

# Front!

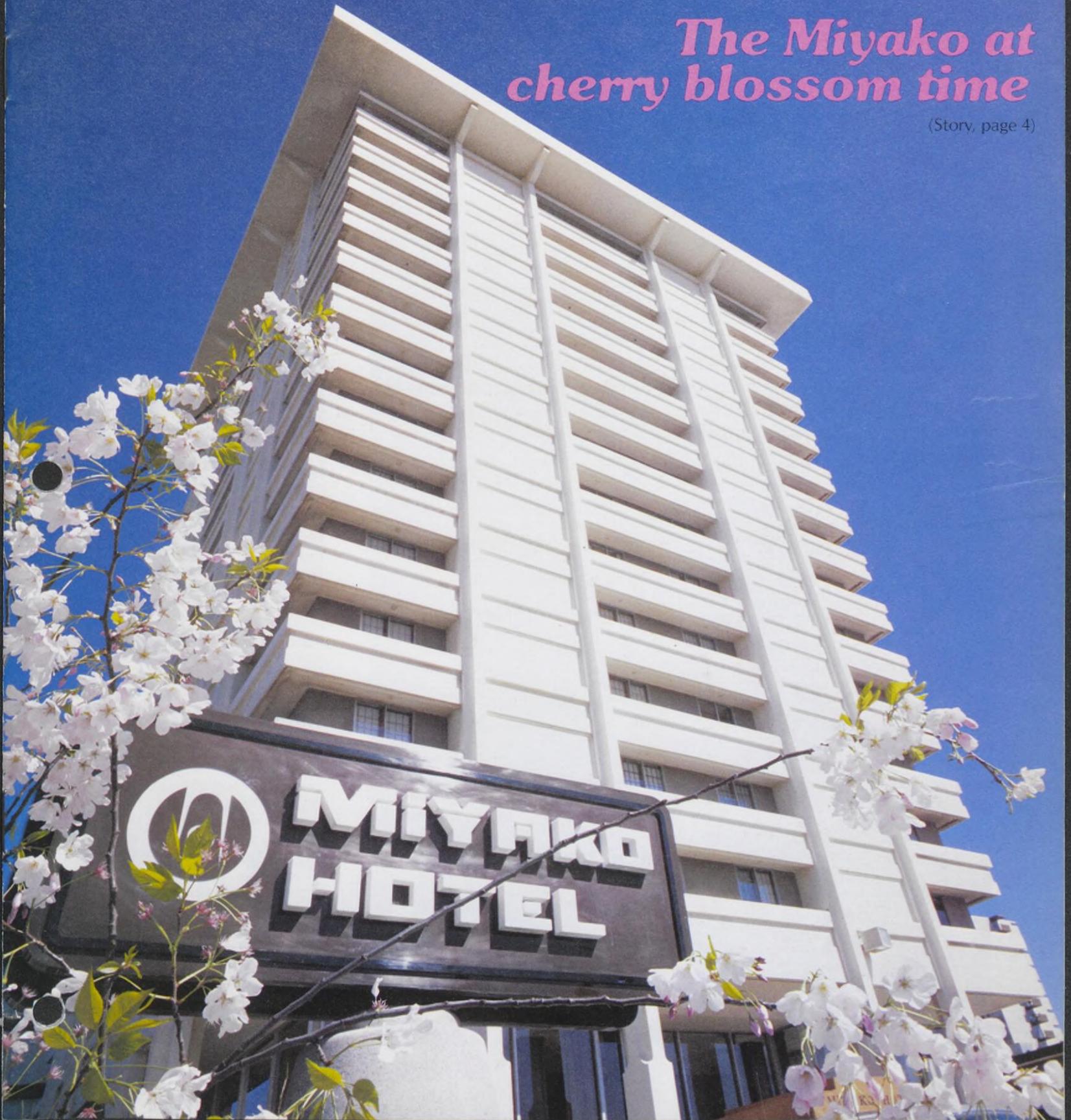
● May, 1979

WESTERN INTERNATIONAL HOTELS



## *The Miyako at cherry blossom time*

(Story, page 4)



## The reason to return

We all know there are hotels that, in many ways, are comparable to ours. Perhaps there is one in your city.

The hotel's guest rooms, food and beverage outlets and other facilities may come very close to Western International's standards. Room rates may be similar and even the hotel's location may be as desirable.

For the guests who choose to stay at our hotel rather than at the competition's, what reasons would bring them back to us on following visits?

Hopefully, there are several. But perhaps the most important has to do with the quality of attention and service they receive from the staff.

If the guest checks out with the feeling of having been treated with tender loving care, why change? Why chance a not-so-great "people experience" at another hotel the next time they come to town?

It's the same reasoning we all tend to use. Everything equal, we will patronize those places where we get the best treatment. We appreciate courtesy and helpfulness. We find the people in these places pleasant to deal with and understanding of our needs.

"People make the difference" is not just a catch phrase. It makes the difference to us. And it makes the difference to our guests.

Harry Mullikin  
President and Chief Executive Officer



**ERNST BACHER** from director of food and beverage, Galleria Plaza, to director of food and beverage, Los Angeles Bonaventure.

**HARTMUT BALLIN** from director of food and beverage, Los Angeles Bonaventure, to executive assistant manager, Olympic hotel.

**MERLE BETTIS** from convention service manager, Peachtree Plaza, to hotel project coordinator, WIH Financial Services/Management Information Systems.

**GRAHAME BLACK** from national sales manager, Bayshore Inn, to director of sales, Calgary Inn.

**ERWIN DORSCH** from pastry chef, Detroit Plaza, to pastry chef, Los Angeles Bonaventure.

**MICHAEL Y.O. LEE** from sales manager, The Ilikai, to sales manager, Wailea Beach Hotel.

**GREG MAYEDA** from management trainee/front office, Los Angeles Bonaventure, to assistant manager, Miyako.

**BRIAN MCGINNIS** from assistant manager, The Ilikai, to manager/Maui Onion Restaurant, Wailea Beach Hotel.

**DOUGLAS HALES** from senior assistant manager, Winnipeg Inn, to senior assistant manager, Houston Oaks.

**JACK HARRISON** from director of catering, Detroit Plaza, to assistant director of catering, Los Angeles Bonaventure.

**C.V. HEALY** from senior assistant manager, The Plaza, to senior assistant manager, Los Angeles Bonaventure.

**KEN JENSEN** from controller, Crown Center, to controller, Detroit Plaza.

**TERRY NEILS** from controller, Detroit Plaza, to controller, St. Francis.

## Front!

A monthly publication by and for employees of  
**Western International Hotels**

**GABE FONSECA**..... Editor

2000 Fifth Ave. Bldg. Seattle, WA 98101

**PAUL PATAY** from banquet manager, Los Angeles Bonaventure, to director of food & beverage, Hotel Toronto.

**PHIL STOY** from controller, Philippine Plaza, to controller, Crown Center.

## Ferris named CEO for UAL, Inc.



Edward E. Carlson    Richard J. Ferris

Two business leaders, long identified with Western International Hotels, were recently named to the top management posts of UAL, Inc., parent company of WIH.

Edward E. Carlson, who served as Western International's chief executive officer from 1969 to 1970, has been elected chairman of UAL, Inc., the holding company that owns Western International, United Airlines and the General Adjustment Bureau. Carlson served as president of United from 1970 until 1975 and as president and as chairman and chief executive officer of UAL, Inc.

Richard Ferris, who was elected president and chief executive officer of UAL, Inc., started his business career with Western International. Ferris held management assignments at the Anchorage-Westward and Savoy Plaza hotels and served as general manager of the Continental Plaza, Crown Center and Carlton hotels. He joined United Airlines as president of its Food Services Division in 1971. He was named president of United in 1976 and was elected chairman of the free world's largest airline in 1978.

In commenting on their elections, Harry Mullikin, president and chief executive officer of Western International Hotels, said, "Their elections came as no surprise in view of the tremendous contributions Mr. Carlson and Mr. Ferris have made to United and to Western International. Needless to say, we are very pleased that two longtime friends and associates are entrusted with the management of two companies clearly identified as leaders in the air travel and hotel industries. The continuity of the relationship between our two companies is assured."

## Mayflower chefs help out with historic White House dinner



White House chef, Henry Haller (left) and Mayflower executive chef, Bernard Binon (right), examine some of the 1,100 pounds of meat prepared by the hotel for the historic peace treaty dinner.

The short-notice request came directly from the White House.

Could the **Mayflower** prepare 1,400 main-course beef entrees to go?

The White House kitchen had been requested to prepare a state dinner for that many people to commemorate the signing of the peace treaty between Egypt and Israel. But because of work space limitations, and a very short lead-time, outside help was needed.

Henry Haller, the distinguished White House chef, knew exactly where to go for that help. He contacted his old friend and colleague, Mayflower executive chef, Bernard Binon. Following a hastily called conference with the hotel's management and his staff, Binon reported back that he would be pleased to accept the assignment. After all, one does not easily refuse the honor of a "command performance" at the White House, nor a favor for a friend in need.

Shortly thereafter, 1,100 pounds of strip loin, ordered by the White House, was delivered to the Mayflower's kitchen.

Then, on Monday, March 26, while the world watched the historic peace treaty signing, chef Binon and his assistants—night chef, Arthur Gant and tourant chef, David Lassale, went to

work. To sous chef, Wilbert Williams, went the task of preparing the special meat sauce.

By 5 p.m. that evening, the trays of cooked meat and tubs of sauce were packed into an insulated truck and sped to the White House.

As the guests began gathering for dinner, chefs Binon, Gant, Lassale and Williams busily assisted chef Heller in carving the meat and with other serving preparations.

Also helping out were food and beverage director, Jurgen Dinger, and executive steward, Steve Sekula, who assisted with seating guests and other dining service details.

The dinner, the largest ever given by the White House, was a flawless success.

As the letter of thanks from the White House to Mayflower general manager, Gerald Wolsborn, noted: "Although most of the guests were not aware of it, the dinner would not have been possible without the outstanding cooperation and assistance of the Mayflower... please accept our deep appreciation for the contributions of the Mayflower staff to the success of this historic event, and our congratulations on a job well done."



Last year's "Tiny Tot" contest at the Miyako was a crowd-pleasing winner.



Cherry Blossom Festival parade marches past hotel (left background) and Japan Center.

## The Miyako's neighborhood 'affair'

It's an encouraged practice for WIH hotels to "carry on an affair" with their local communities.

That is, to become good community citizens and good neighbors by involving themselves in local affairs.

That involvement may range from the participation by individual staff members in community betterment group activities, to the participation of a hotel's entire staff in a local fund-raising event or a community celebration.

Some WIH hotels have established such a close relationship with their communities that much of the feeling and spirit of the community is reflected in the hotel's operations. They become recognized as extensions of the cities in which they are located. To many people, the **St. Francis**, for instance, is San Francisco. **The Plaza** is New York.

Among Western International's newer hotels, there is one in particular that enjoys a similarly strong community

identification. It is the **Miyako** in San Francisco. The Oriental-flavored hotel is located in the city's colorful Japan Center—a five-acre Japanese culture and tourist complex.

The Miyako's involvement is not just with the Center, however, but also with the largely Japanese community—known locally as Japan Town—that surrounds the complex.

It is an involvement that goes back to the hotel's opening in 1968. At the time, the local Japanese community associa-

tion was considering plans for a neighborhood cherry blossom festival and the Miyako was invited to participate.

Meeting room space was donated by the hotel for the community group to develop its plans.

As the concept developed, the hotel agreed to the use of some of its public rooms for exhibits and events during the festival. (A few years later an outdoor pavilion was added to the Center and many of the hotel events were moved to this area.)

As a major festival attraction, a parade was planned for which the Miyako agreed to subsidize much of the cost. The first parade, according to the hotel's public relations director, Don Blum, who has been involved in various festival activities since its inception, drew a crowd of over 125,000 viewers. The Cherry Blossom Festival, held each April, has since become a major San Francisco event. It now draws many thousands of visitors from throughout northern California as well as parade participants from the various Japanese communities within the state.

Each year, a parade queen and her court is elected from among community candidates to reign over the festivities.

Last year, Janet Kata, Miyako sales manager, was elected a parade princess. This year, Kata served as the chairperson of the queen contest committee. Each year's affair finds a number of Miyako employees volunteering their services as members of the various festival committees.

All Miyako employees participated in this year's festival promotion by wearing buttons imprinted with the words, "Ask Me" (about the festival), in both English and Japanese.

The Miyako's all-out participation in the annual Cherry Blossom Festival is only one facet of its community involvement. The hotel also participates in a community fall festival, in fund-raising events and in a number of community betterment activities.

Says Lon Kellstrom, the hotel's general manager, "Although the Miyako is a comparative newcomer to the neighborhood, we enjoy an excellent relationship with the people of the community. We really feel a part of it and have benefited from the community's support as it has from our support."

## Committee battles rising energy costs

The energy problem hasn't gone away.

In fact, like inflation and taxes, energy concerns seem to be here to stay—and are getting worse.

An editorial in a recent issue of TRAVEL TRADE magazine, for instance, exclaimed in a bold headline, "Travel Energy Crisis! Descends Again! Worse!"

The February issue of LODGING magazine carried this headline, "Energy Costs Threaten Profit Structure of Lodging Industry."

And what about Western International's energy story?

There is a little bit of good news.

In his report at a recent WIH Energy Committee meeting, Pat Collins, WIH director of energy management and engineering, stated that WIH's raw energy consumption had actually decreased .5 percent between 1977 and 1978.

But there is also a measure of bad news.

Collins also noted that the actual dollar costs for energy during this same period had increased almost 20 percent. He pointed out that if this 20 percent annual rate-jump continues—and it is very likely that it will—energy costs would be doubled within the next four years.

As indicated in the LODGING magazine article, even though profits are up for the hospitality industry, a big and growing chunk of these profits is being eaten by the rapidly increasing costs for energy.

A prime function of the WIH Energy Committee is to seek out ways to ease the company's energy problems—including working with hotels in the battle against high energy costs that can consume company profits.

As for employee participation, the WIH Energy Committee suggests that everyone just keep doing more of what many people are already doing.

That is, turning off lights when not needed. Keeping thermostats at low but comfortable levels and leaving them there. And such things as remembering to turn off electric typewriters and other office equipment when not in use.

## photo news



### Mini-bars check in

**Copenhagen**—Aksel Christiansen, HOTEL SCANDINAVIA, COPENHAGEN purchasing agent, demonstrates the handy bottle-opener feature of one of the mini-bars that has recently been installed in all of the hotel's guest rooms. The small refrigerator units are kept stocked with both alcoholic and non-alcoholic beverages and a ready supply of ice cubes.



### The 'temporary' Lion

**Chicago**—During the six-week renovation of the Lion Bar, the CONTINENTAL PLAZA moved the room's furniture and staff to temporary quarters fronting the Chelsea Restaurant and renamed it "The Lobby Court." Poised for action on the first day of opening are Hans Bruland (left), director of restaurants, and Anil Sharma, Chelsea Restaurant Manager. The Lion Bar reopened in mid-April with a new look and a new name—the Lion Bar and Seafood Restaurant.

**Royalty reigns at Carnival**

**Montreal**—The first employee Spring Carnival at the BON-AVENTURE in early March climaxed with a disco dance party at the hotel and the crowning of a king and queen to reign over the evening's festivities. Chosen for this royal role were "queen" Melanie Abinader and "king" Lorne Main (center) surrounded by their court (from left): Carole Gaulin, Jean-Yves Marin, Claudia Couture, and (at right), Myriam Pedeches and Michel Vaillancourt. In the costume of "Bonhomme Carnaval" is Michel Plastre.



**Anniversary party**

**Bangkok**—The DUSIT THANI was host for its own birthday party in late February. Many of Bangkok's key personalities and hotel commercial clients gathered for a gala cocktail reception presented by the hotel's board of directors to celebrate the Dusit Thani's ninth anniversary. Col. Somchai Hiranyakit (left), director of Tourist Organization of Thailand, chats with Voraphong Piyauoi, managing director of the Dusit Thani, and Mme. Chanut Piyauoi, vice president of The Dusit Thani Company.



**Class pride**

**Costa Mesa**—Leah Marshall (third from right), executive assistant manager at the SOUTH COAST PLAZA, was pleased to present course completion certificates to her first graduating class—the hotel's employees who had taken her AH&MA course on human relations. The graduates (front row, from left): Sandie Pratt, John Bilar, Terry Pascual, (Marshall), Clay Sweeney, Elly Wray. (Back row, from left): John Manderfeld, Bruce Epstein, Virginia Gallardy.



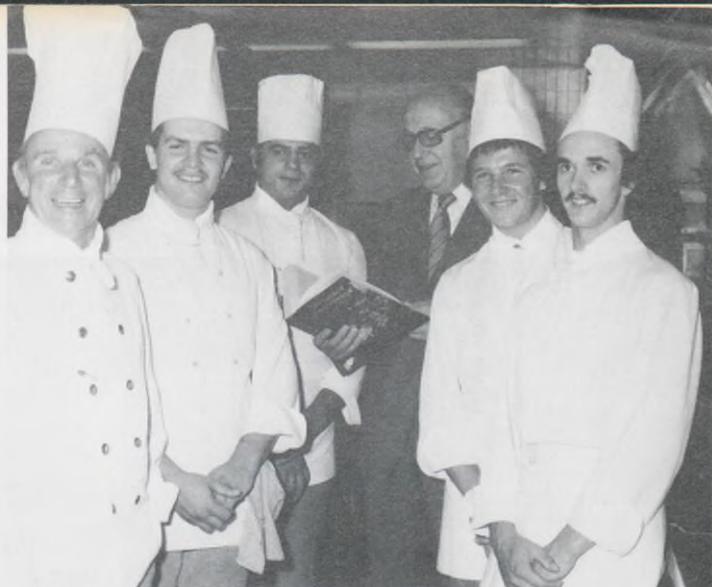
**They pulled it off**

**Atlanta**—One of the highlights of the PEACHTREE PLAZA's annual Employee Awards Banquet, is the performance by the "Peachtree Plaza Players"—a singing and dancing extravaganza starring a talented all-employee cast. While house-keeping and guest service staff performers await their cue (right), this culinary-costumed sextet delivers their reworded version of "Let's Call the Whole Thing Off" or, as they put it, "Let's Pull the Whole Thing Off." The group, (front row, from left): Jesse Walker, John Keyser, Jim Pruitt, Victoria Robas, Lonnie Walker (hidden), and behind the mike, Rick Allen.



### Canadian managers meet

**Vancouver**—The BAYSHORE INN was host for this year's annual meeting of Canadian property managers held in late March in conjunction with a WIH Marketing Exposition. The Canadian team, pictured in the hotel's International Suite (from left): Managers Denis Forristal (Bayshore Inn), Howard Kemball (Winnipeg Inn), Steve Halliday (Hotel Toronto), Bob McCauley vice president for WIH in Canada and managing director of the Hotel Toronto, Peter Smith (Edmonton Plaza), and Arthur Oades (Calgary Inn).



### Apprentices star

**Sydney**—Robert Hervas (left), WENTWORTH executive chef, beams with pride at the prize-winning performance scored by his apprentice chefs in the recent Apprentice Chef Competitions held in New South Wales. The cooking champs (from Hervas' left): John Franke (2nd place), George Panigiris (2nd place), Len Schmidt (1st place and the overall competition 1st prize winner), and Ross Fraser (3rd place). Wentworth general manager, John Baljeu (center), holds one of the LAROUSSE GASTRONOMIQUE cookery reference books that was presented to each of the apprentices. Top-prize-winner Schmidt will now go on to compete in the Australian Championships for Apprentice Chefs competition to be held this June in Perth.



### 'We Care' catches on

**Calgary**—Last year the Bayshore Inn introduced a very successful employee competition to improve guest relations. The program was dubbed "We Care" (about our guests). Recently, the CALGARY INN adapted the same program with equally happy results. General manager, Arthur Oades (second from right), congratulates "We Care" winners (from left): Wayne Wong, (bellperson), winner of the runner-up \$100 prize; Margaret Manti (housekeeping), grand prize winner of an expense-paid week's vacation for two to San Francisco; and (far right), Lawrence Gordon (front desk), second prize winner of the expense-paid week's vacation for two to Vancouver.



### Ready to serve

**Honolulu**—Fun 'n games plans for the employees of THE ILIKAI now rest in the hands of this foursome—the hotel's recently elected Employee Council officers. Holding office for the 1979 term are (from left): Roy Perez, president (maintenance); Betsy Taylor, treasurer (apartment rental); Tom Toyozaki, vice president (security); Robert Seto, secretary (parking).

## At the Peachtree Plaza, class time is almost anytime



Training manager, Dottie Fierst (right), takes a moment after a class to elaborate on a point with employee "student," Chonne Werner.

**O**f the Peachtree Plaza's 1,280 employees, there is probably only a handful who are not acquainted with Dottie Fierst. But it's almost a sure bet that, sooner or later, they will be.

Fierst is the Peachtree Plaza's training manager. In conjunction with Chuck Sovern, personnel director, she administers what may be the most comprehensive and inclusive in-hotel employee training program in the company.

The hotel program ranges from new employee orientations to refresher sessions for senior management. And from specific group skills training classes to open-attendance first-aid and safety classes.

### Class time almost any time

There are day classes, evening classes and occasional Saturday classes. There are even "graveyard shift" classes that Fierst administers on a Tuesday and Thursday night once a month for the benefit of night-shift employees. These classes begin about 11:30 p.m. and may last until 2:00 a.m.

Says Fierst, "As much as anything else, these night classes help keep the night crew informed as to what's going on in the hotel—things they need to know to help them do a better job."

Class sessions may run continuously from two hours to two days or more. Long-range courses, presented as one- or two-hour weekly sessions, may extend over periods of up to three months.

Fierst is largely responsible for administering, coordinating and conducting the various training programs. However, hers is not strictly a solo performance. Depending on the subject being presented, other hotel staff members or outside authorities are often called in.

### Well Qualified

As the hotel's training manager, Fierst comes well-qualified for the position. Her background includes six years as training director and personnel manager for Gimbel's in Pittsburgh, five years as an instructor in personnel administration at William and Mary College, and five years as corporate training director for Rich's, Atlanta's largest department store.

She joined the Peachtree Plaza staff in 1976 in catering sales and was appointed to her present trainer position in 1977. At that time, the Peachtree Plaza's training concept was well underway. It had been developed by personnel director, Chuck Sovern, at the hotel management's request.

As Sovern, who joined the staff prior to the hotel's opening, relates, "During the hotel's pre-opening, we interviewed close to 15,000 applicants in order to fulfill our staff requirements. Atlanta was then going through a tremendous boom in hotel construction and the available market for people experienced in the hospitality industry was really limited. It was one of the hotel's first priorities to concentrate on developing as effective and thorough a training program as we could put together."

#### Most Complete Package

The result was probably the most complete training package to be developed by any WIH property up to that time.

Then, about three years ago, results of an employee opinion survey strongly indicated that further opportunities for in-hotel training were wanted.

With the encouragement of the hotel's management, Sovern went back to the drawing board. With assistance from the Peachtree Plaza management team, a wide-ranging training program was developed and put into operation.

In need of a permanent training center, a portion of the hotel's garage area was walled off and furnished to serve the purpose. The center gets a lot of use.

A typical week's schedule of classes might include sessions on supervisory development, a safety class, orientation classes for new employees, a refresher session ("Tips for Pros") for food and beverage servers, a long-distance telephone training class, and a sales and marketing class.

#### Other Courses Given

In addition to the in-hotel courses, such WIH course instruction as the company-wide Career Development Program and the F&B Division's Wine Course are also given at the center. So is an on-going series of AH&MA group study courses. About four AH&MA courses for Peachtree Plaza employees are scheduled annually.

While not directly involved in their presentation, Fierst also serves as the coordinator for adult education courses held at the hotel training center. These are courses offered by the Atlanta

school system for the self-improvement of hotel employees.

How does Dottie Fierst feel about her job?

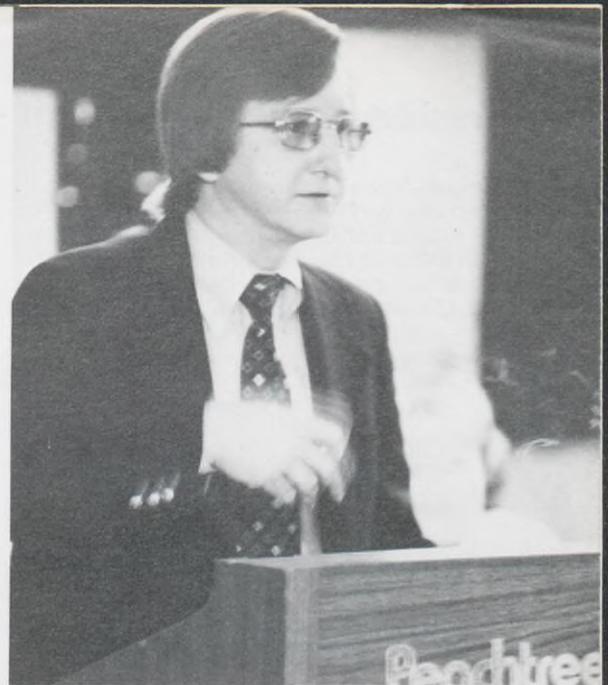
"I love it!" she says. "I love working with people and helping them develop their potential."

"And, it's so rewarding to have someone come up to you and say something like, 'I tried the technique you were talking about in this morning's human relations class, and it really works!'"

#### Most Professional Staff

What must be even more rewarding is this remark from Fierst that was immediately seconded by Sovern, "You know, the Peachtree Plaza has a reputation for having the finest, most professional staff of any hotel in Atlanta... a lot of outside people have told us this."

Certainly, for some of that enviable reputation, both Dottie Fierst and Chuck Sovern ought to be able to claim a generous share of the credit.



A presentation on the hotel's purchasing operations to a food & beverage department group is given by the Peachtree Plaza's expert on the subject, Jim Pruitt.



The results of a final exam is cause for some serious evaluation by hotel employees (from left): Steve Dearduff, Bruce Thomson, Johnny Payne and Camilio Villaneuva.



Director of personnel, Chuck Sovern, addresses a class of new employees.

## President's Award of Merit recipients

**Cancun**—For his successful effort in saving the life of a drowning guest who had been swimming off Cancun Point, Carlos Barrera Celis (left), CAMINO REAL, CANCUN employee, was presented with the WIH President's Award of merit and a check for 1,000 pesos from the hotel's general manager, Abelardo Varo (right). Ready to offer their personal congratulations are a number of Celis' fellow employees who attended the award presentation ceremony.



**Seattle**—James Treadway, general manager of the OLYMPIC, (left), presents Faiz Qureshi, manager of Shucker's restaurant, with a President's Award of Merit plaque for his recent action saving the life of a choking guest. Qureshi's knowledge of the Heimlich maneuver and a cool head did the trick.



### Cocktail cup

**Tokyo**—Yasuharu Imaizumi, bartender at the TOKYO PRINCE's Beaux Sejours Restaurant, proudly displays his Grand Prize award in a cocktail recipe competition sponsored by the Hotel Barmen's Association of Japan. Imaizumi received the highest marks awarded to a Grand Prize Winner in the eight years of the competition's existence. His entry, "Beaver Leo," consists of 5/8 light whiskey, 2/8 Galiano, 1/8 Cointreau, 2 drops of white Creme de Menthe and lime rind, producing a "soothing and refreshing taste."



### Uniform welcome

**Puerto Vallarta**—Photo entries requested for an earlier FRONT! feature on hotel door attendant uniforms continue to be submitted. The latest—this charro (Mexican cowboy) uniform as worn at the Camino Real, Puerto Vallarta, by door attendant, Patricio Martinez.

## Thurston-Dupar winners



**Atlanta**—Assistant manager of property maintenance at the PEACHTREE PLAZA, Varney Clarke (center), was this year's choice to receive the hotel's Thurston-Dupar honors. His friendly and very cooperative attitude was among the many attributes that earned Clarke this special recognition. Making the presentation are (left): William Bryant, Peachtree Plaza general manager, and (right), WIH senior vice president, Joe Mogush.



**New York**—Manny Rifon (left), chief engineer at THE PLAZA, receives congratulations and an award check from managing director, Philip Hughes, as that hotel's Thurston-Dupar winner. Rifon, affectionately known within his department as "The Mayor," is highly regarded among his fellow employees for his engineering expertise. His contributions to the community include an active participation in cerebral palsy, girl scout and boy scout fund-raising events.



**Seattle**—Somewhat overwhelmed by it all, Nancy Gunder (center), OLYMPIC chief PBX operator, tearfully accepts her Thurston-Dupar award plaque presented by Harry Mullikin, WIH president and chief executive officer (left) and James Treadway, Olympic general manager. Gunder was cited, in particular, for her ideas contributing to the marked improvement of phone operations throughout the hotel, and for achieving efficiencies in her department that affected significant labor/expense savings.



**San Francisco**—Peter "Pete" Petri (center), a shift captain in guest services at the ST. FRANCIS and a 44-year veteran of the hotel, was this year's Thurston-Dupar award winner. Jointly sharing in the award presentation, during the hotel's Employee Service Award Banquet ceremonies in late March, were Harry Mullikin (left), WIH president and chief executive officer and Robert Wilhelm (right), managing director of the St. Francis.

## inn basket

**IN-PRINT**—"When VIP's come to town or a special function is planned, the **Washington Plaza**, Seattle's most attention-attracting hotel, gets the call. Located in the heart of downtown, the 40-story circular hotel offers 180-degree views of the surrounding mountains and waterways that are guaranteed to impress even the most sophisticated traveler." So says **HOST MARK**, an American Automobile Association quarterly publication, in a full-page story extolling the many guest-pleasing attractions of the Washington Plaza...A double feature appearance for WIH in the March issue of **HOTEL & MOTEL MANAGEMENT**. One, a two-page report, focused on Western International's shared-ad program that's now dominating the major inflight magazines around the country. The other, a look at the woman business traveler market, featured a "what we're doing" report from Western International's authority on the subject, WIH travel consultant and New York public relations rep, **Gina Henry**.

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**LA NOUVELLE CUISINE DEFINED**—A number of WIH hotels now feature La Nouvelle Cuisine menus or menu items in their finest restaurants. The latest hotel to join the French-inspired revolution in the new method of cookery is the **Williams Plaza**. This month, the hotel introduces La Nouvelle in its specialty restaurant, **Montague's**. Along with that announcement, the Williams Plaza passed on the following 10-point definition from the French monthly publication, **NOUVEAU GUIDE**. It describes the attributes of this new cuisine:

1. La Nouvelle detaches itself from a sloppy and pompous cuisine.
2. It detaches itself from a cuisine which is not in harmony with the modern life-style of today's society.
3. It detaches itself from a regulated, unnatural, heavy cuisine.
4. It does not want to be narrowed into a dogma; it desires to have more room for expansion than the classical art of cooking.
5. It offers a natural finesse. It is supposed to be seasonally adapted. It is to have drastically reduced cooking times. It is supposed to have lighter sauces, and will make do only with the freshest—preferably, just harvested—basic products.
6. It is to be a principle of ease—steam cooking with little cream and little butter.
7. It will give each expert the opportunity to express himself in his cuisine in a personal manner suited to his temperament.
8. It is anti-Grande-Bouffe—that is, smaller portions are served.
9. It has pink and crisp concepts which are literally realized. All meat is to be served pink and all vegetables crisp.
10. It has sauces that should always be fresh and prepared just that minute.

\* \* \*

**DOUBLE AGENTS**—Flashing on TV screens throughout much of the U.S. Midwest during the evening of April 21, was the WIH "800" reservations number—but not for hotel reservations call-in purposes. The **Omaha Central Reservations** office had donated its lines and the services of its reservation agents as participants in a nationwide fund-raising telethon effort ("Olympathon '79") supporting the U.S. Olympic team. Contributors throughout the multi-state area were invited to dial the WIH reservations number to phone in their pledges. To the hard-working Omaha crew, a Front 'n Center salute for their "double-agent" role in support of a good cause.



### CAMINO REAL, GUATEMALA

**FRONT!** correspondent for the Camino Real, Guatemala, is **Evelyn Davidson**. You can contact Evelyn at the hotel's public relations office with your input for **FRONT!** (All other WIH people, submit **FRONT!** item to your local correspondent listed below:)

Alameda, **Pablo Torres**. Bayshore Inn, **Gordon Stewart**. Benson, **Debbie Spelleck**. Bonaventure, **Claudia Couture**. Calgary, **Michelle Wall**. Camino Real, Cancun, **William Sproul**. Camino Real, Guadalajara, **Nelly de Garcia**. Camino Real, Guatemala, **Evelyn Davidson**. Camino Real, Mazatlan, **Carlos Claverie**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Eduardo de Lima**. Camino Real, Saltillo, **Roberto Flores**. Camino Real, San Salvador, **Ana Maria Vides**. Carlton, **Lydia Wissing**. Carlton House, **Cynthia Durler**. Continental Plaza, **Audri Adams**. Crown Center, **Becky Gapp**. Detroit Plaza, **Carole Schultz**. Edmonton Plaza, **Joanne Cass**. Galleria Plaza/Houston Oaks, **Esther Feinerman**. Hoteles Camino Real, S.A., **Francisco del Cueto**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandinavia, Oslo, **Liv Herud**. Hotel Toronto, **Pat Samson**. Ilikai, **Valery Satin**. Las Brisas, **Oscar Cruces**. Los Angeles Bonaventure, **Marje Bennetts**. Mauna Kea Beach Hotel, **Stella Akana**. Mayflower, **Nancy Cummings**. Michigan Inn, **Bill Arthur**. Miyako, S.F., **Allison Gellatly**. Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Mauritsen**. Shangri-La, **Jane Seet**. South Coast Plaza, **Sandie Pratt**. Space Needle, **Barry Flink**. St. Francis, **Candice Reed**. The Arizona Biltmore, **Anne Mello**. The Plaza, **Thé Deprez**. Wailea Beach Hotel, **Valery Satin**. Washington Plaza, **John Poquette**. Williams Plaza, **Al Wrinkle**. WIH Executive Offices, **Dorothy Stauffer**. WIH Financial Services, **Bob Graves**. WIH Reservations Center, **Andy Gyure**. WS&S, **Nancy Newman**.