

front!

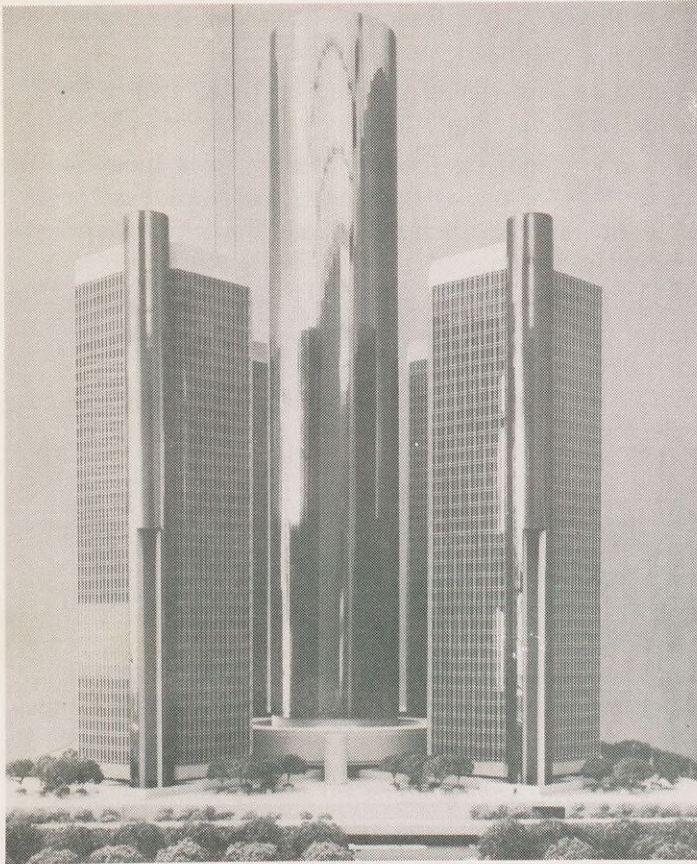
WESTERN INTERNATIONAL HOTELS
Partners in travel with United Air Lines



PUBLISHED MONTHLY FOR THE EMPLOYEES OF WESTERN INTERNATIONAL HOTELS

JULY 1972

Two Exciting New Hotel Properties Announced



... In Detroit, a Circular, 70-story Tower Hotel.



... In Copenhagen, Our First Entry Into Europe.

TWO NEW hotel announcements of major significance in Western International's development history were released during the week of May 21-27.

The first of these was made on Monday, May 22 by **Henry Ford II**, Chairman of the Ford Motor Company and **Lynn P. Himmelman**, Chairman of WIH, in Detroit, Michigan.

The story . . . Western International had been named to manage a projected 70-story, 1,500 room hotel to be constructed as part of a river front development project in that city. The 32-acre project being developed by the Ford Motor Company, will consist in its first phase of four, 39-story office towers surrounding the circular, glass-walled hotel tower.

The planned hotel will be the largest building in Michigan. Its site is in down-

town Detroit overlooking the Detroit River.

Assigned to the design of the hotel, and also responsible for the master plan design of the entire project, is **John Portman**, noted architect-developer of Atlanta, Georgia. Specifics on the hotel's facilities have not yet been released.

ON THURSDAY, May 25, Western International and Scandinavian Airlines System (SAS) signed an agreement calling for ownership in Scandinavia's largest and newest hotel now under construction in Copenhagen, Denmark.

Joint announcement of this agreement was made in Chicago by **Edward E. Carlson**, President and Chief Executive Officer of UAL, Inc., **Lynn P. Himmelman**, and **B. John Heistein**, Vice President and General Manager of SAS in North America.

The 600-room property, which has been named the **Hotel Scandinavia**, is Western International's first on the European continent. It is located near the center of one of the most beautiful cities in Europe. Situated 10 minutes by car from Copenhagen's Kastrup International airport, the Hotel Scandinavia is only a short walk from the world-famous Tivoli Gardens amusement center.

Interior facilities of the hotel include a rooftop restaurant, main dining room, coffee shop, bar and lounge, pub, indoor swimming pool, sauna and health club and parking for 500 automobiles. Convention and banquet facilities can accommodate up to 3,000 persons. Each room will be decorated in a contemporary Danish motif.

(Continued on Page 3)

NEW HOTELS ANNOUNCED

(Continued from Page 1)

HIMMELMAN stated that Western International will assume management of the hotel upon its opening which is scheduled for April, 1973. Staff services will be provided by professionals trained by WIH. "The opening of the Hotel Scandinavia will expand Western International properties into six continents: North and South America, Australia, Asia, Africa and now Europe," Himmelman said.

WIH Executive Promoted

IN ACTION taken by the WIH Board of Directors during its annual meeting in May, Joe B. Callihan and Joseph J. Mogush were elected to the positions of Senior Vice Presidents for the Company.



JOE B. CALLIHAN

JOSEPH J. MOGUSH

Callihan has been with Western International since 1943, serving in a variety of hotel posts including that of General Manager of the Hotel Benson from 1961 to 1966. In 1966 he was appointed a corporate Vice President and transferred to the Seattle headquarter offices. His major areas of responsibility will continue to be in the Food and Beverage Division. In addition, he will head up the Rooms Division and continue as an Area Vice President.

MOGUSH joined Western International in 1947 and during his hotel career has been the General Manager of a number of WIH properties including the Bayshore Inn and the Antlers Plaza hotels. He was named a corporate Vice President in 1967 and headed the Rooms Division. Mogush has now been appointed to head the Development Division operations.

In additional action taken by the Board, John Calvert, Vice President of the Finance, Legal and Development Division was elected to the post of Secretary. Calvert joined WIH in 1969 as Assistant Vice President-Legal and was previously associated with a Seattle law firm.

Anchorage-Westward Has 'Sign-In' Opening

THE ceremonies celebrating the opening of the Anchorage-Westward's 22-story tower in mid-June was literally a "sign-in" affair.

Dual invited guest receptions—one at noon and the other in the evening—were held in the Hotel's newly opened Signature Room to commemorate the occasion.

From this guest list selected prominent Alaskan personalities were invited to engrave their signatures on table top brass inserts. This unique signature inscription concept is in keeping with the Room's theme and these signatures will remain as an integral part of the Room's decor.

THE NOON reception was a "men only" affair at which some 150 city and state government officials, business and industry people, club officers and military personnel had been invited. Following the reception, the guests were taken on a tour of the tower's facilities that included the luxurious 22nd floor International Suite.

SIMILAR reception ceremonies held in the evening gave the ladies their opportunity to preview the new facilities. Honored at this affair were secretaries, women's club officers and government officials. From this group also, prominent women who have played a role in Alaska's history were invited to participate in the signature engraving ceremonies. Hotel tours followed.

For all attending guests of either reception, gifts of gold pens engraved with the Signature Room, hotel name and the date were given as souvenirs.

For the two weeks following the opening the Anchorage-Westward has been conducting public tours of what is not only the tallest building in Alaska, but the newest and finest hotel facility in the entire state.

ADDITIONAL promotional events scheduled by the Anchorage-Westward include weekend art shows in the sunken portion of the lobby and fur and jewelry fashion shows held each Wednesday noon in the Signature Room, lobby area and in the Chart Room.

JOHN STEVENS is General Manager of the Anchorage-Westward.

PUZZLE CORNER ANSWERS

1. Welcomes 2. Asks 3. Items 4. Table 5. Eaten
6. Restaurants — This person is a WAITER.

New Posts Announced

PROMOTIONAL assignments affecting three hotel executives were announced in late May by WIH Chairman, Lynn P. Himmelman and President, Gordon Bass.



Left: Dan McClaskey
Below Left: Jack Vaughn
Below Right: Bill Bryant



Dan McClaskey, formerly General Manager of the Century Plaza has been named a corporate Vice President.

Replacing McClaskey as General Manager of the Century Plaza is former General Manager of the Continental Plaza, Jack Vaughn.

Taking over the position as General Manager of the Continental Plaza is Bill Bryant who had been on special assignment with the WIH Executive Offices in Seattle.

McCLASKEY joined WIH as a member of the Olympic Hotel staff in 1957. He has held various executive positions with the Company including that of General Manager of the Benjamin Franklin Hotel in Seattle. He was named Resident Manager of the Century Plaza in 1965; Manager in 1967 and appointed to the position of the Hotel's General Manager in 1970.

Jack Vaughn has been with the Company since 1959 when he joined the staff of the Hotel Benson as a cashier. He was named Director of Rooms Division at the Century Plaza in 1966 and in 1967 moved to the Continental Plaza as Executive Assistant. In 1970 he was named Manager of that hotel and in 1970 was appointed to General Manager.

BRYANT'S career with WIH began with the Sir Francis Drake Hotel in San Francisco in 1950. Subsequent executive positions have included Manager of the Georgia Hotel and more recently as Vice President and General Manager of the Dusit Thani Hotel in Bangkok.

Benson Saves The Day With 'Instant Banquet'

THE convention host suddenly found himself in a real jam.

The 82 members of his group, convening in Portland, Oregon, were scheduled to attend an important banquet that evening at a local country club. It was after 6:00 p.m., and the delegates were already in their rooms dressing for the affair. Now, upon checking with the club, he was stunned to discover there was a mix-up on the booking dates, (they had scheduled it for the following week) and the club could not possibly handle the group for that night.

What to do?

It was then that the name of fellow Kiwanis Club member, **Kim Chappell**, Executive Assistant Manager of the Benson, came to mind . . . it was worth a try. He phoned the hotel and contacting both Chappell and Catering Manager **Adrian Sliedrecht**, he explained his unhappy dilemma.

IT WAS the right move. It would be a challenge at such short notice but they would do their best . . . proceed as scheduled.

A little over a half hour later the bus load of delegates arrived at the hotel. They were immediately ushered into a function room which had been hastily, but completely, set up for a cocktail reception.

An enjoyable hour later, the group was taken to a private room downstairs where a superbly prepared banquet awaited them.

THE whole affair was so beautifully arranged and went off so smoothly that one highly impressed group officer commented afterward, "They handled the entire function as though we had been booked for weeks!"

The very grateful convention host, in a letter of commendation to WIH President, **Gordon Bass**, was so moved by the hotel's performance as to flatly state ". . . as a member of the organization for some 25 years, we have never before experienced so excellent a banquet food and service." High praise was given to all members of the staff involved for their "truly superb performance" with particular commendation given to **Sliedrecht** and **Chappell** for their extraordinary efforts in getting the group "off the hook."

Print Shop "Baby" Arrives and Doing Well

"WE'VE been waiting along time for this baby . . . and she's a honey!"

This pridefully pleased comment came from **Tom West**, Western Service & Supply Print Shop Manager.

The "baby" was the shop's newest addition, a Heidelberg offset printing press. (And if the name "Heidelberg" means little, according to West, the German made press has an international reputation for quality of construction and performance.)

The press is capable of printing full-color jobs and can produce some 5,500 impressions an hour on sheet sizes up to 18 x 24-1/2 inches.

"Previously, many of our printing jobs had to be farmed out", says Tom. "Now we can do these same jobs - and do 'em better - right in our own shop".

Savings realized on hotel and corporate printing jobs processed on the new press should be "substantial" according to **Russ Nickel**, Western Service & Supply Vice President.



WS&S PRINT SHOP - The June issue of *Front!* was one of the first major printing jobs to roll off the Print Shop's recently acquired Heidelberg offset press. At left is Print Shop Manager, **Tom West** and Pressman **Dwight Mackey**. (See story opposite)

NEWS PICTORIAL

MEET YOUR UAL CREDIT UNION REPRESENTATIVE



REPRESENTATIVE Doug Smith is a "Credit Union commuter." He administers the Credit Union activities for the employees of both the Continental Plaza in Chicago and the Houston Oaks in Houston.

But Doug's life has always been somewhat of a mobile one. He was born in Seattle, raised in Alaska and now lives with his wife and three boys in Mt. Prospect, Illinois. In between he has worked for United in Honolulu, Seattle and Chicago.

DOUG'S office hours at the Continental Plaza are from 8:30 a.m. to 5:00 p.m. every Monday and Thursday. His office location is on the first basement level across from the women's locker room. At the Houston Oaks they are from 7:00 a.m. to 3:30 p.m. at the Personnel Office. On Tuesdays and Fridays he works at the UAL Credit Union offices in Chicago.



WIH-WS&S - The Annual Awards Banquet honoring staff members of the Seattle offices was highlighted by two Thurston-Dupar Award presentations. At top, Group Benefits Supervisor **Brian Beaulac** is the winning candidate from WIH executive offices. Below, Senior Designer **Jim Gray** wins it for Western Service & Supply. The presentations were made by WIH President **Gordon Bass**.



ST. FRANCIS - A preview party of the Hotel St. Francis's new 32-story tower was held in May for employees. Those with ten years service were honored with pins presented by Vice President and General Manager William Quinn (Left). Honored were (from Left) Helen Roger, Agatha Conerly, Arnold Batliner and (Not Shown) William Burger Jr. and Venancio Guillermo. Adding congratulations is WIH Area Vice President Bob Lindquist (Far Right).



WIH ACCOUNTING CENTER - Nancy Haistings, Secretary WIH Accounting Services Division is not only an avid skier but a dedicated ski patrol member. At the recent Hyak Ski Patrol banquet, Nancy ran off with most of the awards including a cup and plaque for being the "outstanding ski patrolman" for the 1971-72 season; a certificate from the Hyak ski area management for "most helpful patrolman of the year" . . . and a silver pin that qualified her for the patrol's "Broken Bone Club" membership (she fractured an ankle and dislocated a hip in the line of duty). Making the mass awards presentation is Hyak Ski Patrol Director Sandy Marsh. Nancy also serves as patrol secretary and taught a first aid class to senior patrol applicants.



MIYAKO - Sharing in on the festivities celebrating the Hotel's fourth anniversary and Employee Banquet staff members Koji Hara, Sales Manager; Esther Penarand and Helemy Moran, Pantry Assistants; Tetsuo Nishihira, Dining Room & Bar Host; East-West Room Waitresses, Miyoko Rosencranz, Hisako Tengan and Hideko Shar; and Taneko McClendon, Cook.



ANTLERS PLAZA - While vacationing at the Camino Real in Mazatlan, Mike Kranz, Executive Assistant Manager of the Antlers Plaza weighs in his prize catch . . . a 110 lb., 8'4" marlin. With Mike is his daughter Elisabeth and his wife, Alice.

CENTURY PLAZA (Below Left) - A century mark at the Century Plaza. Mr. Herman Chanen (Right) business executive from Phoenix, Arizona is greeted by Room Clerk Susan Stock and Assistant Manager Jim Mogush as he checks into the Century Plaza Hotel for his 100th visit. The first guest to reach the century mark at the Century Plaza, Mr. Chanen has compiled a total of more than one full year of room nights at the hotel.

L. A. REGIONAL OFFICE (Below Right) - The long Memorial Day weekend found the Los Angeles Regional Office Sales and Reservations staff in Arizona soaking up even more sun. The group was hosted by both the Carefree Inn and the Caravan Inn. The traveling staff (Left) poses for a photo during a sightseeing stop at the Mormon Temple in Tempe.



Food & Beverage Seminar Stresses Job Enrichment and Motivation

SUCH phrases as "job enrichment," "manpower development" and "employee motivation" popped up repeatedly.

To the delegates attending the Annual Food and Beverage Seminar in Seattle in late May, these phrases had become familiar additions to their vocabulary by Seminar's end. They were part of the language applying to the Conference theme, "Enriching Skills for Profit."

The emphasis was on a particular management skill . . . that of developing the increasingly important ability to work with people through proper direction and cooperation. The basis for developing this skill focused on a better understanding of the motivational needs of department employees and then on helping them direct these needs in their own self-development.

In outlining the Seminar objectives, Director of the F&B Division **Bernard Awenenti** commented, "each man wants to understand the reason for his position" and, of course, its importance in the function of the over-all organization.

SENIOR Vice President, **Joe Callihan** in his opening remarks made the point that, "If we are to continue our commitment to the philosophy of 'promotion from within,' then we look to you to provide us with the people we need. A good share of this Seminar's program is devoted to people and your responsibilities as supervisors to win their commitment to improved performance and contribution."

One entire day of the three-day program was devoted to this approach of fostering employee "commitment" in a presentation conducted by Dr. Emanuel Kay, nationally recognized behavioral psychologist. The session was a "how to" seminar on manpower development through job motivation and enrichment.

TO FURTHER the delegates' own understanding of the function of the "overall organization," another day's session was devoted to presentations by the executive members of other WIH divisions. This included reports of current activities within the various F&B Division departments.

Group discussions on topics submitted from the field and with conclusions reported in general session, concluded the final day's program. As a take-home as-

signment, the attendees were given a three-part project. In line with the Seminar theme, the first assignment project was in relation to the application of "job enrichment" within their respective departments. The other two assignments dealt with individual department marketing plans and a study of employee turnover.

OTHER Seminar highlights included the traditional "Silver Spoon and Golden Chalice Awards" luncheon and a new equipment display presentation as arranged by Western Service and Supply Division Vice President, **Russ Nickel**.

Executive Chefs **Hans Lenz** and **Klaus Scheftner** were initiated into Western International's Academy of Master Chefs (see story below).

The Seminar was represented by some 40 hotel F&B Department members from WIH properties in the United States, Canada and Mexico.

Chefs Academy Gains Two New Members



CHEF SCHEFTNER

CHEF LENZ

TWO new members have been initiated into the ranks of Western International's most distinguished culinary group, the "Academy of Master Chefs." They are **Klaus Scheftner**, Executive Chef of the Hotel St. Francis and **Hans Lenz**, Executive Chef of the Continental Plaza.

The Academy was founded in 1963 to honor Executive Chefs with at least five years of service with WIH. To qualify, members must have had continuing experience through all kitchen departments previous to their Executive Chef appointment.

Chef Scheftner joined WIH at the Hotel St. Francis in 1965. A native of Munich, Germany, Scheftner served his culinary apprenticeship in various hotels

'Candy Cane Cocktail' Wins Drink Award

RON MILLER, Bartender at the Winnipeg Inn, was presented with this year's "Most Outstanding Drink Award" in WIH hotel competition for his submitted "Candy Cane Cocktail."

Miller's win was announced during the F&B Seminar Awards luncheon and, though not present to receive them, was awarded the traditional silver cocktail shaker and winner's certificate.

The festive looking drink, with its candy cane garnish, was popularly featured during the Christmas Holiday season at the Winnipeg Inn. The recipe was one of six original drink recipes submitted by Ron for Winnipeg Inn judging in their selection of a Hotel entry for the company competition.

RON joined WIH at the Winnipeg Inn in August of last year. His previous experience included operating hunting and fishing lodges in Canada's rugged Ontario northland. In one lodge the "house special" was an oversized martini with minnows swimming in the glass which Ron described as "a great bracer before discussing the big one that got away!"

throughout Germany and for a brief period worked on a Holland-American liner before coming to the United States in 1961. Before joining the St. Francis staff Scheftner worked in hotels and restaurants in the eastern United States for some four years.

CHEF Lenz was born in Krenzlingen, Switzerland and completed his apprenticeship in local hotels in that city. In the European tradition his travels led him throughout Europe - from Italy to Scandinavia - in furthering his career experiences. In 1959 he entered the United States and accepted the position of First Banquet Chef with Philadelphia's Bellevue-Stratford Hotel. Lenz started with WIH as Sous Chef at the Anchorage-Westward in 1965 and two years later was appointed Executive Chef. In 1969 he was appointed Executive Chef of the Continental Plaza.

THOUGH neither of the men were able to attend this year's F&B Seminar, they were presented in absentia with Academy membership certificates and medallions during the "Golden Chalice-Silver Spoon" Awards luncheon at the Washington Plaza. Their initiation brings the total Academy membership to eleven.

'And The Winners Are...'

Silver Spoon, Golden Chalice Awards

FOR the delegates attending the annual WIH Food and Beverage Conference, the "Silver Spoon-Golden Chalice Awards" luncheon is an anticipated highlight. On this occasion, award recognition is given to the winners who have submitted their hotel's entries in the various Award classification competitions.

Silver Spoon certificates are presented for outstanding food menus in a number of categories as judged by an outside panel of industry professionals. Criteria for judging the entries are: (1) Practicability; (2) Readability; (3) Menu Content; (4) Merchandising of Items and (5) Originality and Creativity of Design.

Two Golden Chalice Awards were presented this year. They were for "The Most Outstanding Wine or Cocktail List" and "The Most Outstanding Original Drink Recipe."

HOST for this year's Awards luncheon was the Washington Plaza Hotel. The awards were jointly presented by WIH President, Gordon Bass and Senior Vice President, Joe B. Callihan.

Award winners in each of the categories were as follows:

SILVER SPOON AWARDS

Coffee Shop Breakfast Menu - The Beef Room of the Washington Plaza; Coffee Shop Lunch, Dinner (or combined) Menu - The Olympic Grill of the Olympic Hotel; Specialty Room Dinner Menu - The London Grill of the Benson Hotel; Dessert Menu - the Cafe Plaza, Century Plaza Hotel; Specialty Lounge, Bar Snack Menu - the Library of the Washington Plaza; Children's Menu - the Antlers Plaza; Room Service Menu - the Georgia Hotel; and a Special "Creative Merchandising" Award to the Space Needle Restaurant for its newest Dinner Menu.

GOLDEN CHALICE AWARDS

Awarded the engraved wall plaque for the Most Outstanding Wine or Cocktail List was the London Grill of the Benson Hotel. The Golden Chalice Award for the winning "Drink Recipe" went to Ronald Miller, Bartender at the Winnipeg Inn for his "Candy Cane Cocktail" (story details on page 6).



WALTER ROTH (left) Executive Chef of the Century Plaza and Director of Restaurants Leif Jensen receive their Silver Spoon Award from Gordon Bass.



SILVER SPOON Award congratulations are offered by Gordon Bass to the Space Needle's Executive Chef Herbert Enzinger (left) and Restaurant Manager Bob Harvey.



SERGE LAUZON, Executive Chef of the Hotel Benson accepts the Golden Chalice plaque awarded for the Hotel's "Most Outstanding Wine or Cocktail List" win.



THE Georgia's Silver Spoon Award was presented to Georgia Executive Chef Xavier Hetzmann (center). At left is WIH Senior Vice President Joe Callihan.



GRETCHEN MATHERS, Director of Restaurants for the Washington Plaza receives an "award bonus" from Gordon Bass as she accepts the Hotel's Silver Spoon Award.



BEARDED Executive Chef, Gene Tourville, offers a broad smile as he accepts the Silver Spoon Certificate awarded to the Antlers Plaza.

FRONT! INTERNATIONAL



MEXICO CITY - The Alameda Hotel has turned to television as a medium to better acquaint the public with the high quality of its food and services featured in its various restaurants. On camera above are Miguel Espejel, Food and Beverage Coordinator and Joel Mendoza, Chef Saucier with program hostess, "Chepina" during one of the show interview broadcasts.



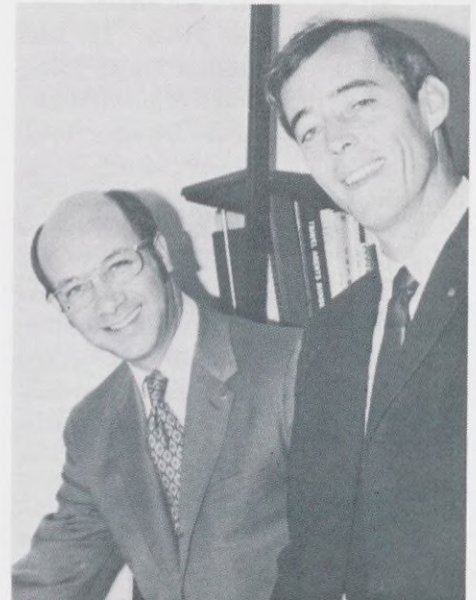
SINGAPORE - When the Singapore Tourist Promotion Board produced a recent film highlighting the exotic spots of Singapore, they chose the Shangri-La as a setting for a tropical poolside barbeque sequence. Pictured are some of the Hotel's staff who were roped in as extras for the film to sample the "props".



SAN SALVADOR - As the Camino Real San Salvador heads towards its September opening, its personnel staff grows accordingly. Eagerly anticipating the opening date are these new "old-timers" from left: (Top) Luis Drake, Director of Sales; Miriam De Alaire, Executive Secretary; Rafael Morales, Purchasing Agent; (Bottom) Monique Lantelme, Secretary; William Dietz, Executive Assistant Manager; and Enriqueta Pinto, Purchasing Secretary.



SINGAPORE - In celebration of its first anniversary, the Shangri-La displayed this huge pagoda-like birthday cake in the hotel lobby for admiration of guests. The cake, weighing over 800 pounds, was the creation of Pastry Chef Gerhard Zeh and his talented crew. The Shangri-La's anniversary was celebrated on April 24th and was highlighted with a party for all staff members.



JOHANNESBURG - After attending the WIH Marketing Conference in San Francisco, Leo van Osch (right) Director of Sales for the Carlton Hotel, visited the Marketing Division offices in Seattle. Included was a discussion exchange with the Tour and Travel Sales Manager for WIH, Jim Weiss.



FRONT FAMILY FEATURES

COPIED and CONTRIBUTED

CONTRIBUTED — by Howard Kemball, Sales Manager for the Winnipeg Inn. On a regular basis, the executive secretaries of corporate accounts are presented with either a rose or a carnation by the Hotel's Sales Department in appreciation of the business they have booked with the Winnipeg Inn.

One secretary was so delighted with her presentation that she wrote Kemball a letter of appreciation in the form of the following poem.

The reason for this ditty
I'll elucidate for you.
Flowers are so lovely
No matter what the hue.

To me the red carnation
I received the other day,
Is a very special blossom
In a charming sort of way.

Thank you, thank you, thank you,
Is all that I can say.
The gesture was so thoughtful
And brightened up my day!

COPIED — From a school of business administration publication of an Eastern university . . . this "tongue in cheek" definition vocabulary of some commonly used management terms:

Activate: Make carbon copies and add more names to the memo.

As Desired By You: The ball is in your court now.

Channels of Communication: The trail left by inter-office memos.

Clarification: To fill in the background with so many details that the foreground goes underground.

Expedite: To confound confusion with commotion.

For Your Approval: I am passing the buck.

For Your Comments: I haven't the foggiest . . .

For Your Consideration: You hold the bag for a while.

For Your File: I seem to have an extra copy.

For Your Information: I'll let you figure out what to do with it.

Form a Committee: We don't want to make a decision.

Give Us The Benefit Of Your Present Thinking: We'll listen to what you have to say as long as it doesn't interfere with what we have already decided to do.
I Seek Your Cooperation: I want you to do what I want you to do.

It Is In Process: So wrapped up in red tape that the situation is almost hopeless.
Let's Get Together On This: I'm assuming you're as confused as I am.

Note And Initial: Let's spread the responsibility for this.

See Me Or Let's Discuss: Come down to my office. I'm lonesome.

Under Consideration: Never heard of it.
Under Active Consideration: We're looking in the file for it.

We Are Making A Survey: We need more time to think of an answer.

We Will Look Into It: By the time the wheel makes the full turn, we assume that you will have forgotten about it.

We Will Advise You In Due Course: If we figure it out we'll let you know.

NOTE

FRONT! needs your help for this COPIED and CONTRIBUTED column.

Got any words of wit and/or wisdom, short poem or items of fact or fancy; or something inspiring you've clipped and saved from some other source?

Then how about sharing it with the rest of our WIH family through this column.

Send to:

FRONT! Editor

Western International Hotels

2000-5th Avenue Building

Seattle, Washington 98121

Include your name, hotel and job position if you want credit for your contribution.

No contributed material will be returned and FRONT! reserves the right of publication judgment.

Office Boy: "I think you're wanted on the phone."

Boss: "What do you mean you 'think'?"

Office Boy: "The voice said, 'Is that you, you old fool?'"

FRONT! FUNNIES

A mountaineer, seeing his first motorcycle, banged away at it with his rifle. "Did you get the varmint?" his wife asked. "Hit it but didn't kill it," he replied. "It's still growlin' but I made it turn the man loose."

Overheard in the Coffee Shop: "I write down everything I want to remember. That way, instead of spending a lot of time trying to remember what it is I want to remember, I spend the time trying to remember where I put the paper that I wrote these reminders down on."

It was the lunch hour, and the restaurant was crowded, but the man finally found a table. A waitress handed him a menu and then left to care for other customers.

Suddenly, after about half an hour, she realized she had forgotten about that customer and hurried over to take his order. He had departed, but propped against a glass was a small handlettered sign. It read: "out to lunch".

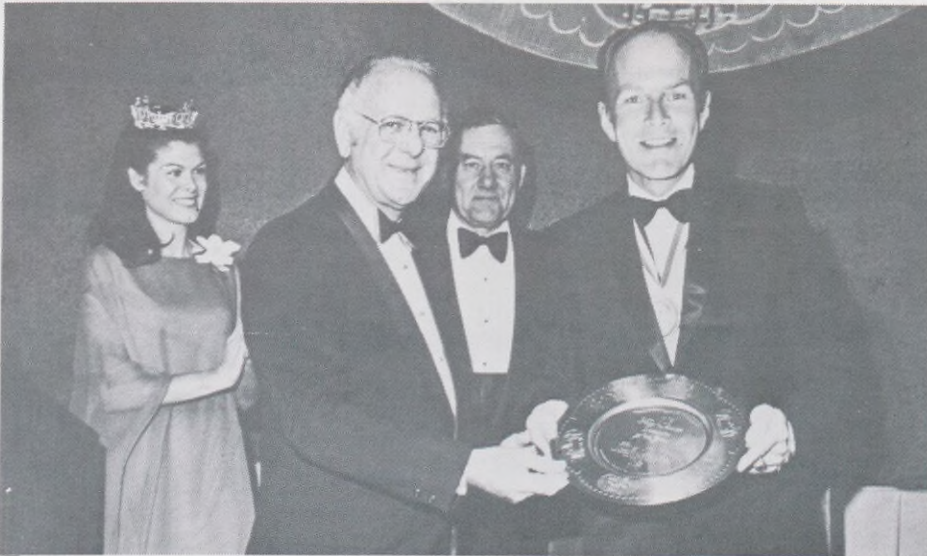
YOUNG PEOPLE'S PUZZLE CORNER

A hotel is made up of all kinds of people doing special things for our hotel guests. Each one of these people has a job name that tells what kind of work he does.

Fill in the missing words in the puzzle below. If you've filled in the right words, the first letter of each of the six words will spell out who this person is. When you have finished the puzzle, check your answer on the bottom of page 3.

1. He _____ you to your table.
2. He hands you a menu and _____ you for your order.
3. He writes down all of the _____ you've ordered.
4. When the food is prepared, he brings it to your _____.
5. After you have _____, he brings you the check.
6. The places these people work are usually known as _____.

Mullikin Receives IFMA Golden Plate Award



IFMA'S Golden Plate Award, the foodservice industry's highest tribute, is presented to Harry Mullikin by IFMA president, James E. Hamilton. Also participating in the presentation is Laurie Lea Schaefer, Miss America-1972 and Gordon R. Sawyer-Dolby, IFMA Awards Committee chairman.

HARRY MULLIKIN, WIH Executive Vice President, was named "Foodservice Personality of the Year" and was presented with the Golden Plate Award by the International Foodservice Manufacturers Association (IFMA) during the group's awards banquet in Chicago last May.

Previously, Mullikin had been a winner of one of IFMA's seven Silver Plate awards for 1972. From this group one individual is selected for the top Golden Plate Award . . . industry's highest tribute. The Silver Plate awards are given annually to seven individuals who have made a significant contribution to their particular area of the public feeding industry during the year.

IN considering Mullikin's qualifications for the awards, the IFMA committee noted that, "It was Mr. Mullikin's interest in providing fine dining for hotel guests that led to Western International's installation of specialty restaurants in their hotels. He helped design and staff the now nationally famous Golden Lion Restaurant at the Olympic Hotel and the Matador at the Davenport Hotel—which opened a new era in hotel dining. He was also instrumental in the development of the world famous Space Needle Restaurant . . ."

Also noted was Mullikin's involvement in developing and implementing food and beverage and management seminars for WIH.

ANOTHER area of consideration was Mullikin's primary interest in the de-

velopment and training of personnel and in "creating a hotel atmosphere where guests are appreciated." The reference here was to Mullikin's management of the Century Plaza Hotel which was pointed out as "an excellent example of trained, disciplined employees performing with confidence and at the peak of their abilities."

The IFMA group comprises a membership of some 250 major national and international manufacturers of food, equipment and related products serving the "food-away-from-home" market.

Hotel Menus Win Top NRA Awards

Five WIH hotels were honored in the National Restaurant Association (NRA) 1972 Menu Idea Exchange at the Association's convention in Chicago last May.

The Continental Plaza received three Awards . . . a Gold Award each for their Wine and Beverage List and Room Service menus, and a Silver Award for their Special Occasion menu.

The Houston Oaks received a Gold Award for its American menu and a Silver for its Room Service menu.

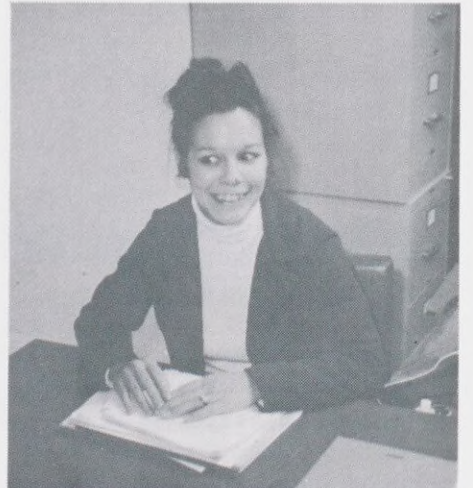
The London Grill of the Benson was given a Gold Award for its Dessert menu.

Silver Awards for Children's Menus were given to both the Washington Plaza and Shangri-La Hotels.

As winners, each of these hotels are entitled to display the Gold and/or Silver Award Seals on their restaurant menus.



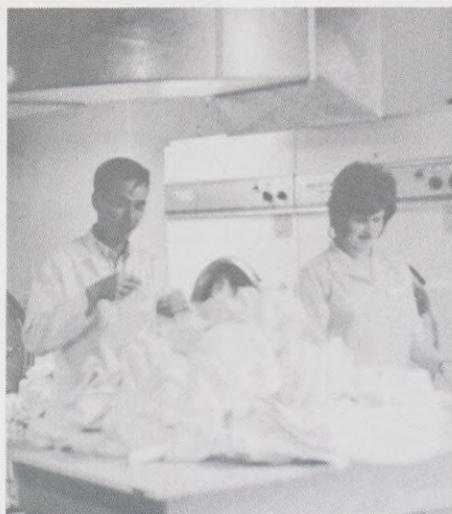
WASHINGTON PLAZA — Style Show. This Front Office threesome make attractive models as they show off the Department's new uniforms. From left: Ann Alexander, Maggie Moote and Devennie Springer.



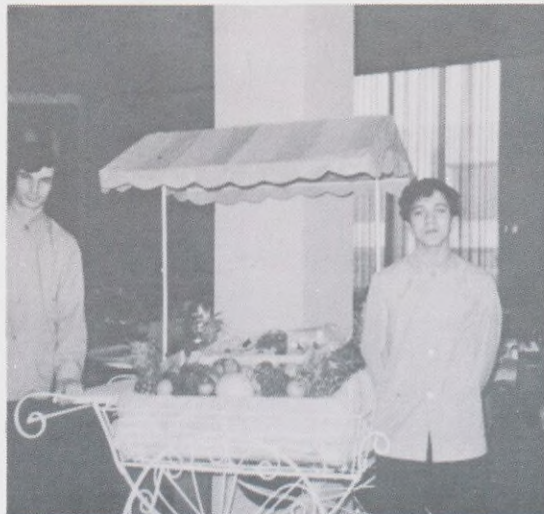
WINNIPEG INN — Eyes right! Though the shutter snapped just as she looked away, the bright smile remained. Betty Gendron, newly appointed Personnel Director was formerly with the hotel's Accounting Department.



ANTLERS PLAZA — Takes the cake! Chuck Weaver, Superintendent of Services for the Antlers Plaza, is presented with an anniversary cake all his own in recognition of his 30 years of service with WIH.



BAYSHORE INN — Even colored linens come out sparkling white! Well, not quite . . . but they do get special cleaning care in the expert hands of laundry staff members, Phillip So and Amelia Basa.



BONAVENTURE — Fruit peddling pair. La Bourgade Busboys, Jean-Pierre Laurin and John Benevidis display the Room's unique and very popular Fruit Trolley.



CALGARY INN — Carm's cozy corner. Carm Surette of the hotel's Accounting Department has staked out her own private corner to do her thing.

PHOTO ALBUM



WS&S — One for the book. Western Service and Supply Company Receptionist, Michele Holter, jots down another appointment memo on her desk calendar.



WIH MARKETING — Acapulco, Si! An Acapulco travel promotion held in Seattle featured the Caleta and El Mirador Hotels. Wearing the hotel name imprinted hats given away at the affair are Marketing Secretary, Dianne Blevins (left) and Pat Carey, Public Relations Assistant.



COSMOPOLITAN — What you sees is what you gets . . . and for Cosmo guests they "sees" a friendly smile and "gets" helpful, courteous service from Superintendent of Services, Virgil Kidwell.



OLYMPIC — Talent Show. There was a special treat in store for attendees of the Annual Awards Banquet . . . the evening's entertainment was provided by some highly talented members of the Hotel's staff. From left: Tubby Clark, Golden Lion Pianist for the past 15 years provided piano accompaniment; Frank Ferguson, Golden Lion Som-

melier, was the gracious and witty M.C.; Judy Van Noy of the Front Office Staff and exceptionally talented on the flute; Lloyd Paige of the Stewards Department and a harmonica wizard; and Laundry Employee Anovale Suitonu performed a number of delightful Polynesian dance numbers.

INN BASKET

NICKEL NAMED — Congrats to Russ Nickel, WS&S Veep, recently named to the post of Treasurer of the International Society of Food Service Consultants (ISFSC) during their meeting in Chicago last May. The prestigious group is an international professional association of some 160 members-consultants in design, equipment, engineering and management of the food service industry. Among its objectives are to further research, development and education in the food service field. Nickel, who had been elected to the Society's Board of Directors last year, has been instrumental in the organization of ISFSC regional chapters to stimulate greater communication and group activity within the membership. Western Service and Supply member, Bill Manahan, Assistant Manager Food Planning Facilities, is also an active member of the ISFSC group.

CHRISTMAS IN MAY — Among the drinks submitted for judging in the F&B Division's "Most Outstanding Drink" Award contest was the winning "Candy Cane Cocktail". The drink submitted by Barman Ronald Miller of the Winnipeg Inn, (see story page 6) was originally concocted for a Christmas promotion and required a candy cane garnish. The judging was held in late May and Lenore Paige, F&B Division Secretary, was elected to hunt down some candy canes so that the drink could be appropriately presented for judging. Lenore called on all the candy stores in town but not a single candy cane could be found. Slightly discouraged but undaunted, she next tried all the department store candy counters and was getting the same negative results. Finally, in one store, she encountered a clerk who hazily remembered seeing some canes in a back storeroom left over from Christmas. Lenore persuaded the clerk to follow this lead and after several minutes of searching the clerk returned triumphant . . . in her hand were five dusty plastic-wrapped packages, each containing a single candy cane. Remarked Lenore afterwards, "That was kind of a fun assignment, but I'm sure glad he didn't name the cocktail the Poinsettia or the Holly Berry!"

PEOPLE Make The Difference

**TANEKO McCLENDON—
Miyako Hotel Cook**



THERE are many reasons why the Miyako Hotel is fortunate in having Taneko McClendon on its staff. Not the least of these, according to the opinion of her fellow staff members, is that she is so extremely pleasant to have around.

It's a sort of general appreciation from her co-workers that takes in Taneko's qualities of cheerfulness, spirit of generosity and enthusiasm for her job. Though modest in manner, she possesses an infectious good humor that continues to add to her popularity.

Taneko began her hotel career with the opening of the Miyako in 1969 as a dishwasher. Because of her energetic "make-myself-useful" attitude, she often found herself lending the pantry girls a hand with their duties. Eventually she was promoted to full time Pantry Girl.

Again, as a Pantry Girl, Taneko began to fill in from time to time as a Cook when needed. And it wasn't long before her talents along this line were recognized and she was advanced to the position of full time Cook.

MIYAKO'S Executive Chef, Lou Capilla finds her a delightful addition to his staff. For one thing he feels she is instrumental in maintaining a happy working atmosphere in the kitchen and is unfailingly pleasant and cooperative. He considers her the ideal employee in that she needs to be shown a procedure only once before she is capable of repeating it on her own without supervision.

"In fact," Capilla adds, "she is always looking for more work to do and has become my right hand girl in many ways. Occasionally however, and particularly in the beginning, she became so involved in her work that she has acquired some scars on her forearm from getting too close to a hot range, grill or oven."

Capilla also comments that she is one employee he can "sound off" to without ruffling feathers. "If I'm not in the best of moods," he comments, "she never seems to take it personally and generally she can laugh me into a better frame of mind."

Taneko applies her attitude of spirited enthusiasm and personal dedication to her home life. Japanese born, she is married to a Korean war veteran. The McClendons have two boys—13 and 17 years—around whom Taneko's life centers.

Her philosophy about child rearing is concerned mostly with heading her young ones in the "right direction" and what she, as a parent, can do to help her boys. She is convinced that the only means by which a parent can direct a child is by becoming personally involved in their activities and education.

EVEN though Taneko is a working mother—with Sundays and Mondays off—she joins her sons in many of their sports and holds season family tickets for baseball and football games. She also plays basketball and tennis with the boys . . . but lets them scuba dive on their own while she waits on the beach.

An accomplished cook at home as well as at work, Taneko can normally satisfy the appetites of her growing boys, but usually finds it a losing battle whenever she tries to serve a native Japanese specialty dish to them.

Aside from work, home and her family, Taneko's outside activities include tennis lessons every Sunday and three hours of Japanese singing lessons after work twice a week. The singing style is called "chigin" and Taneko describes the art form as "high pitched voice sounds with no instrument accompaniment and no words." It follows a very formalized pattern and is evidently quite difficult to master. But with Taneko's attitude of persistence and wholehearted dedication toward almost everything she does, it shouldn't be long before she becomes as expert in chigin as she is in the kitchen.