

# FRONT

THE HARBOUR CASTLE WESTIN

(See COVER, Page 2)



# NEWSFRONT

## Moving on Moving up

**Rochelle Bateman**, housekeeper, The Westin Hotel, Tabor Center to senior housekeeper, The Westin Hotel, Maui

**Timothy Bailey**, management candidate, The Westin Hotel, Renaissance Center to accountant, The Westin St. Francis

**Hayssam Barakat**, restaurant mgr., The Westin Peachtree Plaza to asst. F&B director, The Westin Hotels, Houston

**Pierre Barthes**, director of restaurants, The Westin Hotel, Galleria to asst. F&B director, The Westin Kauai

**Danny Crowell**, sales mgr., The Westin Bayshore to director of marketing, The Westin Hotel, Edmonton

**Yves David**, F&B director, The Westin Hotel, Ottawa to F&B director, The Westin Hotel, Renaissance Center

**Mathew Dokoupil**, exec. sous chef, The Westin Hotel, Stamford to exec. sous chef, The Westin Hotel, Cincinnati

**Patricia Frost**, director of restaurants, The Westin Hotels, Houston to F&B director, The Westin Paso del Norte

**Ron Gonzales**, national sales mgr., The Westin La Paloma to national account mgr., Corporate Sales Office, Wash., D.C.

**Brian Hanley**, asst. controller, The Westin Peachtree Plaza to controller, The Westin Hotel, Stamford

**Laura Hendrickson**, asst. restaurant mgr., The Westin Plaza to restaurant mgr., The Westin Hotel, Washington, D.C.

**Santiago Hernandez**, front office asst. mgr., The Westin Paso del Norte to asst. front office mgr., The Westin Hotel, San Francisco Airport

**Jim Hill**, operations mgr., The Westin Chosun Beach to exec. asst. mgr., The Westin Bayshore

**Diane Holliday**, asst. front office mgr., The Westin Crown Center to asst. front office mgr., The Westin Bonaventure

**Seth Horowitz**, brasserie mgr., The Westin Hotel, Copley Place to front office mgr., The Westin Hotel, Vail

**Peter Keller**, accounts mgr., The Westin Bonaventure to asst. front office mgr., The Westin Hotel, Stamford

**Donald Kerchof**, sales mgr., The Westin St. Francis to national sales mgr., The Westin South Coast Plaza

**Vlastimil Lebeda**, exec. chef, Harbour Castle Westin, Toronto to exec. chef, The Westin St. Francis

**Dewy Lewis**, housekeeper, The Westin Canal Place to project mgr., The Westin Maui

**John Meissner**, director incentive market development, Corporate Sales Office — New York to director of marketing, The Westin Hotel, Bayshore

**Shawna Murrison**, asst. housekeeper, The Westin Hotel, Cincinnati to senior housekeeper, The Westin Maui

**Reginald Newson**, training supervisor, The Westin Bonaventure to lead front office asst. mgr., The Westin Hotel, Copley Place

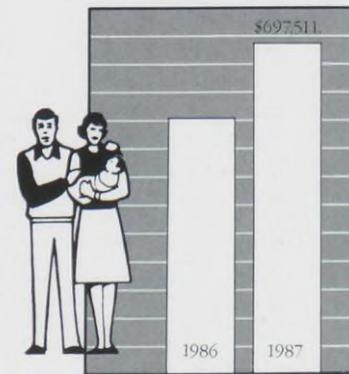
**Peter Neville**, senior housekeeper, The Westin Maui to senior housekeeper, The Westin Hotel, Copley Place

**Angela Ranalli**, sales mgr., The Westin Hotel, Chicago to national accounts mgr., Corporate Sales Office, Chicago

**Babette Shade**, Desert Garden mgr., The Westin La Paloma to restaurant/room service/minibar mgr., The Westin Hotel, San Francisco Airport

**Richard Tanner**, national sales mgr., The Westin South Coast Plaza to director of sales, The Westin Crown Center

**Devon Yackee**, cook, The Westin Mauna Kea to pastry chef, The Westin Hotel, Tabor Center



## United Way — how did you do? Well...

Westin employees in the U.S. can give themselves a well-deserved pat on the back.

The results are in on the 1987 United Way campaign involving Westin's U.S. operations, and they show an almost 20 percent total contribution increase over 1986. The combined total of hotel, field offices and corporate contributions amounted to \$697,511.

"A lot of credit for that increase is due to a better informed employee contributor," suggests Tom Moore, Westin's manager of employee relations who serves as United Way coordinator for the company. "And credit for that awareness can be largely attributed to Westin's involvement as a

United Way National Corporate Leadership (NCL) program company," Moore added.

The NCL program was designed by United Way of America as an employee education service directed to larger businesses across the United States. Westin was among the selected U.S. companies committing to the program.

The program's aim is to inform member companies and their employees about United Way. The focus is on giving everyone a clearer picture of how, where and why contributions are being spent and to offer interested individuals a voice and an opportunity for active involvement in the process.

Westin's NCL United Way program was kicked off last spring. Subsequently, program coordinators at each of the hotels' offices, under Moore's guidance, developed and administered United Way awareness and information programs leading to the annual solicitation campaign in September. The NCL program process is an on-going one, and plans are already underway for 1988.

As to the success of the 1987 campaign, Moore noted, "We had targeted for a 15 percent increase over the previous year. That we had achieved a 20 percent increase is thanks in large part to the hard work of the hotel coordinators. They deserve a special pat on the back for so successfully communicating the United Way message to their fellow employees."

COVER: The twin towers of The Harbour Castle Westin in Toronto overlook Lake Ontario. In the foreground is the Harbour Castle Conference Centre.

## FRONT

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

**Gabe Fonseca**  
Publications Editor  
The Westin Building  
Seattle, WA 98121

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# NEWSFRONT

Denver ranks high among the country's wild n' crazy sports team fan towns. And ranking highest in Denverite loyalties is their "Super Bowl" class pro football team the Broncos.

So when Westin Tabor Center executive housekeeper Marcia Bower put together a department incentive program this fall, aimed at improving the hotel's guest room product and sparking employee morale, she built it around a Bronco football team idea. Tying in with season starting football fever, she launched the program in September.

Kick off began with housekeeping and property maintenance attendants being invited to attend a "meeting" at the 19th

## Housekeeping scores with a 'touchdown team' staff

floor Presidential Suite. Here, they were greeted with a rousing team rally reception. Housekeepers in Bronco jerseys and blowing coaches' whistles welcomed the staff while handing out official Bronco pom-poms. Video highlights of last year's Super Bowl game in which the Broncos played the New York Giants were shown. With this spirited "go team" introduction Bower got down to the game plan business of detailing the incentive program details.

Basically, the get-together rally was starting gun for a room attendant weekly competition

culminating on "Super Bowl Sunday", January 31, 1988.

Three competing teams were selected according to three sets of floor groups. (Floors 4-9, 10-14 and 15-19.) The competition was based on a several-point checklist focusing on all areas of room cleanliness and orderliness.

Throughout each week, supervisors would inspect rooms in their sections using the checklist score sheets. At week end, individual room attendant scores would be averaged with results posted on a special bulletin board.

The room attendant with the highest weekly average would be awarded the title of "Quarterback of the Week." New employees doing a particularly outstanding job might be selected

for "Rookie of the Week" honors.

Friday's were payoff days. "Coach" Bowers along with building superintendent Dan Marshall, executive assistant manager Gary Lind and the supervisors would inspect five rooms in each team section. The section with the highest points would be awarded the title "Touchdown Team" of the week.

Winners in the various categories (team or individual) for each week would be presented with engraved brass tags signifying their win to be worn all during the following week. They would also be given a week's supply of bus tokens and have their pictures taken for bulletin board display.

And like all good competition programs, there was also a Grand Prize. To win, each time one of the teams received "Touchdown Team of the Week" honors, it also received a letter leading to the spelling of the word "Broncos." The team to complete that spelling (requiring seven wins) would receive a weekend off with pay. Reaching that Grand Prize winner status in early January was the 15th through 19th floor staff team.

"It's been a real fun promotion," says Bower, "and it's helped build a lot of team spirit. But, even more important has been the marked improvement in our guest product, especially in service and product consistency."

Bower also notes that while the program is strictly a housekeeping department effort, all hotel employees are well aware of the program's existence. "They recognize and realize the significance of the brass tags as worn by team and individual winners and will often go out of their way to congratulate winners," she says.

*"Touchdown Team" kickoff at The Westin Hotel, Tabor Center's housekeeping department*



# NEWSFRONT

## The Molokai-Maui run — A tale of two islands

### This was the scenario:

Mostly due to the hospitality industry boom on the island of Maui, job openings often outnumbered job applicants.

On the neighboring island of Molokai, however, just the opposite situation existed. A locally depressed economy drove up unemployment. Jobs were hard to come by.

This opposing employment situation was of considerable concern to the State of Hawaii and its Department of Business and Economic Development in particular.

Concern of a very specific sort was also felt by The Westin Hotel, Maui's managing director Bernard Agache and the hotel's director of human resources Lindsay Geyer. Ever since the posh resort opened last August, staffing had, in some areas, become a real challenge. In their search for solutions the thought kept recurring that if they could only tap into Molokai's job needy labor market. The big flaw in the concept was that there was no public transportation (except by air) between the two islands.

### Here's where the plot thickens:

It happened that Steve Maroney, director of marketing for The Westin Maui in Honolulu, was acquainted with the State's director of Business and Economic Development, Roger Ulveling, and had mentioned the hotel's staffing problems to him.



The first day — Molokaians disembark off the Maui Princess

It also happened that Ulveling was familiar with a business entrepreneur who was in the process of developing an inter-island water transportation system called Sea-Link. While Sea-Link boasted a dandy, sea-worthy ferry boat, what they didn't have much of was riders.

Maroney's move then was to bring Ulveling and the hotel's Agache and Geyer together for a session that went something like, "Wouldn't it be nice if The Westin Maui could recruit needed employees from Molokai and have these employees commute back and forth by Sea-Link ferry, and if the State, in its effort to equalize the employment picture, would agree to help subsidize the costs of the employee commute transportation, and if Ulveling could coordinate the whole project..."

### And this is the happy ending:

Well, everybody concerned indeed thought it a nice concept. The State, in fact, thought it such a great idea that it rushed all necessary legislation through in double time to get the process going.

Hotel staff, meanwhile, went recruiting and hired some 65 employees from almost 300 eager Molokai applicants.

The six-member hotel recruitment team included, in addition to Geyer: Irene Haake, employment manager; Barry Eisner, assistant F&B director; Dennis Rodriguez, executive steward; Peter Neville, senior housekeeper (now with The Westin Hotel, Copley Place), and Wanda Hoskinson, housekeeper.

By early December, 1987, the Molokai-Maui commute run was inaugurated. The 118-foot

diesel-powered ferry, the Maui Princess (dubbed the Westin Maui Express by the hotel's employees) was put into service for the twice daily run between Kaunakakai, Molokai and Lahaina, Maui.

The one-way commute takes 90 minutes which includes being bussed to the hotel from Lahaina where the ferry docks. A long commute by Island standards, but one that has now settled down to a normal routine for the Island hoppers.

Comments Lindsay Geyer, "The program has been an outstanding success. And the Molokai recruits with their very warm, friendly and hard working attitudes and Aloha spirit are well suited to our hotel family. It's great. Everybody is benefitting including, of course, our guests."

Interestingly, the success of the Molokai recruitment program as pioneered by The Westin, has stimulated other employee needy Maui businesses to get in the act. This is a welcomed move. As Geyer notes, one advantage of such activity is that it could result in a more frequent and flexible ferry commute schedule and the possibility of cutting down on the commute time.

## Paso del Norte's 'Friendly Skies' food service

The twice daily United Air Lines flights out of El Paso depend upon The Westin Paso del Norte for an important part of its passenger satisfaction.

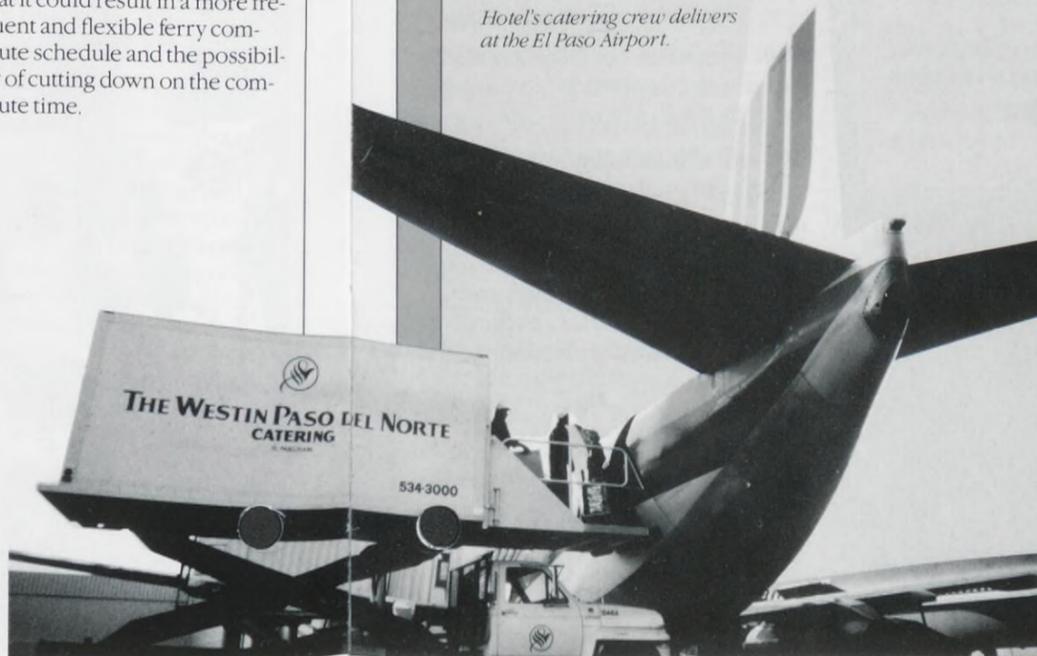
Since last September the hotel's food and beverage staff has been catering the meal service for both flights linking El Paso to the United system via Denver.

According to the hotel's F&B director Patricia Frost, the food service contract while a profitable one is also a very challenging one. Since United adjusts its flight schedules to the Mexico border community to meet market requirements, this has meant a certain flexibility on the part of The Westin Paso del Norte's five-member food service crew. According to the varied schedule departure times, requirements may call for snack menus only, or it may be for full-course first and coach class breakfast and/or luncheon menus.

Whatever the menu, however, to ensure that United passengers travel with a positive perception of food service quality by Westin, special care is taken with all products, Frost notes. For instance, only fresh squeezed orange juice is featured and all fresh pastries are produced in The Westin Paso del Norte's own bakery.

Further, using Aladin stackable thermal trays, the Westin crew insures that both hot and cold food items are maintained at the proper temperatures until served.

Hotel's catering crew delivers at the El Paso Airport.



In the company of Pat Brown and Margerita Love, Naveen Ahuja tackles pots 'n pans duty.

## From another viewpoint

The annual "role switch" day rolled around once more at The Westin Hotel, Renaissance Center Detroit. And, as it has in the past, two hotel members have gained a much deeper insight and appreciation into the hotel's operations as experienced from another viewpoint.

Each year the hotel promotes an Employee/Boss Exchange Day during which the managing director and a selected employee trade jobs. Selection of the job switching employee is through an open competition during which employees complete an entry form giving their reasons why they would like to be "boss" for a day.

This year's selection was Ozetta Fairley, steward with the hotel's Cafe Rio.

On Exchange Day, Fairley reported to work behind the desk at managing director Naveen Ahuja's office. Her day's schedule included participating in an Executive Committee meeting, reviewing a number of hotel departments, and a "power lunch" at the hotel's rooftop Summit restaurant.

Ahuja, meanwhile, spent his day in a mostly culinary environment keeping busy washing dishes, mopping floors as well as other stewarding duties.

Both Fairley and Ahuja admitted that they had learned a lot from their role reversals, but also expressed relief when their experiences were over and they could get back to the pursuit of their more familiar roles.

# NEWSFRONT

January 31 marked the official closure date on the sale of Westin Hotels & Resorts to Caesar Park Hotel Investment, Inc., an entity owned by Aoki Corporation.

As we look ahead to the challenges of this new development in Westin's history, a look back at some of the more meaningful highlights of the company's 58 years of growth may give us a where-we've-been perspective.

It will also serve to point out those milestones that have led us from our small Pacific Northwest hotel management company origins to one of world-wide prominence. A prominence that today enjoys an international reputation for superior quality hotels and resorts and for guest service excellence.

## 1940's

**January, 1941** — Company's first move out of Northwest to acquire equity interest and management of the Sir Francis Drake in San Francisco.

**February, 1944** — Acquisition of Benson in Portland, Oregon, which currently holds the record for longest continuous company management.

**1947** — Western introduces "Hoteltype", its first private wire reservations service with a 12-city hookup from San Francisco to Vancouver.

## 1930's

**August, 1930** — Western Hotels, Inc. is established in Seattle, Washington as a hotel management company with 18 hotels. All but one of them, the Boise, in Boise, Idaho, are located in Washington State. Officers included S.W. Thurston, president; F.A. Dupar, secretary-treasurer; Harold E. Maltby, first vice president. The names of founders Thurston and Dupar were later to be associated with Westin's most prestigious employee recognition, The Thurston-Dupar Inspirational Award.

**March, 1931** — Company's first venture into a foreign country with the management of The Georgia in Vancouver, B.C., Canada.

**July, 1931** — Acquisition of Multnomah Hotel in Portland, Oregon represented a change in management philosophy. This was the first time a joint investment in a property on the part of the company's principals was required. The previously held concept focused on strictly management operations.

**1939** — Western acquires Baranof in Juneau, Alaska. Company now manages hotels in Washington, Idaho, Oregon and Alaska.

# AS WE LOOK AHEAD ... A LOOK BACK



S.W. Thurston



Edward E. Carlson



Lynn Himmelman



Gordon Bass



Harry Mullikin

## 1950's

**1952** — Western introduces its "Family Plan", a first for a major hotel company. (Basically, the Plan provides that no additional charge will be made for children eighteen or under when occupying the same room with parents or guardians.)

**January, 1954** — The Westin St. Francis joins company.

**1955** — Western leases Olympic Hotel in Seattle and establishes headquarter offices on hotel's 12th floor.

**1955** — The subsidiary company, Western Service & Supply (now Forma), established.

**1956** — Company acquires first Hawaiian property, The Hawaiian Village in Honolulu.

**1958** — First venture into Central America with management of three hotels in Guatemala including Guatemala Biltmore.

**1958** — The Thurston-Dupar employee Inspirational Award established.

**1959** — Company guest "Pledge", the first of its kind for a major hotel company, established. (Essentially, the Pledge assures room accommodations for a guest who has a confirmed reservation regardless of circumstances.)



## 1960's

**1960** — Edward E. Carlson elected company president.

**1960** — First venture into Japan with a hotel in Tokyo and one in Kowakien.

**December, 1961** — Western extends operations into Mexico with the opening of the Meda in Mexico City, built by the company.



**1963** — Western Hotels changes its name to Western International Hotels.

**1964** — Company heads east with management of Continental Plaza in Chicago and Savoy Plaza in New York City.

**1966** — "World's Most Beautiful Hotel", the Century Plaza in Los Angeles, opens.

**July, 1968** — The Camino Real, Mexico City opens.

**1968** — Marketing agreement with European based Trust Houses group established.

**1968** — Wentworth in Sydney, Australia and Colon International in Quito, Ecuador, added to company list.

**1969** — First computerized reservations system "Hoteltron" introduced.

— Edward Carlson named to company chairman, Lynn Himmelman to president and Gordon Bass to executive vice president.

## 1970's

**July, 1970** — Company becomes a wholly-owned subsidiary of United Airlines.

**December, 1970** — Edward E. Carlson named president and CEO of both UAL, Inc. and United Airlines. Lynn Himmelman named CEO of company and Gordon Bass named president.

**1970** — Dusit Thani in Bangkok opens.

**1971** — The Shangri-La in Singapore opens.

**1972** — The Carlton in Johannesburg opens.

**1973** — Hotel Scandinavia, Copenhagen opens.

**1973** — Harry Mullikin elected company president.

**June, 1974** — Company established its Central Reservations office in Omaha, Nebraska and introduces "Westron" communications and reservations system.

**1975** — Hotel Scandinavia, Oslo opens.

**1976** — The Westin Philippine Plaza opens.

**1970-1980** — A total of 22 hotels join company including its three largest in the U.S.: The Westin Peachtree Plaza, The Westin Renaissance Center, Detroit and The Westin Bonaventure. Others include famed resorts The Westin Mauna Kea and Arizona Biltmore; The Westin Plaza in New York; two hotels in Korea and five more in Mexico.

## 1980's

**1980** — Company celebrates its 50th anniversary.

**June, 1980** — Travel/Holiday magazine names company hotels number one in reader preference worldwide — a recognition it has continued to receive every year since.



**January, 1981** — Company changes name to Westin Hotels.

**May, 1981** — Harry Mullikin named Chairman and CEO of Westin and C.R. Lindquist company president.

**July, 1981** — Westin's corporate offices move into new headquarters in Westin Building.

**September, 1982** — Westin introduces "Service 800" reservations service in Europe.

**1983** — The Westin Hotel, Copley Place Boston, Las Hadas, Manzanillo, and The Westin Hotel, Ottawa join Westin.

**April, 1984** — Dwight Call elected president of Westin Hotels.

**1985** — The Westin Hotel, Tabor Center Denver and The Westin Canal Place, New Orleans join Westin.

**October, 1985** — Westin Service becomes FORMA.

**1986** — The Westin La Paloma, Tucson, The Westin Stamford & Westin Plaza, Raffles City Singapore, and The Westin Paso del Norte in El Paso, Texas open.

**July, 1986** — Sales commenced of Westin Hotels Limited Partnership units for The Westin St. Francis and The Westin Hotel, Chicago.

**February, 1987** — Allegis is Westin's new parent company name.

**February, 1987** — Westin launches its Westin Premier frequent traveler program.

**March, 1987** — Allegis completes acquisition of Hilton, International. Harry Mullikin elected chairman and CEO of both Westin and Hilton International. John Calvert elected chief financial officer of both companies.

**June 25, 1987** — Allegis board agrees to sell Westin and Hilton International among its non-airline assets.

**1987** — The Westin Maui, The Westin Kauai, and The Westin Hotel, San Francisco Airport open.

**October 27, 1987** — Allegis announces agreement to sell Westin to The Robert M. Bass Group and Aoki Corporation of Japan.

# PHOTO NEWS



## Sweet skyline

ATLANTA—In celebration of the 150th anniversary of the city of Atlanta, Khoi Nguyen, Westin Peachtree Plaza pastry chef (far right), created this 300 pound Atlanta skyline birthday cake which was displayed at the Macy's-Atlanta department store. Over 500 Macy's customers enjoyed

bite servings of the "skyline" with the hotel tower portion saved intact and presented to the hotel's builder's (John Portman) offices for the enjoyment of their staff. At left is pastry department assistant, Long Lee.



## Old friends

TORONTO—When Japanese Prime Minister Noboru Takeshita visited Canada on a state visit in January, he checked in at The Harbour Castle Westin during his stay in Toronto. Among those on hand to greet Takeshita was Mrs. Chieko Aoki, president of Caesar

Park Hotels Group, who is an old friend of the Prime Minister. Aoki was visiting the hotel on an orientation of Westin's Canadian hotels prior to the sale closure of Westin to Caesar Park Hotel Investment, Inc.



## Design excellence

FORT LAUDERDALE—The Westin Cypress Creek's stunning lobby earned the hotel the Gold Key Award of Excellence in Interior Design for 1987 in the annual competition sponsored by the AH&MA and *The Designer* magazine. The hotel competed with over 130 entries nationwide in the evaluation judging. More impressive, the Florida hotel was recently rated with a coveted AAA Four-Diamond Award—the only hotel in the Cypress Creek area to be so rated.



## Royal visit

EDMONTON—Recent visitors at The Westin Hotel, Edmonton were their Royal Highnesses, the Duke and Duchess of York, more popularly known as Andrew and "Fergie." For the celebrated couple, it was an occasion of firsts; their first visit to the hotel, their first wedding anniversary, and Sarah's first official public address since her marriage into royalty.



## Nouvelle chow?

SAN FRANCISCO—Cooks from the USS Enterprise "docked" at The Westin St. Francis for a recent three-week course on the contemporary culinary techniques of the civilian world as instructed by Larry Mohlenpage (left), hotel sous chef. (As part of commanding officer Captain Robert J. Spane's staff, the young culinarians are responsible for preparing meals for visiting VIPs.)



## Most improved

NEW YORK—Flanked by hotel manager Hud Hinton (left) and senior assistant manager Farrukh Mirza (right), the front office and front service staff of The Westin Plaza pose proudly for this group portrait. The reason for that pride... their being selected for

the "Most Improved Front Office Award" as presented to them by the Corporate Rooms Division as a result of the corporate administered Guest Satisfaction Surveys.



## Excellence awarded

SINGAPORE—The Westin Stamford & Westin Plaza was the 1987 winner of the "Excellence in the Practice of Training and Development" award as presented annually by the Singapore Institute of Personnel Management. Richard Helfer, (left), general

manager of the Singapore hotels, is pictured being presented with the prestigious award by Ong Teng Cheong, Singapore's second deputy prime minister. The accompanying trophy is held by Elaine Seow, assistant director of training for the hotels.

# PHOTO NEWS

# WESTIN PEOPLE



## 'Indescribable'

The world championship Ironman Triathlon, held each Fall in Kaiulua-Kona, Hawaii, is a physical test of maximum endurance. Participants are required to complete a 2.5-mile swim in the ocean, a 112-mile bike race, and a 26.2-mile marathon run.

Among those participating in this year's event was "Ironman" Graham Haines, assistant grounds superintendent at The Westin Mauna Kea. Graham, who completed the Triathlon in 13 hours, 23 minutes and 9 seconds, is pictured here as he receives a floral lei at the finish line.

Asked to describe his Triathlon experience, a worn and weary Haines came up with, "Indescribable... you have to do it to even begin to imagine what it's like." It must have left a favorable impression, however, because when asked if he would do it again, he responded with an enthusiastic, "I sure would!"

## Meeting planners pick a winner

Meeting planners from throughout the country have a good feeling when they can book a client's meeting at the Century Plaza.

It's a beautiful and classy hotel. Client's love the great location. And best of all, they are placed in the capable hands of Aimee Goldberg, the hotel's director of convention services.

So highly do planners think of Goldberg, in fact, that when *Successful Meetings Magazine* polled its meeting planner readers around the country to select the Convention Services Manager of the Year for 1987, it was Goldberg's name that overwhelmingly led the list of favorites.

Goldberg was cited for constantly maintaining the "highest of standards for creating a professional meeting environment." That translated as a recognition of her cooperativeness, dedication to detail, plain hard work and an expertise that assured the no-hassle success of any meeting function.

Goldberg comes by her professional expertise as a result of her years of learning experience at the hotel. That experience began in 1972 when she joined the Century Plaza staff as assis-



tant to the director of the catering department. Shortly thereafter, Goldberg transferred to the convention services area as a convention services manager, and, in 1980, was named convention services director with responsibility for the department's three convention services managers.

Since then she has spearheaded the success of the hotel's numerous meetings and conventions including those of the annual major television network, CBS Records, the NBA All-Star Game, Super Bowl and the Olympics sponsors. She has also attended to arrangements for such state visits as the President of the United States, President Xi of China and India's Indira Ghandi.

## Nice surprise

It's always nice when the people you are working for tell you that you're doing a great job. It's even nicer when that show of appreciation offers a special surprise.

When one of her clients invited Vicki Weigle, director of catering for The Westin Hotels, Houston to lunch at the hotel's Delmonico's restaurant recently, she was very pleased. She was even more pleased and totally surprised when not just one client but a total of four clients representing the major Jewish organizations in Houston were her hosts for the luncheon during which she was presented with a plaque recognizing her for her professionalism and for the many added efforts on her part to insure that functions catered for them at the hotels were completely successful.

Weigle, with her plaque is pictured third from right. At far right is Tony Cherone, resident manager for The Westin Hotels, Houston.



# WESTIN PEOPLE



## Memorable year

Kay Russell, sales manager national accounts for The Westin Hotel, Renaissance Center Detroit, will, undoubtedly look back on 1987 as a very memorable year because of the professional and community recognition she received.

In early May, she traveled to Kansas City to accept the 1987 Golden Egg Award. This recognition was conferred by the National Association of Media Women, convening in that city, honoring her for "outstanding professionalism by black women in the field of marketing."

Then, a few months later and in her own home town, Russell was honored with a Testimonial Resolution from the Detroit Urban League for her contributions as chairperson of the group's annual fund raising dinner, "Salute to Distinguished Warriors." The dinner is the League's effort to honor the community's outstanding senior citizens.

A member of the Board of Directors of the Detroit Urban League, Russell has served as all coordinator for the "Salute" dinner for the last two years.

Kay Russell (left) receives the 1987 Golden Egg Award from Xernona Clayton-Brady, president, NAMW.

## 'No time to think...'

It all happened so quickly.

The screams of pain coming from the loading dock grabbed the immediate attention of The Westin Plaza employees Bill Spitzer, Miguel Concepcion, Luis Demera and Bill Duran.

They could see what was happening. A delivery truck driver had become pinned between two fully loaded delivery trucks. Apparently, the brakes on one of the trucks had not been fully set.

Bill Duran, the hotel's chief engineer later recalled, "There was no time to think... only to act." As one, the four employees,

along with the assistance of a couple of bystanders, used their brute strength to physically push the truck apart and rescue the victim. The four then took turns attending to the driver, who was in shock and had extensive internal injuries, until emergency vehicles and medical attention arrived.

As Arthur Hoyt, hotel security director noted afterward, "If it had not been for the quick action taken by the four men, it's doubtful if the victim could have survived the incident."

In recognition of their life-saving rescue effort, the four employees were presented with the Chairman's Award of

Merit in special ceremonies held at the hotel's Oak Room that included this photo commemorating the occasion.

From left: Bill Duran, chief engineer; Luis Demera, house officer; Jeffrey Flowers, managing director; Miguel Concepcion, housekeeping attendant; Hud Hinton, manager; and Bill Spitzer, chief electrician.



# 1987

## IN REVIEW

(NOTE: Events are listed according to month they occurred and not necessarily by FRONT reporting issue.)

### JANUARY

- Century Plaza, The Westin Peachtree Plaza, The Westin St. Francis and the Arizona Biltmore are among the 50 winners of the Second Annual CORPORATE & INCENTIVE TRAVEL magazine's Awards of Excellence program.

### FEBRUARY

- Westin becomes "An Allegis Company" with the name change of the parent company from UAL, Inc. to Allegis.
- Westin's management team gathers for a management meeting at the Westin Hotel, Washington, D.C., February 11-13.
- Westin launches its Westin Premier frequent traveler incentive program.



- Company divests its Discoveries subsidiary including sale of 23 Discoveries specialty stores to Elson Holdings, Inc.



- Kirk Dunn, engineer at The Westin Bonaventure, is named 1986 Thurston-Dupar Inspirational Award winner.
- Management changes include: David Wit to executive assistant manager, The Westin Hotel, Tabor Center; John Finamore to executive assistant manager, The Westin Hotel, Stamford; Eduardo de Lima to managing director, Las Brisas; Juan Manuel Perez Gomes to general manager, Camino Real, Puerto Vallarta.

### MARCH

- The American Automobile Association (AAA) awards Westins with seven Five-Diamond Awards and 32 Four-Diamond Awards.
- Mobile awards Westin with one Five-Star rating and 14 Four-Star ratings.
- The Westin Ilikai is sold.
- Nineteen Westin or Westin affiliated restaurants receive *Travel-Holiday* magazine's fine dining awards.
- Westin Sales Conference held at The Westin Canal Place March 11-14.
- Westin announces it will manage a 288-room hotel to be built in Orlando, Florida.
- Management changes include: Tom Cortabitarte to general manager of The Westin Hotel, San Francisco Airport; Naveen Ahuja to managing director of The Westin Hotel, Renaissance Center; Larry Scheerer to manager of The Westin Kauai.

### APRIL

- Allegis completes acquisition of Hilton International Co.
- Harry Mullikin elected chairman and CEO of both Westin and Hilton International and John Calvert named vice chairman and chief financial officer for the two hotel groups.

- For seventh consecutive year, Westin selected the number one hotel chain (domestic and international) in *Travel-Holiday* magazine's Annual Travel Poll.
- Westin announces management of 282-room hotel, The Westin Marquette, in Minneapolis, Minnesota.
- Management changes include: Bob Hawes to managing director of The Westin Hotel, Houston; Jack Skinner to general manager of The Westin Marquette; Michael Sansbury to general manager of The Westin Hotel, Vail; Steve Shalit to executive assistant manager, The Westin La Paloma.

### MAY

- Accounting Conference convenes at The Westin Hotel, Ottawa, May 19-22.
- Management changes include: Taylor Terao named executive assistant manager, The Westin Hotel, Chicago; Charles Graver to resident manager, The Westin Hotel, Copley Place; John Marker to executive assistant manager, The Westin Paso del Norte.

### JUNE

- Allegis Board announces resignation of Richard Ferris from Allegis and possible sale of non-airline assets including Westin.
- Food & Beverage Conference hosted by The Westin St. Francis June 7-10.
- Rooms Division Conference kicks off three-day session on June 29 at The Westin Hotels, Houston.



- Premier Performers, incentive program for U.S. and Canadian employees, launched in mid-June.

### JULY

- Engineering Workshop held at The Westin Hotel, Chicago July 20-23.
- The Westin Hotel, Chicago hosts Human Resources Conference July 13-17.
- July 20-23 is run of Risk Management Workshop, also held at The Westin Hotel, Chicago.
- Harry Mullikin spearheads a management effort to buy out Westin and the Hilton International hotel chain.



### AUGUST

- The 762-room The Westin Maui opens on August 9.
- The Westin Hotel, Utah closes August 13.

### SEPTEMBER

- The 957-room Harbour Castle Westin, Toronto, joins Westin.
- Ulrich Wall named general manager of Harbour Castle Westin, Toronto.
- The 85-room The Westin Hotel Kauai opens September 19.
- Allegis announces agreement to sell Hilton International.
- Hilton International assumes management of The Westin Hotel, Toronto.

### OCTOBER

- The 393-room The Westin Hotel, San Francisco Airport opens October 18.
- On October 27 Allegis announces sale of Westin to Robert M. Bass Group of Fort Worth and Aoki Corporation of Japan.
- Tom Hosea is appointed general manager of The Westin Hotel, Indianapolis.

### NOVEMBER

- Westin Premier "All-Stars" enjoy expense-paid weekend at The Westin Hotel, Washington, D.C. November 5-8.
- The Westin Hotel, Ottawa and The Westin Bayshore share "Hotel of the Year" honors from Commercial Travellers' Association of Canada.
- Management changes include: Jack Knudtsen to president of FORMA; Ciaran Kelly to general manager of The Westin Chosun Beach, Pusan.

### DECEMBER

- The Westin Hotel, Vail adds Cascade Village chairlift.
- Management changes include: Kevin Hylton appointed vice president and corporate controller of Westin; Robert Fitzner to executive assistant manager, The Westin Chosun Beach, Pusan.