

Western Hotels, Inc.
Front!

JULY, 1954
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Cashiers Foil Bandit

TWO nervy young women cashiers in the St. Francis Hotel became headline heroines in San Francisco one day last May, when they blocked a bandit's holdup attempt and aided in his on-the-scene capture.

More indignant than frightened, cashiers Lucy Kedzierski, pictured at left, and Mary Ruth, refused to be bluffed by the would-be holdup man's threat that he had a gun in his pocket. He was identified, after his capture as Harold Tom, 28, unemployed seaman of Los Angeles.

Tom sauntered into the cashier's cage off the main lobby a few minutes before 6 p.m., thrust his hand in his pocket as though he had a gun and demanded:

"Open up that safe!" He repeated the command.

Miss Kedzierski whirled around, startled, and snapped:

"What are you doing in here? You're not supposed to be back here!"

Despite the bandit's apparent gun, she rang for a bellboy and then picked up the house telephone and called Omer A. Maxey, house detective. Maxey was talking with Assistant Manager C. E. Greenland in the latter's office. They both darted for the cashier's office.

Meanwhile, Miss Ruth had run around the rear of the office to the room clerk's counter and shouted to Clerk John McCauley:

"There is a man in there who is either drunk or crazy!"

She looked around and exclaimed:

"Here he is now!" Tom had followed her.

Greenland and Maxey, accompanied now by another clerk, Wendell Bowie, captured Tom after a brief struggle. Tom had no gun. Police said he grabbed a \$10 bill as he passed through the small post office near the cashier's. He was sentenced to 30 days' imprisonment, but was placed on probation. (Photo courtesy San Francisco Examiner).



“Miss Good Morning”

HER good salesmanship, attention to service details and the cordial way she greets breakfast guests earned for Mary Martin, waitress in the Mayflower Hotel's Coffee House in Seattle, the title of “Miss Good Morning” for the State of Washington in a recent contest sponsored by the Kellogg Company. As this month's Front cover girl she is shown serving coffee to Dolly Valentine, head of the Mayflower catering department.

Mrs. Martin, who has been a waitress for 17 years and has worked in the Mayflower Coffee House for two years, was one of 48 finalists in the nation-wide contest, which attracted 35,000 entries among restaurant employes. As State of Washington winner, she received a handsome clock radio and a \$25 savings bond.

In the “preliminaries” at the Mayflower, Mrs. Martin competed with three other waitresses selected by Cateress Dolly Valentine as the most promising contestants. For a period of four weeks, each girl was scored by the management and by customers, too, on salesmanship, efficiency, courtesy and appearance.

After being selected to represent the Mayflower in the “Miss Good Morning” contest, Mrs.

Martin was required to write in 50 words or less about the requisites of salesmanship and service most to be desired in a breakfast waitress. Here is the essay that won her the state prize:

“Always acknowledge presence of customer, even when busy.

“Greet with smile and cup of coffee.

“Undecided customer, suggest ‘Always Good’ Kelloggs (fruit added for extra profit).

“Club breakfasts — suggest missing item (extra profit).

“Serve well, create interest for tomorrow.

“Serve as I would like to be served — gain customer's confidence.”

Seeing Mary Martin in action, it is quite easy to understand why she was chosen Washington's “Miss Good Morning.” She creates a cheerful atmosphere for all her guests and says they invariably respond to a pleasant good morning.

“I prefer working the early hours,” she says, “because I like to start people off with good morning cheer that will last them through the day.”

Mrs. Martin got her first experience as a waitress in Fargo, North Dakota, and Great Falls, Montana, restaurants, where folks like to eat big breakfasts.

New Food Director

WILLIAM W. Shields, general manager of Hotel Bannock in Pocatello, Idaho, has been named director of food and beverages for Western Hotels Inc. and will headquarter at the Sir Francis Drake Hotel in San Francisco.

The announcement was made by S. W. Thurston, Western Hotels president, at the close of the company's quarterly operations meeting. Thurston praised Shields for accepting this newly created position and said that "Mr. Shields has done an outstanding job in every assignment since joining our company. We feel fortunate that many of our hotels will benefit by his experience and enthusiasm."

Following his appointment, Shields announced that his department will function as a service center for all 23 affiliated Western Hotels. In addition, Shields will have complete charge of food research and the big experimental kitchen in which recipes are developed and tested for use in all Western Hotels.

The new director announced appointment of Reinhold Keller, executive chef of the St. Francis Hotel, as supervising chef and Miss Greta Turnquist as supervisor of pantries. In addition, he will utilize the services of five or six other employes, selected from



WILLIAM SHIELDS

various hotels on the basis of their specialized knowledge and skills in food, beverages and related activities such as service, purchasing, accounting and statistical work.

Shields said he also plans to set up facilities for providing top flight personnel, as needed, to all 23 Western Hotels and will assist in making any changes deemed necessary in the food and beverage departments of individual hotels. His new, coordinated program will be fully outlined at a school for assistant managers in charge of food and beverages, which will be held this August in San Francisco.

A condensed sketch of Shields' activities includes graduation from Cornell University School of Hotel Administration in 1933; employment in hotels at Philadelphia, Troy and Oswego; assistant manager of the Cleveland Statler; lieutenant in the Navy with service aboard the carrier USS Franklin D. Roosevelt; assistant manager Statler Hotel in Boston and manager of the Mayflower Hotel in Seattle, where he first became affiliated with Western Hotels Inc. in March, 1946. He came to Pocatello in 1947 as manager of the Bannock and since then has made a big mark in many ways.

As chairman of the Western Hotels food committee, he helped develop the Research Kitchen and instituted central control for the company's 23 hotels up and down the coast and inland to Denver. During his tenure in Pocatello, he made the Bannock the hub of the city, the point about which most of the business and entertainment revolves. Traffic through the hotel is conservatively estimated at 2,000 persons a day.

In his new post as director of food and beverages, Shields will head up a department handling gross volume estimated at \$15 million annually.

LEAVES SPREAD IN POPULARITY

Herbert Lohmann, pastry chef of the Hotel Sir Francis Drake in San Francisco, reports that his Chocolate Leaves have been sent to every state in this country and to such far distant points as Alaska, Canada and Hawaii.

VACATIONS IN MIDWEST

Miss Lorraine Koenig, reservation secretary of the Hotel Sir Francis Drake, flew east June 5 to spend her vacation in Chicago and St. Paul, Minn. It was her first trip back to the Midwest since she came to San Francisco three years ago.

BECOMES GRANDFATHER

J. H. Schuyler, assistant manager of the Hotel Sir Francis Drake, became a proud grandfather June 1 upon arrival of an 8 lb. 4 oz. boy.

FLASH! FINANCE TEAM SECOND

Just before going to press, Front! was advised that the American team of chefs led by Charles Finance, chef of the Hotel Mayfair in Los Angeles, placed second in the International Cookery Exposition held in Berne, Switzerland. A complete resume of the international cooking rivalry will be published in the next issue of this magazine.



ADDITION TO BANNOCK. Above is the new addition to the Hotel Bannock in Pocatello completed last year. The main hotel building is the taller structure in the background.

Wright Manages Bannock



APPPOINTMENT of Walter S. Wright as manager of the Bannock Hotel in Pocatello, Idaho, has been announced by S. W. Thurston, president of Western Hotels, Inc.

Wright, who previously managed the Marcus Whitman Hotel in Walla Walla, Washington, succeeds William W. Shields at the Bannock following the latter's appointment as food and beverages director for Western Hotels, Inc. Shields will headquarter in San Francisco.

After taking courses at Oregon State College, University of San Francisco and University of Washington, Wright assisted his

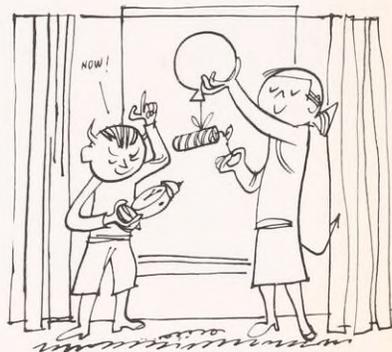
father at the Leland Hotel in San Francisco, then interrupted his hotel career to serve with the U.S. Marine Corps during World War II. After his service discharge in 1946, Wright worked for a year at the Roosevelt Hotel in Seattle and a year as manager of the Willapa Hotel in Raymond,

Washington. In 1948, he became manager-lessee of the Emerson Hotel in Hoquiam, Washington, and served in that capacity for five years. He joined Western Hotels, Inc. in 1953 as manager of the Marcus Whitman.

He is married and has three children, Larry, Cathy and Bruce.

FAMILY PLAN GOES BOOM AT MAURICE

Children on the Family Plan got a big "charge" out of the Hotel Maurice in San Francisco during Fourth of July week. Some urchins took a huge firecracker, attached it to a balloon, lighted it and watched the sputtering firecracker float down and go off with a roar over the dining room skylight. The explosion ripped a hole in the glass, shattered the nerves of guests having a leisurely breakfast below. There's nothing like a Family Plan.



MAID AT MAURICE MYSTIFIED

Early one morning, an agitated maid at the Hotel Maurice in San Francisco put in a hurried call to the housekeeper to report that someone had just checked out of Room 509 and had stolen both faucets. The mystery was quickly solved when the engineer disclosed he had removed both faucets to do some repair work in the bathroom. "At least we have watchful maids!" commented Alex F. Hoffer, hotel manager.

ADVANCES AT NORTHERN

Art Chapman has been named purchasing agent and beverage controller of the Hotel Northern in Billings, Mont. He was formerly desk clerk and storeroom supervisor at the New Washington in Seattle.

CHINNICK TO NEW WASHINGTON

Steve Chinnick is the new purchasing agent and beverage controller of the New Washington in Seattle. He recently transferred from the Cascadian in Wenatchee, where his duties involved food and beverage control. At one time, he was desk clerk of the Benjamin Franklin.



How do you feel when the hotel door closes?

When the bellman closes the door and you stand alone surrounded by the four walls of your hotel room, do you feel warm and welcome? It might easily depend on the color of the walls, the softness of the carpet or design of the furniture, for psychologists tell us that all these things affect your disposition. That's why we engage the best decorators in the country to work out carefully coordinated color schemes for our rooms . . . why we've redecorated them at the rate of a thousand or more a year since the end of the war. Such accommodations plus free Western "Hoteletype" Reservations service and tested recipes from our Research Kitchen are tangible expressions of the "western" hospitality that awaits you at every Western Hotel.



WASHINGTON: SEATTLE, *New Washington, Benjamin Franklin, Roosevelt, Mayflower*
SPOKANE, *Davenport*, TACOMA, *Winthrop*
WENATCHEE, *Cascadian*, BELLINGHAM, *Leopold*
WALLA WALLA, *Marcus Whitman*

CALIFORNIA: LOS ANGELES, *Mayfair*
SAN FRANCISCO, *Sir Francis Drake, Maurice*
PALM SPRINGS, *Hotel the Oasis*

OREGON: PORTLAND, *Multnomah, Benson*

UTAH: SALT LAKE CITY, *Newhouse*

COLORADO: DENVER, *Cosmopolitan*

MONTANA: BILLINGS, *Northern*

IDAHO: BOISE, *Boise, Owyhee*

PUNATULLA, *Barrock*

BRITISH COLUMBIA: VANCOUVER, *Georgia*

San Francisco, St. Francis, Affiliated

S. W. THURSTON, President • Executive Offices: New Washington Hotel, Seattle

WESTERN HOTELS ADVERTISING . . .

Here is the first advertisement in the new Western Hotels series running in *Sunset*, *Time* and other national magazines. Its purpose is to let the guest know that Western Hotels staff members know and understand his problems and are striving constantly to do something about them.



Clerk Turns Professor

WHEN 20 top students from the Washington State College Hotel Administration Department “took over” the Davenport Hotel in Spokane a few weeks ago to put in practice techniques they have learned in classes, they found an eager alumnus on hand to give them first hand instruction. Davenport Clerk Warren Anderson, a Hotel Administration graduate of WSC, is pictured here supervising student clerks Bob Lloyd (in dark suit) and Bob Wilson as they registered “Guest” Al Solomon.

Anderson comes from a hotel family. His parents still own and operate a hotel in Montana, his brother is manager of the Sillman Hotel in Spokane and Warren, in his own right, has managed some of the finest hotels in the Far East for Uncle Sam. He was called into service in 1951 following his graduation from college and managed three Japanese hotels (the Nikko Kanko, Fujiya and Fuji View) before spending the rest of his service days in Korea. After his discharge in 1953, he came directly to the Davenport. His chief hobby is entertaining and his specialty is being a mimic. Anderson has mastered several voices—and, his job.



WINS FUR-LINED TROPHY. George Marble, manager of the New Washington and captain of the defeated Seattle team, presents the Challenge Trophy (a genuine fur-lined commode) to Scotty Myles, manager of the Winthrop and captain of the victorious Tacoma team.

Winthrop Wins Trophy

EVERY trick of “gamesmanship” was brought into play June 24 when the Winthrop’s seven-man golf team took on the four Seattle hotels in the first inter-city Challenge Match, played at Rainier Golf Club in Seattle. In a thrilling nip and tuck duel, with the issue in doubt right up until the last hole, the Winthrop devotees squeezed out a narrow two-point victory over the Seattleites. The final score was Winthrop, 727; Seattle, 729.

The Seattle Western Hotelites had confidently issued the challenge. The Winthrop team, however, led by jauntily-bereted Manager Scotty Myles, set up an incentive program of its own that unnerved their northern opponents. They awarded a box of golf balls to the player on their own team who took closest to the pin on the first par-three hole. John Mangini won this one by bouncing to within 10 feet of the cup.

Seattle, however, uncorked a



INTER-CITY DUELISTS. Above are the two seven-man golf teams who represented the Winthrop Hotel versus the four Seattle Western Hotels. Back row, from left, Walt Andrews, Winthrop; Harry Berg, Winthrop; Joe Mogush, Benjamin Franklin; George Marble, New Washington; Howard Johnson, Mayflower; Chuck Indermuehle, Winthrop; John Tallariti, Winthrop; John Mangini, Winthrop. Front row, from left, John Hickman, Western Hotels; Al Hawney, Mayflower; Carl Hudgens, Roosevelt; Don Utley, New Washington; Jim Cruise, Winthrop; Cy Braden, Western Hotels; Scotty Myles, Winthrop.

secret weapon of its own when Howard Johnson slipped Jim Cruise a golf ball that exploded when he struck it . . . and so it went all down the fairway. Best performance of the day was turned in by George Marble, manager of the New Washington, with low gross of 77. Low-scorer for the Winthrop was John Tallariti with an 86. He won the

fourth flight of the Tacoma city amateur championship last year.

The two teams were scrapping for one of the most splendid trophies in golfing history—a genuine fur-lined commode obtained by Cy Braden, Western Hotels personnel manager in Seattle. It will be a perpetual trophy, remaining in a “place of honor” in the victorious hotel until the next match is played.

Bus Boys with Balance

THE better bus boy is sure of foot, steady of hand.

With these as standards, Miss Dolly Valentine, catering manager at the Mayflower, has two of the best boys any restaurant operation could want, because cousins Fred E. Brockman (head down at left) and Fred A. Brockman (pictured right) are masters in the art of balance. They are shown here with their high school athletic instructor in a difficult tumbling pose.

The Brockman cousins attend Queen Anne High School in Seattle, and have worked part-time at the Mayflower for three years. They hope, barring military interruption, to continue learning more and more about the hotel business both at school and through practical application at the Mayflower. And, who's to say? Their tumbling prowess may come in mighty handy during a possible future career in hotel work.



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Baronettes Roll Into Money

WAITRESS Edna Oliver again demonstrated she is one of Oregon's outstanding woman athletes by leading the newly organized Multnomah Hotel's bowling team to seventh place in the Oregon State tournament this May. The team, recruited from hotel employes and known as the Multnomah Baronettes, won second place in the Portland women's league in its first year of competition, then placed seventh among 40 teams in state competition. Sharing \$48 in prize money were the following team members in group picture: (Top row, left to right) Loretta Nelson, Louise Matheson and Captain Edna Oliver; (bottom row) Nellie Duncan and Mary Belle Leathers. Captain Edna, who has won honors as a swimmer, sharpshooter, foot racer, hurdle jumper and volley-baller, hopes to pilot the Multnomah Baronettes into first place next year.

Lobby Leads Double Life

WHILE a lobby may set the "tone" of a hotel, it seldom plays sweet music into the cash register in proportion to the space it occupies. The bigger the lobby, the bigger this problem becomes. This is the story of how one Western Hotel is turning unproductive lobby space into an asset.

Every 10 days or so, the sedate, ornate lobby of the Davenport Hotel in Spokane springs to life and teems with activity as lounge chairs and davenports are spirited away to make room for huge, overflow banquet crowds.

For example, on June 3 the Davenport smoothly and efficiently served lunch to 862 persons in its mammoth lobby—and it has at times served more than twice this number. The luncheon, sponsored by the Spokane Chamber of Commerce and five downtown service clubs, was in honor of famed industrialist Henry J. Kaiser, who had come to Spokane for a meeting of directors of the Kaiser Aluminum and Chemical Corporation, which he heads. In addition to the luncheon guests, an additional 200 spectators were accommodated with ease by the hotel.

No error of any consequence was made in the entire serving and numerous letters have been sent to Gordon Bass, manager, expressing praise for the capable

manner in which the Davenport handled this affair.

One of the reasons for such smooth service is the ability of nimble hotel employes to transform the lobby into a banquet hall. The largest function ever held in the lobby was a dinner given two years ago in honor of the late Senator Robert Taft. At this dinner, a record 2,194 persons were served. In addition, another two or three hundred persons crowded into the lobby to hear Taft speak.

LOBBY DANCE

The Davenport, which was one of the first hotels in America to utilize its huge lobby for banquets, chalked up another "first" this May during Lilac Festival Week with the biggest lobby dance ever held in a Western Hotel. Over 2,000 persons attended the Lilac Coronation Ball. The front of the hotel looked like a Hollywood star-studded premiere with searchlights, white carpet carpet from curb to entrance, TV camera coverage and hordes of eager sightseers. Inside the hotel and the lobby, hundreds milled on the dance floor and many receptions and parties took place on the mezzanine. At coronation time, 46 visiting queens were introduced and flanked the stage and throne to make up the court for the Lilac queen.



OVER 1,000 IN LOBBY. The Davenport hotel served lunch to 862 persons in its lobby, and that number, plus an extra 200 who did not eat, heard famed industrialist Henry J. Kaiser speak in Spokane.



BIG BED FOR BIG STAR. Motion picture star Gordon MacRae arriving at the Davenport for Lilac Festival stadium show. A king size six foot eight inch bed was provided for him. Commented MacRae: "It was the best night's sleep I've had in my trouping career."



GREET'S 2,000 GUESTS. Lilac Queen Rosemarie Thomsen approaching throne in the grand march of the Lilac Festival coronation ball held in lobby of the Davenport Hotel.



HONOR BOISE HOUSEKEEPER. Mrs. Gladys Lytle, housekeeper of the Boise Hotel, received a happy surprise May 13 when 23 co-workers in the housekeeping department gave a birthday party for her in the maids' dining room. Mrs. Lytle is third from left in front row of the picture taken at the party.

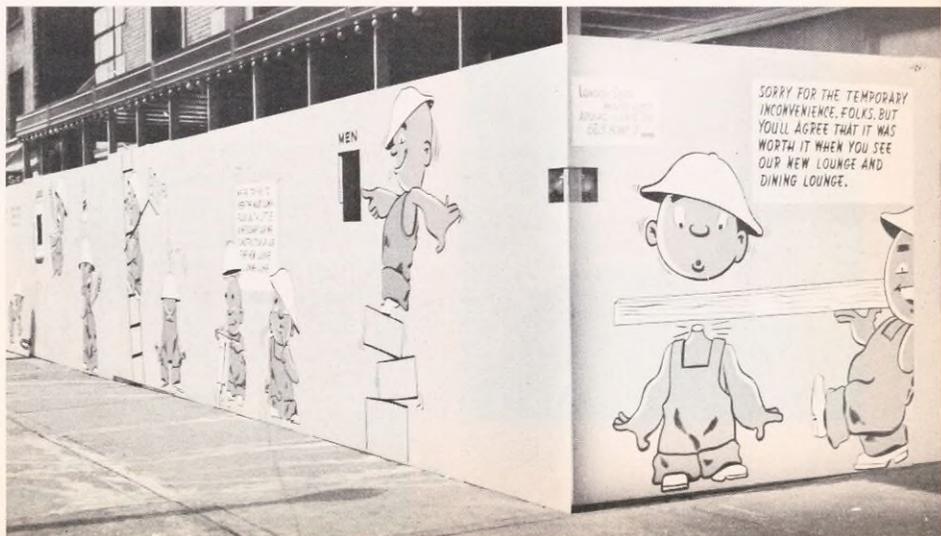


NEW DECOR AT DRAKE. The newly decorated Monterey Room at the Sir Francis Drake has an interesting color scheme. Devised by Decorator Gardner Dailey, it consists of pale yellow walls, light yellow carpet, mustard drapes, ebonized wood and dark green chairs and divans.



NEW GEORGIA EMPLOYEES. Recent additions to the Hotel Georgia staff in Vancouver, B.C. are Denise Dent (at left), who is assisting in reservations, and Jean Hogg (at right), mail clerk. Another new employe is Lorraine Weselowski, who replaced Anne Herron as front office cashier when the latter had to leave for health reasons.

GEORGIA EXCITES CURIOSITY. While construction of a smart new cocktail bar and dining lounge is in progress at the Hotel Georgia in Vancouver, B.C., this clever barricade has been arousing the curiosity of passersby. At far end is a peekhole for the ladies, done up as a picture frame. The fountain and coffee shop were closed early in June and service has been set up in the Wedgwood Room. The new lounges are scheduled for completion by the end of July.





Gun Room Opens in Denver

... and Waitress Gets Medal

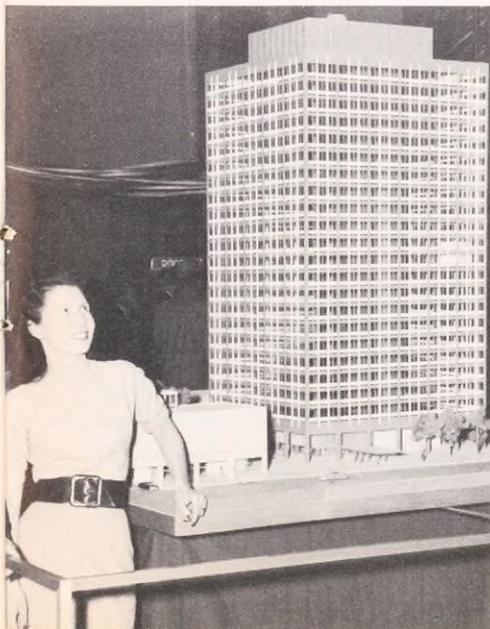


SHORTLY after the Cosmopolitan Hotel in Denver opened its new Gun Room in April, Waitress Myrna Garner added the first new trophy. Her target was the "Queen of Trays" contest sponsored by a Veteran's Association in which Miss Garner scored fifth among 57 contestants and was awarded a bronze medal.

The new Gun Room has a treasured display of antique firearms on its panelled walls of hand rubbed walnut. Other parts of the room, not visible in photograph, are decorated with exotic plantings and pictures of wild-life. Exquisite lighting effects and luxurious sound-muffling carpets add an atmosphere of striking beauty to the new dining room.



"HE'LL DO" . . . AND SO WILL SHE. Perched prettily astride "He'll Do," trick horse owned by J. Lloyd Gibson, North Denver rancher, is Edna Dodd, one of the Dodd sisters who plays the Hammond Organ each evening in the Imperial Room and Gun Room of the Cosmopolitan Hotel. On the right is Harold Copeland, governor of the 25th District of Optimist International, which had its convention at the Cosmopolitan May 20, 21 and and 22. On the left is Ray E. Baker, executive assistant manager of the hotel, who is a member of the Mile High Optimist Club.



\$15 Million Neighbor

Displayed in the lobby of the Cosmopolitan Hotel is this \$4,000 model of the new 23-story Mile High Center Building, which is under construction in Denver at a cost of \$15,000,000. Similar in many respects to Rockefeller Plaza in New York, it is being built entirely of glass, cast aluminum and porcelain enamel. The new edifice, which will be one of the tallest in the West, is located one block from the Cosmopolitan and on the same street. Ruth Berry, cashier, is standing next to the model, which was constructed to perfect scale by Charles Sink, Denver architect.



TV "CHEF OF THE WEEK." Lai Lee, table captain of the Benjamin Franklin's new Outrigger restaurant in Seattle, is shown rehearsing with Connie Page, "Home Show" director, prior to his appearance as "chef of the week" on KTNT-TV, Tacoma, Wash. Lee, who had several years of schooling in Trader Vic cookery, came to Seattle from San Francisco when the new Outrigger was opened this spring. A few weeks later DOLLY VALENTINE (Picture on Front's cover) also appeared on the program to give the woman's angle to hotel cooking. Dolly explained how Western Hotels developed its remarkable salads and actually showed housewives how they could make them.

TWO NEW CLERKS AT BOISE

New clerks recently added to the Hotel Boise staff are Jack Hyder, who transferred from a position as manager of the French Bar, and Lee Shoemaker, who formerly worked at the Ridpath Hotel in Spokane before serving in the U. S. Navy.

MAYFAIR IMPROVEMENTS

Recent improvements at the Hotel Mayfair in Los Angeles include an addition to the parking lot and redecoration of the Sundeck with grape stake redwood fence and plantings.

Livens "Graveyard" Shift

THE "graveyard" shift at the Hotel Mayfair in Los Angeles becomes one of the liveliest in the hotel world when William Pollard goes on duty as night elevator operator. Bill is an entertainer, 64 years old, and has been on the stage for 56 consecutive years.

Pollard has played all over the world and has appeared in burlesque, vaudeville, night clubs, motion pictures and Broadway musical comedies. You may recall having seen him on the screen with such famous stars as Eddie Cantor, Shirley Booth, Marie Dressler and Charles Ruggles. On May 29, Pollard appeared on "You Are Never Too Old," a CBS television show. His act was judged best, and he was called back the following Saturday night as featured act on the same show.

Although Bill has given up the stage as a means of making a living, he still has numerous club dates in Los Angeles. He generously contributes his services for benefit performances and does his stunts free of charge for organizations such as the American Legion. During his long career in show business, Bill Pollard has had many ups and downs—and he recalls that the going was mighty tough at times. He is content now to confine his ups and



downs to the hotel elevator, and has a very happy time serving guests. He gave the Mayfair and Western Hotels several good "plugs" during both of his appearances on the nationwide CBS television show.



NEW FOOD STAFF AT NEWHOUSE: Chef Louis Capilla, Banquet Manager Harold Swanson (at extreme left), Catering Secretary Betty Anderson and Stewart Russell Dutson.

Replace Newhouse “Grads”

QUIETLY and with little fanfare, the Newhouse Hotel in Salt Lake City apparently has become a “training school” for Western Hotels’ food executives.

First to “graduate” was Ed Forster, who transferred to the Cosmopolitan in Denver as assistant manager in charge of food and beverage. Next to leave was Chuck Comstock, who became manager of the Cosmopolitan’s new Gun Room. A short time

later, Ray Dodge shifted to the Cascadian in Wenatchee as assistant manager of food and beverage. And the most recent graduate is Chef Walter Roth, who has become chef of the Sir Francis Drake in San Francisco.

All this means that in recent weeks the Newhouse has had to make a complete changeover in its catering department, including chef, catering secretary, banquet manager and steward.

The new chef, Louis Capilla, received his early training at the Hotel Shelby in Detroit and later spent two years in the exclusive Detroit Yacht Club. He also worked at the Biltmore in Daytona Beach, Florida. Capilla became affiliated with Western Hotels at The Oasis in Palm Springs in November, 1952, and moved to the Hotel Newhouse as Sous Chef in May, 1953.

Betty Anderson, new catering secretary, is a native of Salt Lake City and attended L.D.S. Business College and the University of Utah. She worked for the Eimco Corporation and the Wheeler-Kershaw Company after a brief California interlude in 1945.

Harold Swanson is the new banquet manager. He was trans-

ferred from the Cascadian in Wenatchee, where he worked for a year in the front office and catering department. Prior to joining Western Hotels, Swanson spent four years in the U. S. Navy with the Atlantic Fleet and was discharged in 1951. He attended North Dakota State College and Wenatchee Junior College, and is thoroughly convinced that hotel business offers a bright future for an up - and - coming young man.

Russell Dutson, new steward, started his hotel career in January, 1950, as a bellman at the Newhouse. He entered the army in 1951 and returned to the Newhouse as bell captain after his service discharge in September, 1952.

BELLMAN KNIGHTED. Hans Rampmeier, bellman at the Multnomah Hotel, is shown being "knighted" by Jan Markstaller, queen of Portland's Rose Festival. During the six-day festival, only two persons received this high rank. "Sir" Hans proudly wears seven service stars, each representing five years of service. He is often referred to as the "Seven Star Admiral."



Rises . . . via Elevator

NEXT time you hear someone toss a bright remark at the elevator operator about "That's how to get up in the world," you will know that it does happen . . . because it's taken place four times at the Newhouse Hotel in Salt Lake City.

Shirley Brown, new reservation secretary, is the fourth graduate from Joe Folca's elevator staff who has advanced to a better position at the Newhouse in the last two years. Shirley hails from Star Valley, Wyo., where she was born in 1935.

During her sophomore year in high school she came to visit her grandfather, Lyle Millward, who operates the Newhouse freight elevator. Through Lyle's recommendation, she was hired by Folca to operate one of the hotel elevators during the summer months. Upon graduating from high school, she returned to the Newhouse as a permanently-employed elevator operator. She then was advanced to desk clerk, and did such an outstanding job



SHIRLEY BROWN

that she was placed in charge of reservations and now operates the TWX. Shirley is very talented in music and plays the piano exceptionally well.

NEW COSMOPOLITAN CONTROLLER

John Cameron has taken over duties as food and beverage controller at the Cosmopolitan Hotel in Denver. He spent two years at the University of Denver Hotel School and later worked at many fine hotels, including the Palmer House in Chicago, Colony Plaza in Boston, New York Statler, Cleveland Statler and Teller House in Central City. Between his new job and his two sons, aged 18 months and 3 months, Cameron figures he has plenty to keep him busy.



Tribute to a Telephone Operator
"Good morning, it's eight o'clock!!!"
 (By G. Dunn, Winthrop Hotel)

WINTHROP HONORS STUDENTS

Manager Scotty Myles hosted his second annual honor student banquet in the Wedgwood Room of the Hotel Winthrop late in March. The dinner recognized Tacoma high school students with a grade average of 3.5 or more and included an inspection tour of various departments. Manager Myles said he plans to make this an annual affair.

MAYFAIR MANAGER HONORED

Fred Norman, resident manager of the Mayfair in Los Angeles, recently was honored by election to the board of governors of Charter 30, Greeters for Southern California, which is the third largest charter in the world and has a roster of 300 members.

Where Hospitality Begins . . .



The first impression a guest receives about a hotel is usually given by the bellman who greets him when he arrives, and that first impression often lingers the longest. So says David Smith, bellman at the Roosevelt in Seattle, and one of Western Hotels' foremost authorities on the subject.

Smith started at the Roosevelt 14 years ago and found he enjoyed serving the public so much he just never left. "I find all the excitement I need in just taking care of people," says Smith. "For relaxation I do a little gardening . . . flowers mostly." He is a confirmed bachelor but owns his own home and has a special interest in raising chrysanthemums.

Born in Nebraska, Smith moved with his family to Idaho where he attended school. He later moved to Seattle and attended Roosevelt High School and liked the name so well he joined the staff of the Roosevelt Hotel where he has been ever since except for a period from 1942 to 1946 when he served with the artillery in the army during the war.

ORGANIZE IDAHO CREDIT UNION

The new credit union organized in March at the Hotel Boise now has 117 members. It includes employes of the Hotel Boise, Hotel Owyhee and the Troy Capitol Laundry and Dry Cleaners and is known as Associated Industries Credit Union.



NEW STEWARD AT OWYHEE

New commissary steward at the Hotel Owyhee is Paul Barrett, who recently moved to Boise from Sun Valley. Barrett previously was employed as superintendent of service at the Sun Valley Commissary and as manager of the cocktail lounge of the Grand Canyon Lodge on the North Rim. Mrs. Barrett, who had been teaching at Ketchum, moved to Boise at the expiration of the school year. The couple has one child.



JOINS ST. FRANCIS STAFF

Appointment of David N. Plant (left) as assistant manager of the St. Francis Hotel in San Francisco, has been announced by Dan E. London, managing director. Plant will be active in business development for the hotel. He had previously served for three years as secretary-treasurer of the Plant Shipyard in Alameda in charge of industrial and public relations.



LEOPOLD BELL CAPTAIN

Art Hawkes, who recently transferred to the Newhouse in Salt Lake City from the Leopold in Bellingham, has been promoted to bell captain of his shift. Hawkes was born in Mt. Vernon, Wash., and worked as bellman part time in the Leopold while attending high school. He served in the army during the war and recently completed a second two-year hitch in Turkey.

Kelly Gets Office

AFTER sharing the lobby desk of his assistant manager, V. G. Nikitas, for almost two years, Manager A. J. Kelly of the Hotel Owyhee in Boise finally has an office of his own. It came about as part of the remodeling done at the Owyhee, which included conversion of the old lounge into office space for insurance and sewing machine companies. The hotel is planning to build a new floor downstairs for its bake shop.

Along with his new office, Manager Kelly acquired a new secretary. She is Mrs. Kaye Spicka, who for the last three years had been employed as secretary to the curriculum director of the Idaho State Department of Education. She is the mother of three



MRS. KAYE SPICKA

children. Mr. Spicka is passenger representative of the Union Pacific Railroad. They have resided in Boise for the last 18 years.

GEORGIA CLERK WEDS

John Kilsdonk, room clerk of the Hotel Georgia in Vancouver, B. C., recently returned from a three-week honeymoon to Calgary with his bride, the former Rachel Biggs.

NEW OWYHEE HOSTESS

New hostess in the dining room and coffee shop of the Hotel Owyhee is Mrs. Ruth Gause, who had previously worked at the Hotel Boise and at the Stockman's in Elko, Nevada. Mrs. Gause has lived in Boise since May, 1943. Her husband is an insurance salesman.

YOU CAN'T WIN

Otto Krause, room clerk at the Hotel Maurice in San Francisco, had a prospective guest ask him to explain the Family Plan. Krause supplied customary information that "There is no charge for children under 14 years, when occupying the same rooms with parents." The inquirer thought this over for a minute and replied, "That's very nice, it sounds all right — and that includes meals, too, doesn't it?" As Krause went into a detailed explanation, he muttered under his breath, "You can't win."



Stirrup Room Scores Again

FOR a second consecutive year, the Multnomah's famous Stirrup Room has been selected by Holiday Magazine as one of the 75 most distinctive dining establishments on the North American continent. Bob Lindquist, manager of the hotel, is shown accepting the citation from June Brune, Stirrup Room waitress, who dispenses the culinary and liquid delights that have gained widespread fame for the Multnomah Hotel among travelers. No other restaurant in Oregon is on the Holiday Magazine honor roll, which includes such famous names as Antoine's in New Orleans, the 21 Club in New York, the Pump Room in Chicago and Trader Vic's in San Francisco.

Honor 8 at Leopold

SERVICE award pins were presented to eight employes of the Leopold Hotel in Bellingham March 26. Shown here are more than 30 long-time members of the Leopold staff enjoying the annual banquet hosted by Manager John C. Pierce, second from right in picture.

Recipient of the coveted 25-year pin was Chrissie Crandall, first lady extreme right of picture. Awarded the 15-year pin was Hulda Montgomery, shown head of first row at left. New five-year pins were given to Borg-hild Larsen, Ethel May Schrupp, Ellen Porter, Julia Hind, Ralph Williams and Gust Lund.

Edward E. Carlson, executive vice president of Western Hotels, third from left, and Vice Presi-

dent Lynn P. Himmelman, extreme left, addressed the group. Entertainment was provided by a quartet from Western Washington College of Education.

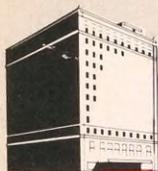
Other Leopold employes at the banquet—most of whom had qualified for service award pins in previous years—were Thomas Feenstra, George Newman, Ephriam Strand, Elvira E. Graves, Greg Martinez, Lissa Dillabough, John Garrow, Frances Erickson, Mrs. A. L. Haugness, Julia Park, Ada Jewell, Klara DaZelle, Bernice Hicks, Mary McLeod, Lillie Angerman, Martha Edgbert, Elizabeth Shultz, Kristine Larsen, Lorraine Inama, George Chartier, Fred Philbrick, William Morrill, Ernest Erickson and Bertha Merrill.





Prize Catch in Denver

THESE prize winning rainbow trout weighing 5 lbs. 8 oz., 5 lbs. 4 ozs., and 3 lbs. 8 ozs., were caught at Granby Dam in Colorado May 31st by three Cosmopolitan Hotel employees. Proudly displaying their catch are Virgil Kidwell, head valet, (at left), and James Kent, head bellman. Kent is holding one of the fish caught by Lou Babulak, bellman, who didn't get into the picture but got into the prize money by winning a \$30 sleeping bag in a fishing contest sponsored by the Rocky Mountain News and one of Denver's leading sporting goods companies. Kent received a \$50 eiderdown jacket and Kidwell was awarded an outdoor charcoal grill. All three used night crawlers as bait.



GEORGIA
Vancouver, B.C.



LEOPOLD
Bellingham, Wash.



NORTHERN
Billings, Mont.



ROOSEVELT
Seattle, Wash.



MAYFLOWER
Seattle, Wash.

WASH.



NEW WASHINGTON
Seattle, Wash.



BENJAMIN FRANKLIN
Seattle, Wash.



DAVENPORT
Spokane
IDAHO



CASCADIAN
Wenatchee, Wash.



MARCUS WHITMAN
Walla Walla, Wash.

MONT.



WINTHROP
Tacoma, Wash.



COSMOPOLITAN
Denver, Colorado



BOISE
Boise, Idaho



OWYHEE
Boise, Idaho

ORE.



BENSON
Portland, Oregon



BANNOCK
Pocatello, Idaho



NEWHOUSE
Salt Lake City, Utah

CALIF.

UTAH

COLO.



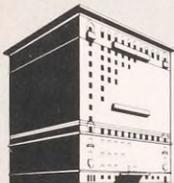
MULTNOMAH
Portland, Oregon



HOTEL THE OASIS
Palm Springs, Calif.



SIR FRANCIS DRAKE
San Francisco



MAURICE
San Francisco



WESTERN
W
HOTELS
INC.

MAYFAIR
Los Angeles

Dine better, Sleep better at a Western Hotel