

front!

A monthly publication for the employees of

Western International Hotels
Editorial Offices

The Olympic, Seattle, Washington 98111
Gabe Fonseca Editor
LITHO IN U.S.A.

Chairman's Report



*Peace on earth
good will
to all men.*

In these few simple and beautiful words are expressed the joy of Christmas celebration -- the hopes of a beginning new year.

They are the words we want to share with all of you during this Holiday season as we wish you a very Merry Christmas and a Happy New Year.

Chairman
Western International Hotels

COMINGS AND GOINGS

In - Hotel

At the Benson, former Management Trainee, **John Rhoads**, has been appointed Asst. Day Manager of the Grill . . . **Rich Kuehner**, formerly Asst. Grill Man is made Senior Clerk and Relief Assistant . . . new Sous Chef at the Imperial Inn is **J. Donald Taylor**, former Sauce Cook . . . these changes at the Makaha Inn: **Donald Smith**, formerly Director of Guest Activities is appointed to Sales Manager and **Valerie Dorothy** from Personnel Clerk to Director of Guest Activities . . . **Karen Dawe**, former Room Clerk at the Miyako (S.F.) is named Asst. Manager . . . at the St. Francis: **Jeffrey Rice** from Room Clerk to Reservations Supervisor; **Patrick O'Brien**, Grill Room Manager, is now Manager of the new Piccadilly Bar; **Dennis Boyer**, formerly Management Trainee, is appointed Manager of the Library (Employee Cafeteria) and Room Service . . . at the Space Needle, **Ben Morales**, moves from Captain to Relief Assistant Manager . . . former Night Auditor of the Metropolitan Airport Hotel, **Ed Maurers**, is promoted to Front Office Manager . . . **Bill Simpson** moves from Receiving Clerk to Asst. Purchasing Agent at the Ilikai . . . at the Sir Francis Drake, **Jack Doherty** takes on the duties of Night Engineer and **Bert Bomersine** is new Chief Engineer . . . these advancements at the Olympic: former Chief Clerk, **Dan Millett**, now assumes the responsibilities of Assistant Manager; replacing Dan as Chief Clerk is former Night Manager, **Mike Moran** and **Bob Poon** assumes new responsibilities as Night Manager . . . **Hilde Leffler** of the New York Regional Sales Office has been promoted to Reservations Supervisor. . .

New

Kuolie Goodwin joins the staff of the Ilikai as Banquet Sales Manager . . . new Chief of Security for the Bonaventure is **John McHardy** . . . recent addition to the Calgary Inn as Sales Manager is **Garry Jones** . . . **Greg De Kovic** is appointed Asst. Regional Sales Manager for the Chicago Regional offices . . . **Jeff Marks** joins the Los Angeles Regional Sales Offices as Sales Representative . . . New additions to the Century Plaza staff are **Charles Rogers** as Asst. Executive Steward

and **Fred Hoedl** as Night Manager of the Garden Room . . .

Transfers

Lothar Menges, formerly Sous Chef at the Century Plaza is transferred to the Anchorage-Westward as Sous Chef . . . Named Sous Chef at the Olympic is **Karl Hutter**, formerly Sous Chef at the Continental Plaza . . . former Olympic Sous Chef, **Werner Bottner**, is appointed Executive Sous Chef at the Washington Plaza . . . New Executive Housekeeper at the Washington Plaza is former Housekeeper of the Olympic, **Renate Seybold** . . . **Mary Petersen** is appointed Executive Assistant Housekeeper at the Olympic from Assistant Housekeeper at the Century Plaza . . . **Larry Stephan** is named Director of Sales for the Washington Plaza . . .

INTERNATIONAL DIVISION

At the Palace Hotel in Tokyo, **Yoshiro (Yoshi) Kumon** has been appointed to manage the International Reservations Center staff and replaces **Nori Yahata** who has left the hotel staff.

These changes in WIH de Mexico properties: At the Caleta, **Javier Gomez** is promoted from Sales Manager to Front Office Manager; **Ruben Quintana** moves from Reservations Manager to Front Office Manager; **Carlos Machiavelo** is named Asst. Manager in charge of the Rooms Division . . . At the Camino Real-Mexico City, **Emilio Calderon** is promoted to F & B Manager; **Mrs. Olga de Alberts** is promoted to Director of Banquets; **Juan L. DeMichells** to Asst. Banquet Manager; **Mrs. Silvia K. de Pendas** to Banquet Manager; **Juan Garcia** to Chief Steward; and **Arturo Montes** to Manager of the "La Huerta" Restaurant . . . at the Camino Real-Guadalajara, **Felipe Mejia** is new Chief Steward transferring from the Caleta where he occupied the same position . . . two additions to the Camino Real-Puerto Vallarta staff: former Asst. Manager of the Caleta, **Guillermo Hernandez** assumes these same duties at the new hotel and transferring from the Camino Real-Juarez in the same position as Laundry Manager is **Sergio Alvidrez** . . .

Correspondents

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

Alameda, Michael Sauve; Anchorage-Westward, Tom Stanfield; Antlers Plaza, Don Berger; Avila, Mrs. S. Guzman Blanco; Bayshore Inn, Art Davies; Benson, Ruth Lawson; Bonaventure, Joanne Pugh; Baranof, Mandy Dodd; Caleta, Marfissa Frias; Calgary Inn, Linda Abercrombe; Camino Real (Juarez), Miss Lourdes Lopez; Camino Real (Mexico), Carolina Mijares; Caravan Inn, Pat Varner; Century Plaza, Jayne Kear; Continental Plaza, Audri Adams; Cosmopolitan, Carol Perry; Georgia, George Pinsky; Guatemala Biltmore, Jorge Senn; Metropolitan Airport Hotel, Inge O'Hearon; The Ilikai, Roberta Watson; Imperial Inn, Russ Revoy; Makaha Inn, Barbara Rickles; The Miramar, Robert Yue; Miyako, S.F., Kristina Templeman; Northern, Con Carter; Olympic, Fran Vitulli; Palace, Y. Yoka; St. Francis, Jane Dillon; Sir Francis Drake, Ann Turnbull; Space Needle Restaurant, Bobbie Anderson; Washington Plaza, Allan Wilde; Winnepeg Inn, J. Sandy Irwin; WIH de Venezuela, Amanda Castillo; WIH Executive Office, Ruth McCloy; Western Service, Rose Shaffer; WIH Credit and Accounting, Janet St. Onge and Irene Gellius; HCA Executive Office, Martha Raho.


News Notes

Lanham, Bodin Win Accounting Awards



FIRST and Third Prizes in the First Annual WIH Accounting Division "Work Simplification Award" competition went to Sam Lanham, Century Plaza Banquet Auditor.

Sam was notified of his double award win during the Accounting Division Conference opening dinner ceremonies at the Washington Plaza in October. (See Story on page 6.)

Lynn P. Himmelman, WIH President, presented Sam with a plaque and a \$500 gift certificate for his First Prize win and a \$50 Savings Bond as Third Prize.

DESIREE BODIN of the Olympic Hotel Accounting staff won the \$100 Savings Bond Second Prize for her work simplification suggestion.

Lanham won the top prize for an idea that simplifies the form and handling procedure for guest checks at banquet and catering functions. This procedure is presently used at the Century Plaza and can be adapted for use in other properties. A suggestion for simplifying Western Union billing won him third place.

LANHAM has been a member of the WIH family since he joined the staff of the Century Plaza shortly after it opened.

Desiree Bodin's Second Prize winning entry offered a practical suggestion for expediting the handling of check requests from all hotel departments. She has been a member of the Olympic staff since 1964.

All three winning suggestions will be further elaborated upon in forthcoming Accounting Service Department bulletins and news letters.

THE Work Simplification Award competition was sanctioned during the 1968 Accounting Conference to stimulate interest in the simplification of work done in the various WIH Accounting departments. Judging of entries is done at Seattle Accounting Service offices with the final decision being made by a panel of impartial outside accounting firm people.

Bushman Heads New Regional Sales Office

Robert "Bob" Bushman, formerly Director of Sales for the Washington Plaza, has been appointed to head Western's newest Regional Sales office in Washington D.C. Bob will assume the title of Regional Sales Manager.

The Washington D.C., office - the sixth WIH Regional Sales office to be established -- is expected to open around mid-December.

In announcing this office location, WIH Chairman, Edward E. Carlson, stated



"This will give us needed sales impact in one of the most important markets in North America".

BUSHMAN joined WIH at the Olympic in 1962 as a Room Clerk after attending the University of Washington in Seattle. In 1963 he was named the hotel's Director of Services and a year later he was appointed to Assistant Manager. In 1966 he became Sales Manager and in June 1967, Bob was transferred to the St. Francis as Front Office Manager. In April 1968 he returned to Seattle as Director of Sales for the Washington Plaza.

Bob is married and the father of three children.

Hoteletron Inauguration "Halloween Treat"

FRIDAY, October 31, turned out to be double "H" day for WIH Reservations Offices.

It was "H" for Halloween, of course, but the big "H" stood for Hoteletron and the "on line" inauguration date for Western's computerized reservations system.

The first words to come over the system delivered this message of congratulations, marking this historic milestone for the company, by WIH Chairman, Edward E. Carlson.

"THIS IS THE FIRST MESSAGE TO BE SENT OVER WESTERN INTERNATIONAL HOTELS HOTELETRON SYSTEM AND MARKS ANOTHER MILESTONE FOR OUR COMPANY.

IT IS WITH REAL PRIDE THAT WE INTRODUCE ONE OF THE MOST SOPHISTICATED RESERVATIONS SYSTEMS IN EFFECT TODAY.

OUR CONGRATULATIONS TO ALL OF YOU WHO HAVE HAD THE RESPONSIBILITY FOR INTRODUCING HOTELETRON TO OUR HOTELS AND MAKING IT ANOTHER OUTSTANDING SERVICE FOR OUR GUESTS.

EDWARD E. CARLSON

Benson Tunnels Under — Comes Up Inside Bank!

THE secret is out! For months the Benson Hotel has been busily tunneling from its lower London Grill level and under a side street leading directly towards the Bank of California building across the way.

Now the corridor is completed and suspicions are confirmed! The passage does lead to the Bank, all right, but its terminus is not the Bank's underground vaults or even its petty cash hideaway, but leads to an even bigger prize as far as the Hotel is concerned. It's the Bank's 250-car parking garage!

THE BENSON has long needed more convenient guest parking and during construction, arrangements were made with the Bank for the hotel to use and manage this new parking facility. Guests arriving at the Benson can now choose either valet parking at the hotel entry or may self park in the garage and enter the hotel lobby through the new corridor without having to step out into the weather.

The connecting corridor has been so designed that the guest immediately feels he has entered the hotel when he leaves the garage since its decor is a continuation of that of the London Grill theme.



News Notes

Lively Transformation of St. Francis Bar

THE FORMERLY somewhat sedate and "men only" Oak Room bar at the St. Francis Hotel has taken on a great new look -- and a livelier new life.

It has been completely remodeled into an authentic English-type pub that now swings under the sign identifying it as the "Piccadilly Bar".

The room's warmly casual and inviting atmosphere is rapidly proving its popularity in the Union Square area for San Franciscans and visitors alike. Guys -- and now with their gals -- can enjoy not only the expertly mixed drinks of their choice, but can also order such traditional "pub" beverage favorites as imported and do-

mestic beers on tap and ale by the yard or half-yard. And, as a special attraction for the after-dinner or after-theater crowd, guests are entertained with popular ballads as sung by a featured female vocalist.

THE DELIGHTFUL new face of the Piccadilly Bar was created by Senior Designer John Fikkan, assisted by Mike Burrows, of Western Service Offices. Unique decor features include a bar canopy formed with reproductions of antique tavern signs and heavy oaken doors with glass insets elaborately etched depicting the room name and theme symbol -- a tankard of ale.

Maid Treats Students To "Back Home" Cookin'



RECENTLY, a group of Japanese students, on tour of the United States, were guests at the Antlers Plaza.

While they had been enjoying the wonders of their travel adventures, they missed some of the accustomed dishes of their native land.

During the course of their stay at the Antlers Plaza they struck up a friendly acquaintance with Japanese-born hotel Maid, Yaeko Davis. In passing conversations, they mentioned some of these missed homeland goodies like mama-san used to make.

THIS WAS enough to set off our thoughtful heroine and on the morning of their departure, Yaeko came to work early laden with a mysterious package. Inside was a certain rice dish the group had hungered for and in sufficient quantity to satisfy the appetites of all 18 travelers.

The youngsters were delighted and most appreciative of the unexpected treat, and thanks to Yaeko, continued on their journeys perhaps a little less homesick than when they had arrived.

Asst. Manager Is Miyako "First Lady"

Lovely Karen Dawe might deservedly be referred to as the Miyako's "First Lady".

The reference could be to her position as the hotel's newly appointed Assistant Manager. This was not only a "first" for the Miyako, but one of the few times a female has attained such a management position in any other WIH property as well.

But further, this "first lady" status could as equally be accorded for her many attractive personal qualities -- a gracious warmth, her charm and femininity, her intelligence and administrative abilities and in her genuine interest in people.

Karen's sky-rocketing hotel career began when she joined the Miyako staff shortly after it opened in 1968. She started as a "graveyard" shift PBX operator and worked her way up to Cashier and Room Clerk in establishing her qualifications for her present position.

SHE IS credited with inaugurating uniforms for girl Cashiers and Room Clerks. She also instituted meetings for the Bell Service employees and Doormen to establish better communications between these positions and management.

In her free time, Karen covers San Francisco on her Honda, plays tennis and bridge, skis, and is also an expert cook.

Karen will probably disagree with the "first lady" role as suggested by this article. However, she cannot deny her recognition as one of Western's people who are "making the difference".



EDITOR'S INN BASKET

KEEP IT JOLLY (but not too . . .) At Christmas, all roads seem to lead home. Wherever it is, someone cares if you get there safely. So if you're going to drink from the "cup that cheers" remember there's someone at home waiting for your safe arrival . . . and that goes for the guy's family in that other car too!

* * * *

TALENT SHOWCASE . . . An idea from the Continental Plaza that other WIH'ers might want to copy. According to their in-hotel publication, BACK, a showcase in the Employee cafeteria now displays original art work, handiwork or hobby collections submitted by staff members. ("Come down to the cafeteria and I'll show you my etchings"?)

* * * *

RING THOSE BELLS
Mellow bells chime good cheer
Ring in Christmas loud and clear
Jingle bells from each cashier
Also ring up bills, I fear.

* * * *

WELL HALOHA HATTIE! Whatever happened to Hilo Hattie, the popular Hawaiian entertainer and "clown princess" of a decade or so ago? Well, she's back, (after a smashing success in Las Vegas) with the Arthur Lyman group at the Ilikai's Canoe House beginning December 15. It all sounds like an inspired Christmas present for Ilikai guests of whatever "generation" attachment.

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COSMO GOES TO PRESS. November 5th saw Vol. I, No. 1 of the Cosmopolitan's new employee publication, HOME FRONT, roll off the press. Orchids to Editor, Marie Kriss for a real pro looking production. Congratulations too, to Telephone Op, Irs Dyas, who suggested the name with the explanation, "It just seemed that since the Cosmopolitan is part of Western, our paper's name should be correlated with the WIH publication FRONT!"

* * * *

THANKS . . . to all of you who helped us in presenting "Chapter 1969" of our Western family story through these pages each month.

Our very best wishes for a very Merry Christmas and a Happy New Year!
Gabe Fonseca

Editor, FRONT!


News Pictorial


GEORGIA 'INTERNATIONAL' HOTEL. Representing Western International Hotels properties at a Canadian Pacific Airlines dinner function at the Georgia are these Hotel Front Office staff members from Left: Theresa Murner (Wentworth), Jill Martin (Miramar), Shizuko Saito (Palace), Anita Wagenaar (Makaha Inn & Country Club), and, in rear, Stephen Phillips (Canadian properties). These hotels are located in areas serviced by the Airline.



COLONEL JIM SANDERS of Kentucky Fried Chicken fame, took a "busman's holiday" and dined recently at the Space Needle Restaurant. His menu selection -- Space Needle fried chicken! (Our Space Needle spy reports that the Colonel came through with an enthusiastic "finger lickin' good" evaluation of the restaurant's recipe.)



SMILING STAFF MEMBERS of Marco's Ristorante and Lounge model their colorful Venetian style uniforms designed by Elaine Vieyra. From left: Waitress, Sharon Leishman; Cocktail Waitress, Ellen Baxter; Busboy, Tim Palate; Bartender, Frank Barbuto. Marco's -- serving authentic Italian Cuisine -- opened on October 30 in Calgary Place and is managed by the Calgary Inn.



FREE GRANDSTAND BLEACHER SEATS. During the World Series, a color TV and "Bleacher" seats were set in the Caravan Inn lobby for the enjoyment of guests or drop-in visitors. The hotel's marquee announced "Grandstand Seats -- Bleacher Seats -- Free". The popular public relations idea was the brain child of Caravan Inn F&B Director, Gene Thill.



FOR THE THIRD YEAR in a row, staff members at the Century Plaza have participated in the U.S. Vice-president's "Task Force on Youth Motivation" program. The program is designed to provide face to face encounters between minority groups of junior high and high school students and minority group employees successfully employed in industry. The object -- to motivate these students to pursue continued education courses that would better prepare them for occupation opportunities. Dan McClaskey (left,) Century Plaza Manager presents Certificates of Appreciation to program participants from left: Eddie King, Sous Chef; Carlos Jimenez, Banquet Steward (now Executive Steward at the Washington Plaza); Luisa Moreno, Assistant Housekeeper and Jose Gonzalez, Accountant.

What Are The Christmas-New Year Holidays



BALLOONS TO POP on New Year's Eve! (Joyce Gordon, Reservations Supervisor and Walt Ketterling, Controller, at the St. Francis)



SANTA'S JOLLY HO! HO! HO! (Chester "Santa" Madlin, Doorman at the Sir Francis Drake)



SANTA'S HELPERS by the Christmas tree! (Marilyn Long and Lynne Kirsten of the Washington Plaza's Food and Beverage Department)

SANTA'S REINDEER

in all manner and form! (Ice sculpter by Wendell Nunes formerly of the Century Plaza's kitchen staff and now at the Benson)



We wish you a Merry Christmas and a Happy New Year

NINA RAPOZO "Many Splendored Christmas Child"

ON December 25, 1937 the parents of Nina Kealiwahamana Rapozo received a priceless Christmas gift in a small package. It was on that Christmas Day their daughter Nina, was born.

Now, Nina has grown into a lovely and many talented woman, herself the mother of three children. She is also the highly capable Executive Secretary to Jim Durham, WIH Vice-president and Managing Director of the Ilikai.

But it was from her parents, particularly her mother, a noted Hawaiian singer and musician, that Nina inherited and was encouraged to develop a vary special talent - her exceptional singing voice.

BECAUSE Nina can sing equally well in several octaves and has complete command of the Hawaiian language she has

become Hawaii's most sought after female vocalist. Her professional appearances and recordings have established her an acclaimed reputation in the Islands and wherever Hawaiian music is enjoyed.

For many years she appeared with the Haunani Kahlewai's Polynesian Review at the Royal Hawaiian Hotel's Monarch Room as a featured vocalist and choral director and has recorded with this group for Capital Records.

FOR nine years she appeared regularly with the Hawaii Calls programs and is featured in all of their albums. She has been the selected soloist for seven albums produced by Jack De Mello, the internationally known Hawaiian conductor/arranger. She has made personal appearances in singing engagements in Mexico,



Throughout Western's World Without . . .



RICE CAKE POUNDING (Traditional Japanese New Year's day ceremony in which Palace Hotel guests are invited to participate.)



BREAKING THE "PINATA" and strolling troubadours! (Christmas festivities at the Camino Real in Mexico City)

CHILDREN AND PARTIES! (Annual Christmas party for children of employees at the Avila)



We wish you a Merry Christmas and a Happy New Year

Japan, Canada and throughout the United States mainland. Nina's voice is also heard "backing" just about every recent Hawaiian vocalist who has recorded an album -- and just recently, she attended the ASTA Convention in Tokyo where she was featured in the "Land of Aloha" production.

As if this wasn't enough, Nina is also known for her acting ability and has appeared in several stage plays in Hawaii. One of her biggest thrills was her appearance last month in a Nationwide television special, "The Golden People", that starred Charleton Heston.

NINA'S racial ancestry is also a "many splendored thing" that claims English, Scotch, Irish, Portuguese, Mexican, Arabian, Micronesian and a Hawaiian

lineage that reaches back to the Hawaiian kings.

In spite of her busy three-in-one career -- as a housewife and mother, her daily routine at the Ilikai, and her professional entertainment engagements -- Nina still finds time to relax in recreational activities. She is an avid sports fan, a year 'round golfer and was recently elected as team captain for one of the Ilikai's bowling teams.

FOR most of us, the celebration of Christmas is a particularly joyous occasion. For Nina Rapozo, "Christmas Child", it also marks another celebration of her very full, active and happy life.



"Challenges" Key To Last Of West-Ed Series

THE closing months of 1969 were highlighted by four major workshop conferences that wound up the WEST-ED Program Series for the year which began with the Managers Meeting at the Iikai in January.

Recently scheduled were the Accounting Conference held at the Washington Plaza on October 22-25; the Executive Housekeeper's Workshop at the Olympic October 28-31, The Personnel Workshop (a first for WIH) held at the Washington Plaza on November 9-12 and the Regional Sales Managers Workshop on November 30 to December 3 which was held at Western's newest property, the Camino Real, Puerto Vallarta and also a WIH first.

Following is a report on some of the major highlights of the first three conferences (The Regional Sales Workshop was held after this issue of FRONT! went to press and will be reported upon in the January issue).

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ACCOUNTING

"CHALLENGE FOR 70's"

HOW does Western's World shape up for the 70's?

That may be anybody's guess, but many of Western's Accounting Division people are now much better equipped for the new era ahead as a result of their recent Workshop.

With the provocative theme, "Preparation For The Future -- The 1970's", over 45 Controllers and Assistant Controllers from WIH properties throughout the United States and Canada met at the Washington Plaza in late October for their Annual WEST-ED Conference. Also in attendance were staff members of the WIH Accounting Center and representatives of the Accounting Services Committee.

THE BULK of the sessions followed a formalized group participation program as conducted by J. A. Robinson, A.M.A. Consultant. The Session topic -- "Performance Standards for the 70's, What, Why, How" with particular emphasis on the "how" of measuring performance standards.

The whole objective was to establish clearly defined individual standards of performance to better meet the growing demands and challenges that lie ahead for Western.

The 1970's projection theme was also the basis for guest speaker presentations, as related to the hotel industry, that interspersed the work sessions.

WESTERN'S reservations system of the 70's was visually demonstrated in a Hotelectron presentation and speakers, Tom Ohrbeck, of the WIH Development Division (Development During the 70's); Dave Evans Director of Sales, Century Plaza (Sales in the 70's and the Hotel Controllers of the 70's), and J.B. Calihan, WIH Vice-president (International

Traveller of the 70's) all projected goals and views for the decade ahead.

A repeat of the popular innovation of last year's Workshop, the Technical Clinic, concluded the final day's session. It offered an opportunity for the members to find answers to individual questions on topics ranging from Corporate Accounting, Insurance, Budgets etc. in private discussions with staff authorities on the particular subjects.

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HOUSEKEEPING

"CHALLENGE OF EXCELLENCE"

A DIRECT challenge was also posed to Western's Executive Housekeepers meeting at the Olympic the week following the Accounting Conference.

It was written into their Workshop theme, "The Challenge of Excellence" -- a theme that was determinedly pursued during the 3-day session by the thirty-one Executive Housekeepers attending from WIH properties in the United States, Canada and from the Camino Real in Mexico City.

THE opening general session plunged immediately into the business at hand with an item by item review detailing Western's "Guideline for Quality Standards for Guest Rooms" as conducted by WIH Executive Housekeeper and the program's Chairman, Hanne Dittler.

From here, a varied and fast-paced program followed. This included lecture sessions, panel discussions, open discussion and answer exchanges, new product and technique demonstrations and other pertinent presentations relating to their department activities and management responsibilities.

IF THE delegates seemed attentive and the note taking particularly copious, their obvious interest of the subjects covered was only part of the story -- the ladies were also required to take an examination during the final session. Further, this examination, plus their attendance at the Workshop, added points to those women seeking accreditation from the National Executive Housekeepers Association (NEHA).

At the final session, Miss Dittler presented the delegates with their "take home" assignments. Each Housekeeper was requested to prepare a five-part report with the aim towards the improvement of service standards.

IN HIS closing remarks, Joe Mogush, WIH Vice-president and Rooms Division Director, reaffirmed the pursuit of the Workshop "Challenge of Excellence" goals, commenting, "This assignment is extremely important to the Rooms Division because it will provide us with some

basic guidelines for planning and for the development of up-graded standards."

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PERSONNEL --

CHALLENGE TO "VENTURE"

THE Personnel Workshop offered a challenge of another sort. It was presented symbolically, when at the session's outset, the group was presented with a puzzle to solve. The object was to connect a square composed of nine dots, with a continuous line and limited in change of direction. The solution lay in extending the line at some point beyond the boxed-in square of dots.

The puzzle graphically illustrated the point -- and the challenge -- of the Workshop . . . to venture beyond the closed "square" of present methods and practice in all areas of personnel administration.

THE WORKSHOP, convening at the Washington Plaza in early November, selected as its theme, "People Make the Difference". Attending were Personnel Administrators and hotel management people from WIH properties in the United States and Canada. Primarily responsible for conducting the three-day sessions were Gordon Schneider, WIH Director of Personnel; Larry Morris, Assistant Director; and WIH Consultant, Don McCutcheon of the Consulting firm, Lund, McCutcheon & McBride.

Formal presentations of specific topics relating to department responsibilities were also given by participating members. Such subjects of review included; Employee Sources, Minority Groups, Hotel Employee Programs, Benefit Programs, and Terminations and Turnover, among others. In addition, a portion of the program was devoted to an American Hotel and Motel Association (AH&MA) study on "The Selection Interview"

PROVIDING the Workshop with some of its most stimulating moments, however, were the free-ranging open discussion exchanges originating from discussion group assignments and in general session. The objective was to "develop some preliminary guidelines as to the role, responsibility, authority and scope of activities that should be considered for assignment to a Personnel Department within a hotel".

For a Department "first", the Workshop covered a great deal of ground. It answered a lot of questions and generated many new ideas, especially in relation to responsibility concepts.

MORE importantly, it encouraged the use of some fresh approaches to the "boxed-in square" of department administration objectives.

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Before Work Schedules Begin...The Social Session and Group Portrait



ACCOUNTING CONFERENCE 1st ROW (L to R) Ralph Van Noy, V.P. WIH; Donald E. Bennett, Asst. Treas. WIH; Mrs Evelyn Brier, Asst. Sec. WIH; Frank T. Reid, Treas. WIH; L.P. Himmelman, Pres. WIH; Gordon Bass, Exec. V.P. WIH; C.R. Lindquist, Sr. V.P. WIH; Joe B. Callihan, V.P. WIH; Alfred Freudenthaler, Dir. Gen. WIH de Mexico. 2nd ROW (L to R) Bill Bryant, Mgr. Georgia; Mrs. Evelyn Allen, Acct. Multnomah Restaurants; Walt Ketterling, Cont. St. Francis; Miss Dorothy Dudenhoffer, Acct. Imperial Inn; Bob Argue, Cont. Bayshore Inn; Al Vettori, Mgr. Exec. Office; Mrs. Doris Grogan, Chief Acct. Affiliates Acct. Ctr.; Miss Bettye Kelsey Acct. Northern; Mrs. Carolyn Ng, Cont. Miyako; 3rd ROW (L to R) Jim Wilson, Cont. Bonaventure; Eugene Von Wurttemberg, Spc. Asst. to Cont. Washington Plaza; Bill Reis, Cont. Sir Francis Drake; Dave Christianson, Cont. Olympic Hotel; Don Holmes, Cont. Calgary Inn; Bob Beard, Cont. Washington Plaza Bill Ellis, Cont. Century Plaza; Avery Holmes, Cont. Western Service; 4th ROW (L to R) Tom Morgan, Asst. Cont. Olympic; Rae Robertson, Cont. Anchorage-Westward; Ed Hart, Mgr. Real Estate Div. Exec. Office; Bill Roddie, Cont. Georgia; Jim Pope, Cont. Ilikai; Bob Keith, Cont. Benson; Chuck Mellors, Cont. Space Needle; Russ Laase, Corporate Acct. Ctr.; Dick Howard, Mgr. Acct. Ctr.; 5th ROW (L to R) Mildred Lupro, Acct. Baranof; Ole Olson, Internal Auditor, Acct. Service; Terry Neils, Asst. Cont. Century Plaza; Brian Beaulac, Grp. Benefits Supr. Acct. Ctr.; Mack Thomas, Grp. Ins. Adm. Acct. Ctr.; Len Ryan, Cont. WIH Ltd.; Jim Peppers, Cont. Cosmopolitan; Paul Matteucci, Cont. — Hotel Div. Acct. Ctr.; Fred Burkl, Cont. Carlton Hotel; Marv Chamberlain, Budget Dir. Exec. Office.



HOUSEKEEPER'S WORKSHOP Back ROW (L to R) Bruce McKibbin, Dir. Sales WIH; Judy Millard, (Olympic); Jack Elliott, Res. Mgr. Washington Plaza; Margaret Williamson, (Bayshore Inn); Marti Reinhart, (Washington Plaza); Stephanie Grainger, (Olympic); Pamela Robinson, (Washington Plaza); Isabella Ruskey, (Century Plaza); Briar Walker, (Anchorage-Westward); Renate Seybold, (Washington Plaza); Elvi Nousianen, (Bayshore Inn); Don McCutcheon, Consultant; Al Schilling, Gen Mgr. Olympic; 2nd ROW (L to R) Lou Martinelli, Exec. Asst. Mgr. Olympic; Carol Gold, (Bonaventure); Lillian Brum, (Ilikai); Lisa Nicholas, (Calgary Inn); Elsa Galland-Burkl, (Carlton); Ruth Lawson, (Benson); Margaret Anderson, (Bonaventure); Alice Cho, (Makaha); Isolina Garza, (Camino Real-Mexico City); Billie Kraft, (Antlers Plaza); Ruth O'Neill, (Northern); Phil Hughes, Exec. Asst. Mgr. Washington Plaza; 3rd ROW (L to R) Norman Lavin, Catering Mgr. Olympic; Mary Joyce, (Continental Plaza); Irene Poff, (Sir Francis Drake); Ethel Laszlo, (Cosmopolitan); Gina Tucker, (Century Plaza) Lydia Meese, (St. Francis); Joyce Trevithick, (Georgia); Katie Reisinger, (Miyako); Ethel Frenzel, (Sir Francis Drake); Mary Petersen, (Olympic); Gordon Schneider, Personnel Dir. WIH; Front ROW (L to R) Joe Mogush, V.P. WIH; Leif Wikan, Pres. Western Service; Gordon Bass, Exec. V.P. WIH; Mildred Chase, Guest Speaker; L.P. Himmelman, Pres. WIH; Hanne Dittler, Exec. Hskpr. WIH; Ralph Van Noy, V.P. WIH.



PERSONNEL WORKSHOP, 1st ROW: Gordon Schneider, WIH Personnel Dir.; Joe Callihan, V.P., WIH; Harry Henke III, Sec. & Sr. V.P., WIH; Edward E. Carlson, Chairman WIH; Gordon Bass, Exec. V.P., WIH; Frank Reid, Treas., WIH; John Calvert, Asst. V.P., WIH; Don Bennett, Asst. Treas., WIH; 2nd ROW: Larry May, Benson; Donna Norman, Asst. Personnel Div.; Kerry Hilaire, Antlers Plaza; Eve Fisher, Century Plaza; Connie Wilson, Washington Plaza; Nani Higashino, Ilikai; Susan Davis, Century Plaza; Leona Dureau, Bonaventure; Audrey Crawford, Imperial Inn; Dave Paulon, Anchorage-Westward; Bruce Stone, Continental Plaza; John Egan, Bayshore Inn; 3rd ROW: Bruce McKibbin, Dir. of Sales WIH; Don Modie, Western Service; Cecil Ravenswood, Winnipeg Inn; Paul Matteucci, Cont.-Hotel Div. WIH; Jim Wilson, Asst. Dir. Rooms Div.; Kim Chappell, Cosmopolitan; Don McCutcheon Consultant; Bill Tutt, Georgia; Bernard Awenenti, Asst. F&B Dir., WIH; Walt Major, Olympic; Herman Holland, Space Needle; Jerry Wolsborn, Miyako; Larry Morris, Asst. Dir. Personnel, WIH; 4th ROW: Gabe Fonseca, Editor FRONT!; Mack Thomas, WIH Acct. Ctr.; Mike Forrest, St. Francis; Brian Beaulac, Group Benefits Supr. WIH; Leif Wikan, W.S.S. President; Peter Hudson, Gen. Mgr. Bayshore Inn; Lee Jenks, Gen. Mgr. Washington Plaza; Peter Martin, Calgary Inn; Dan McClaskey, Gen. Mgr. Century Plaza; Willis Camp, Adv. Dir., WIH; Jim Martinez, Northern.

INTERNATIONAL



IN APPRECIATION TO THE STAFF OF THE CAMINO REAL FOR HELPING TO MAKE THE FIRST STEP ON OUR WORLD TOUR AS MEMORABLE AS THE FIRST STEP ON THE MOON.

*Neil Armstrong
Michael Collins
B. Collins*

THIS HISTORIC PHOTOGRAPH, taken of man's first step on the moon, was presented to the staff of the Camino Real-Mexico City by the three moon astronauts themselves during their visit this fall. The photo, signed by Armstrong, Aldrin and Collins, was inscribed, "In appreciation to the staff of the Camino Real for helping to make the first step on our world tour as memorable as the first step on the moon".



WHEN THE 3RD WORLD CONGRESS of the Universal Federation of Travel Agents' Associations (UFTAA) met in Hong Kong in October, they wound up their convention with a gala dinner at the Miramar's Mandarin Theatre Restaurant. Over 300 delegates from 63 countries attended. Above, Albert Young, Manager of the hotel (left) stands at the receiving line, along with costumed girls from the hotel's Chinese floor show, to greet arriving guests.



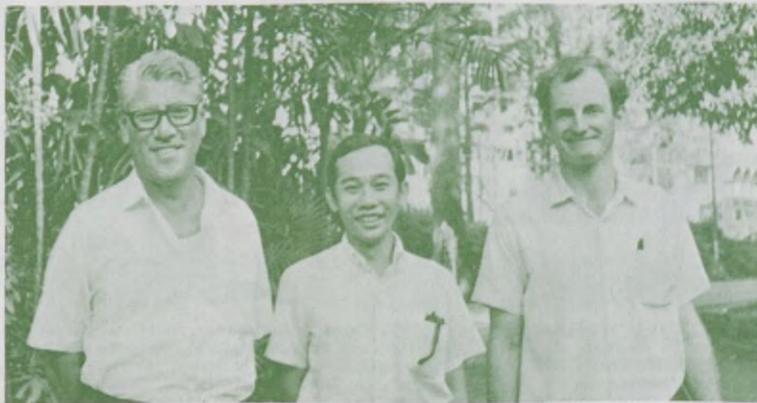
VENEZUELA SALES MANAGER. Gustavo Linares, above, was recently named Sales Manager for the ten Conahotu-Western hotels in Venezuela as announced by William Jauregui, Vice-president for WIH de Venezuela. Linares, 37, has held key sales positions in the Venezuelan hotel group since 1965.



READY FOR EXPO '70. The seven-story, 188-room Garden Wing addition to the Miyako Hotel in Kyoto is now completed as shown at right in photo. This new addition will soon be welcoming visitors attending the Japan World Exposition, "Expo '70", scheduled to open on March 15 in the nearby city of Osaka.



"BIENVENIDOS" The large "Welcome" sign behind the Front Desk of the Hotel Miranda in Coro, Venezuela, greets guests upon their arrival. A more personal welcome is offered by these charming hotel staffers from left; Modesta Garcia, Yahaira Salazar and Mary Zavarce.



IT'S ALL A PLOT. Plotting the garden space for the 12 acres of landscaping for the Shangri-La Hotel now under construction in Singapore are from left: Robert Sims Special Assistant; Charles Alphonso, Assistant Project Coordinator and Walter Collins, Landscape Design authority.

The Many Faces Of Western's Family

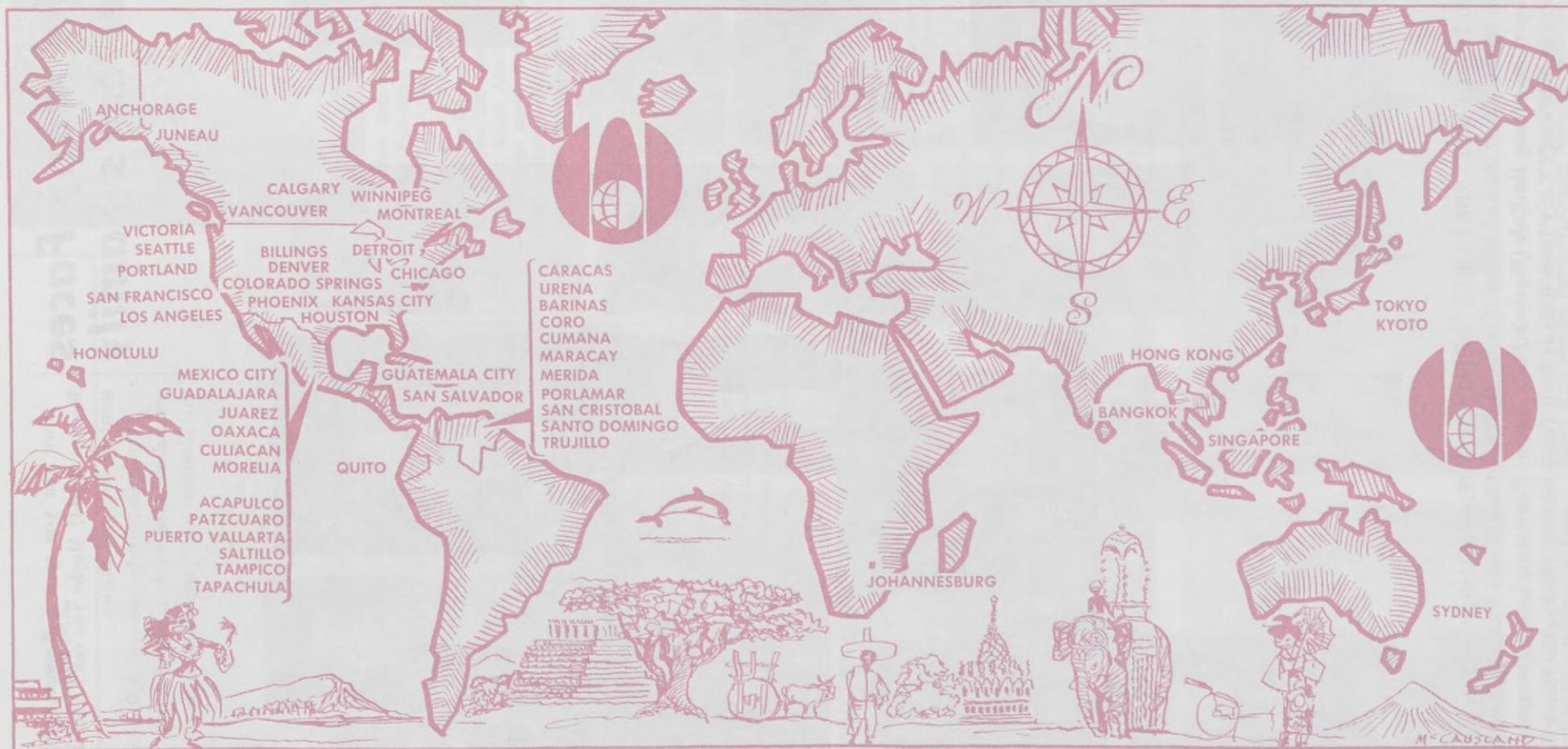
How can you spot a Western family member elsewhere in our Western World? Maybe you can't since they come in the usual assortment of sizes and shapes.

Then again, maybe you can. A few moments of observation as they went about their work, might reveal the familiar "family resemblance" that identifies our "people who make the difference".



BEHIND THESE FACES -- THE FAMILY "DIFFERENCE". (From top left across) Tom Ohrbeck (WIH Development Div.), Ellen Owens (Ilikai); Rachael Reeves (Caravan Inn); Ron Chan (Trader Vic's, Bayshore Inn); Gail Wright (Metropolitan Airport Inn); Yong Ho Park (Miyako); Diana Barber, (Northern); Lannis Thompson (Cosmopolitan); Elmer Eller (Anchorage-Westward); Garry Jones (Calgary Inn); Tanya Johnson (Washington Plaza); Cal Riley (Antlers Plaza); Bill Myles (Bayshore Inn); Willie Ford (Continental Plaza); Mary Wade (Georgia); Pat Osecki (Imperial Inn); Wanda Nelson (Benson); Bernard Brault (Bonaventure).

We wish you a Merry Christmas and a Happy New Year



Throughout our Western World, in thirteen countries and in over sixty-five hotels, the joyous Holiday season will be celebrated within the next few weeks.

Though the exchange of greetings among our Western family members may be spoken in many different languages and experienced in many different ways, the warmly expressed wishes for a Merry Christmas and a Happy New Year are universally understood.

(Map of "Western World" courtesy of Bob McCausland, Seattle P. I.)