province of Quebec.

FILLET OF ARCTIC CHAR (Radisson)

(or use Fresh Salmon Trout or Laketrout)

INGREDIENTS

- 1 fillet of Artic Char 8 oz. - per person
- Flour - Salt and Pepper
- 1 oz. oil
- 2 pieces of morels or mushrooms
- 2 oz. cream 35%
- ½ shallot, chopped - Parsley, chopped
- 1 oz. shredded almonds
- ½ lemon
- 1 oz. butter

LOBBY QUIZ

How well have you read this issue of FRONT! Listed below are five questions taken from information appearing in some of the news stories. Test your memory—take this easy quiz.

QUESTIONS:

1. Russ Nickle, Food and Beverage Facilities Department Manager was 1967 winner of what WIH award?
2. The Antlers Plaza was host in January to what WIH group?
3. What is the Benson Hotel's exclusive new dining room called?
4. Cosmopolitan Executive Chef, Dean Atkinson was recently honored by what culinary group?
5. What would you do in case of fire in your hotel?

ANSWERS:

1. Thurston-Dupar
2. Hotel Managers
3. Little London
4. American Academy of Chefs
5. If you don't know, find out!

Overheard at the Benjamin Franklin's Trader Vic's: "The trouble with trouble is that it starts out by being fun!"

* * *

Doctor to portly patient: "Follow this diet, and in two months I want to see three-fourths of you here for a check-up."

METHOD

Season fish fillet with salt and pepper, and dip in flour. Heat oil in skillet and fry fish until golden brown on both sides (about 10 minutes). Remove from skillet to serving platter and keep hot.

Place the washed morels in a skillet, add salt and lemon juice, little butter, shallots and simmer for 8 - 10 minutes.

Reduce morel stock, add the cream and mix well with one tablespoon butter mixed with the same amount of flour, (beurre manie). Simmer for 10 minutes, stirring constantly and add the cooked mushrooms, which you have sliced in the meantime.

Cover a silver or china platter with creamed mushrooms. Place your fried fillet on top of mushrooms. Sprinkle with lemon juice and cover all with butter-fried (brown) almonds. Sprinkle with chopped fresh parsley and serve with lemon wedge.

Garnish: Boiled Parisian Potatoes.



Back Of The House

with

Billie Kraft

Executive Housekeeper — Antlers Plaza

Each month FRONT! will feature a guest Housekeeper columnist from throughout WIH. This month's guest is Billie Kraft, Executive Housekeeper of the Antlers Plaza in Colorado Springs.

LEMON OIL

We use lemon oil on our room doors, panelling and furniture, because we find it cleans as well as gives a beautifully polished finish. We have also found it works real well on vinyl keeping it soft and pliable so that it won't crack or break. Try it—you'll also like its pleasant odor.

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BLACK LIGHT

If you would like to try an interesting experiment, get a black light and test your bathrooms. Everything that is not really clean will show up white. In doing this, we found areas in the bathroom we were missing. We also found that some of the products we were using were not adequate. All the Housekeeping personnel were very much surprised and interested in the demonstration. Now, every opportunity we get, we experiment with new products and the maids ask to test them with the black light.

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CARPET BURNS

Here is a good way to take care of those burnt spots on your carpet. Take a razor blade and clip small parts of the face of the rug or carpet from the edge (or where it cannot be seen) making sure the color is the same as the burnt spot. Take cotton swab and dip in glue. Rub the glue into the burnt spot and then sprinkle the cut nap onto the glue. Press gently with fingers and let dry. Afterwards you can never tell where the burnt spot was.

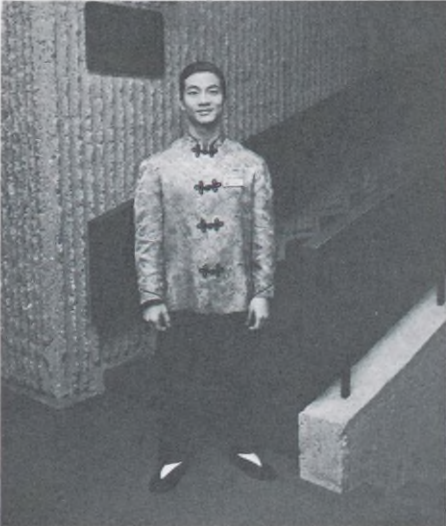
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CLEANERS

We have found, by shaving some of those used bars of soap and adding water and ammonia, that we have a good general cleaner for many of those "back of the house" areas. Also, did you know that ammonia, vinegar and water make a very good window cleaner.

WIH PERSONALITY PROFILES

Bellman Wins Applause For Outside Activities



Even the heaviest pieces of luggage offer little challenge to Bonaventure Bellman, Henry Chang. At least they shouldn't to one who has been awarded such impressive titles as "Mr. Vancouver," "Mr. British Columbia," "Mr. PNE," "Most Muscular" and "Body Builder of the Year" all for the year of 1965.

Henry's pursuit of body building Championship Awards can be traced to his elementary school years when he won his first trophy playing badminton. This heady experience inspired a desire in Henry to be one of the best in whatever he attempted. With an aptitude towards sports, he went on to win honors in rugby, football, baseball, judo and boxing. Then realizing he was underweight he began his physical training program with his first win in 1960 as "Mr. Jr. B.C." and on to the top position in 1965.

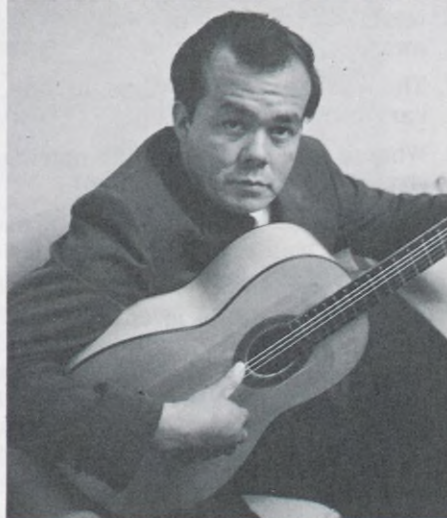
Since all of these achievements had been in sports, Henry decided his next challenge would be in the cultural field. Probably because his parents had been in Chinese Operas most of their lives, a try at show biz seemed a natural. After several amateur shows Henry had his first chance to work with professional people in a Vancouver production of "The Majority of One" in 1965. His acting career continued to brighten and he appeared in several Vancouver Playhouse Company productions of dramas and musicals. Last year he appeared in the C.B.C. television production of "Tales of the West."

When Expo '67 opened in Montreal, Henry transferred to the Bonaventure as Bell Captain.

Purchasing Agent is Talented Guitarist

At the drop of a sombrero, Carlos S. Jimenez will whip out his guitar and strum the latest Latin ballad with the flair of a pro. And, with a little coaxing, he may even provide his own voice accompaniment.

Carlos, a very talented guitar player and singer, is Purchasing Agent for the Caravan Inn. He was born in Matzatlin, Mexico, and developed his



musical talents during his boyhood while living in this very musical country. Later he came to the United States and two years ago joined WIH at the Carefree Inn in Phoenix. About nine months ago he transferred to the lounge staff of the Caravan Inn where he developed a popular reputation and following as the Caravan's "singing bartender."

While his present purchasing duties do not allow him much opportunity to display his musical talents, he still manages, on occasion, to appear at the Caravan Inn Lounge delighting guests and fans with his "South of the Border" guitar melodies.

Coffee Girl Breaks Aquatic World Records

Mary Stewart's bright smile is a familiar one to guests at the Bayshore Inn where she works as a Coffee Girl on weekends. This guest recognition, however, may also have been attributed to their seeing her pictures in the sports sections of their local newspapers.

Mary is well known throughout Vancouver and the sports world for her swimming career achievements. She represented Canada in swimming competition at the Olympic Games in

Rome in 1960 and in Tokyo in 1964. At the British Empire and Commonwealth Games in Perth, Australia in 1962, Mary won the gold medal in the 110 yard Butterfly event and in the same year broke two World Records. Her swimming career, including Pan-American Games in 1959 and 1963 plus an invitational tour of Rhodesia in 1964, took her to five Continents. Between her Coffee Girl duties at the Bayshore and her swimming meets, Mary is attending her final year at the University of British Columbia.



CELEBRITY VISITS



The great Louis "Satchmo" Armstrong at the Calgary Inn poses with Bellman [L to R] Fay Leong and Chiu Yuen.



The Honorable Lester B. Pearson, Canadian Prime Minister, pays a visit to the Bonaventure and is greeted by Doorman, Roger Landry.

Front! Photo Album



Reaching for supplies in the Hotel Bonaventure Linen Room is Hilde Popescu, Floor Housekeeper on the night shift.



Guenter Pinkus, Banquet Waiter [right] at the Sir Francis Drake begins his 17th year with the Hotel.



This warm and friendly smile identifies Dorothy Crowe, Secretary to Bill Ellis, Antlers Plaza General Manager.



Jerry Whitlock, bartender at the Northern Hotel displays his ability to speak the sign language used by deaf-mutes.



Buddies behind the bar at the Century Plaza are from left, Aubrey Burton and Peter Panser, Bartenders, Eddie Escudero, Barboy and Herman Brameshuber, Bartender.

FRONT! MIX 'N MATCH PHOTO OF THE MONTH



"O.K., Stefan . . . Lay 'em in there!" Dipping out the gravy at left is Stefan Zanker, Sous Chef of the Calgary Inn. "Catching" is Kathy Buchmann of the Continental Plaza Payroll Department.



At the Leopold Front Desk is Richard Masker, Assistant Reservations Manager and Front Desk Clerk Mrs. Anne Blane.



Norm Uhlenberg, Metropolitan Airport Hotel Controller, seems to be in control of the situation.



Konrad Otegas takes his fairly recent appointment as Front Office Manager of the Bayshore Inn in stride.

Hotel Profile

Anchorage Westward . . .

Alaska, somewhat like Texas, is loaded with superlatives. Not to be outdone, the Anchorage - Westward can also claim a few choice "toppers" for itself.

Take the famed "Top of the World" restaurant and lounge as a for instance. It goes unchallenged as the highest restaurant of the largest hotel in the largest city of the largest state in the U.S.A. And, throwing in an added attraction, guests at the "Top of the World" are treated to one of the world's most spectacular panoramic views including that of Mt. McKinley, the highest mountain in North America!

But the greatest superlatives are reserved for the Anchorage-Westward itself. Unrivaled in Alaska are its 440 luxurious guest rooms, its superb dining rooms and its meeting and banquet facilities which will accommodate 650 diners and 800 for convention-size sessions.

Beyond this, however, are those superlative qualities appreciated by any guest — the special friendly warmth and helpful efficiency that makes him feel really welcome — so obviously displayed by the hotel staff.

The Anchorage-Westward joined the Western family in 1959 when the owners of the neighboring Anchorage and Westward Hotels joined hands in a merger. Construction was started immediately on a new seven-story deluxe tower built on the vacant ground that existed between the two standing structures. By the summer of 1960 this first phase of WIH's Anchorage-Westward construction program was completed. In 1963 construction of eight additional floors on top of the existing seven stories began. It was completed in July, 1964

for the present total of 15 stories. In 1967 the 150 parking garage facility, located opposite the hotel, was completed — the most modern in Alaska.

The Anchorage-Westward is also recognized as an "Air-Crossroads of the World" and plays host to such international air carriers as Japan Airlines, Air France, KLM Dutch Airlines, SAS, and Lufthansa and such domestic air carriers as Northwest Airlines, Western Airlines, Alaska Airlines and Northern Consolidated Airlines.

This lends the Anchorage-Westward a truly international atmosphere with both world travelers and world-wide airline personnel mingling with local Anchorageites in the hotel lobby or sipping cocktails while enjoying the show lounge entertainment at the "Top". Again, they may be encountered in the elegant Holiday-Magazine-Award winning Chart Room ordering a delectable Alaskan seafood specialty or a flaming entree, or relaxing over a sandwich and coffee in the hotel's bright and cheerful Coffee Shop.

In the hotel's public facility rooms, meanwhile, additional activities of a more local interest may be in progress. This could include a large dinner party in the handsome, crystal-chandeliered ballroom or business gatherings in one of the smaller private rooms that can accommodate groups as intimate as 10 to 20 or as large as 90 persons.

But wherever the action is in this popular Alaskan hostelry, Anchorage-Westward staffers can proudly add on another superlative currently expressed as, "It's the most!"

Anchorage-Westward People

Anchorage-Westward people also add up to the "most" and as in all our WIH hotels, they are the A-W's greatest feature. Here are a few of them.



Emmilla Spires, Jo Ann Spires and Jackie Woodman are Top of the World Waitresses.

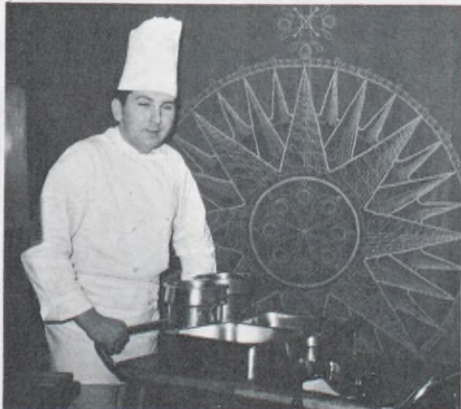


Cheerful Chart Room Bartenders Pete Balog and Ted Groves

The Anchorage Westward



Early A.M. duo Bob Gray, Night Auditor and Dick Stoltz, Night Manager.



Preparation Cook at the Chart Room, Jim Voss.



Maids Joyce Perkins and Kyoko Johnson at the Presidential Suite.



Steve Duncan, Room Service Waiter.



Lovely Kathi Green is Sales Secretary.