



New York hotel

At some yet undetermined day in 1977, WIH will "open" on New York's Broadway with one of the most spectacular attractions ever to hit the world famed Times Square area.

Opening, will be the doors of New York's tallest (54-stories), and second largest in number of guest rooms (2,020), convention hotel. And it will proudly bear the WIH banner!

Most impressive will be the hotel's design concept presentation. It was designed by internationally acclaimed architect/developer John Portman, who is also the designer of two other WIH hotel projects -- the Peachtree Plaza in Atlanta and the Detroit Plaza in Detroit.

The hotel will have two parallel major wings running east and west facing 45th and 46th streets and Broadway. Between the wings will be vast central atrium spaces like those that distinguish a number of other Portman designed hotels.

Pedestrian entrances will lead into an expansive street level plaza. Facing Broadway on this street level will be a bronzed-glass enclosed sidewalk cafe. Beneath the entry plaza a 1,050-seat legitimate theatre is planned, and on the five floors below this will be parking for 400 cars.

Immediately above street level will be seven levels of retail shops set within tree-scaped terraces. A ninth floor terrace, extending the full length of the hotel, will link to a revolving cocktail lounge for 120 persons, which will extend

out from the building overlooking Broadway.

An exhibition hall, on the 10th floor will provide 24,504 square feet of display space. On the 11th and 12th floor will be a balconied ballroom that will seat 3,000 for dinner or 4,000 for a meeting. Also on the two ballroom levels will be 26 meeting rooms, most will have movable walls and can become part of an expanded ballroom.

At the registration lobby, on the 13th floor, will be a sidewalk cafe, a coffee shop, an entertainment lounge, a cocktail lounge and stand-up bar. On a mezzanine above the registration lobby will be a gourmet restaurant, a bar and a night club.

Above will be 35 floors of guest rooms, all opening onto balconied corridors around an atrium.

At the top of the hotel will be a sky level cocktail lounge, seating 135. One flight of circular stairs below it will be a revolving restaurant, seating 344. Both will be within a bronzed-glass penthouse.

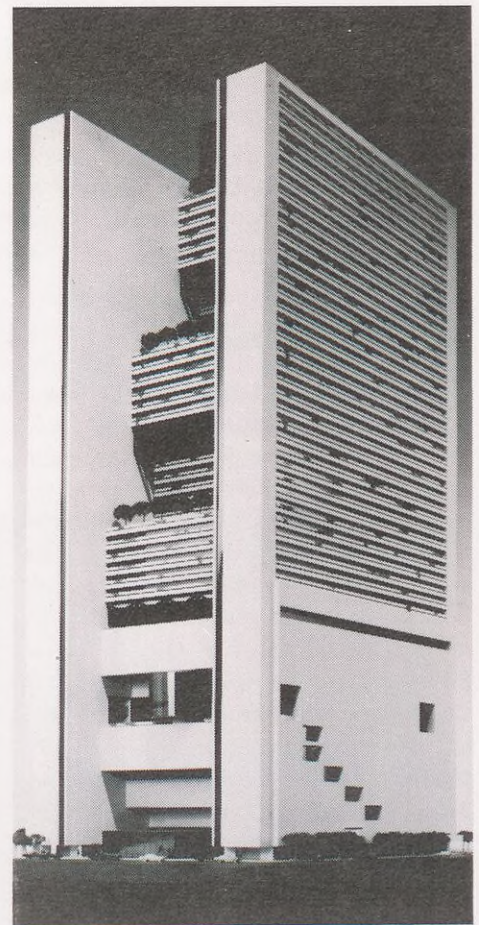
The extensive use of glass, skylights, terracing and landscaping will create an atmosphere of airy spaciousness -- a sense of closeness with nature blending with exciting architectural concepts. It is an atmosphere that will extend throughout the hotel structure dramatically visualized by guests as they ride on any one of the twelve glass-cab elevators that service the various levels of the hotel.

The elevator rides promise a unique adventure in themselves. Starting at grade level, the elevators shoot through a large pool of water into the retail atrium. At the thirteenth floor, these glass-cab elevators again pass through another large pool of water to reach the lobby.

Construction of the \$150-million building is expected to begin early next year.

On the occasion of the hotel's press announcement ceremonies on July 11, WIH Chairman L. P. Himmelman remarked, "We have always wanted to operate a major hotel in this city. We have waited for the right opportunity. This is it."

... 'this is it!'



Exterior view (architects model)

front!

A monthly publication for the
employees of

Western International Hotels
Editorial, Offices

2000 Fifth Avenue, Seattle, Wa. 98121

Gabe Fonseca.....Editor
LITHO IN U.S.A.

COMINGS AND GOINGS

Transfers

Cornelis Sint-Nicholaas from the Carlton House (Pittsburgh) to executive chef of the Mayflower • **Ron Spellacy** from Washington D.C. regional sales to Anchorage Westward director of sales • **Fred Kraus** from the St. Francis to WIH financial services division as analyst • **Ricardo Bonilla** from the Century Plaza to assistant controller for the Crown Center • **Edward Mulvey** from the Cosmopolitan to the Crown Center as Trader Vic's chef • **Tony Marble** from the Houston Oaks to the Mayflower as front office manager • **Rennes Alamsjah** from the Bonaventure to the Bayshore Inn as room clerk.

In Hotel

At the Calgary Inn **Richard LaRose** is promoted to building superintendent • At the Olympic **Herman Holland** to banquet captain and **Louis Zalejak** to Golden Lion manager • At the Anchorage Westward **Garrett Gaines** to banquet head houseman and **Kathy Green** to payroll clerk • **Jerry Boguskie** is promoted to national sales manager at the Houston Oaks • At the Bonaventure **Alice Brayton** and **Therese Cyr** to floor housekeeper, **Robert Lemieux** to assistant banquet manager, **Louise Valois** to executive assistant housekeeper, **Ernie Schwarz** to Le Portage manager, **Abel Ghyati** to Le Portage assistant manager, **Richard Dubuc** to assistant room service manager.

International

(WIH de Mexico)

Nick Van der Vaaij appointed F&B manager of the Camino Real, Puerto Vallarta • **Luis Da Silva** to F&B manager of the Alameda • **Jorge Pablo Tomaz** to maintenance manager of the Camino Real,

(Continued on page 8)



Executive Offices Report:

Increasingly, we are hearing -- and using -- the phrase "quality of life."

The phrase reflects a growing awareness of the changes that are taking place in our basic values and attitudes. Among other things, it includes a concerned awareness of quality in the things we buy, the services we pay for, and in our human relation attitudes.

We are becoming more insistant in "getting our full money's worth", as it were, whether it's buying a bar of soap, having our car serviced, or receiving response satisfaction when dealing with others.

This quality of life concern involves all of us, as individuals and as business enterprises. Certainly it applies to the hospitality industry. And most certainly with Western International Hotels. We have built our reputation based on quality awareness. We have expressed it in establishing and continually striving to maintain only the highest of standards in all our operations.

The quality standards of our facilities, our food and beverage operations, our people and the services they perform, is our quality of life commitment to our guests. We believe it is a commitment in which we can all take pride. Now, more than ever, quality must be our precept -- our watchword.

LYNN P. HIMMELMAN
Chairman and Chief
Executive Officer

GORDON BASS
President

Correspondents

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

Anchorage-Westward, Linda Besse; Antlers Plaza, Marilyn Crawford; Bayshore Inn, Barbara Danuke; Benson, Nelvia Turner; Bonaventure, Leona Dureau; Calgary Inn, Jo Anne Revell; Camino Real-San Salvador, Ana Elena Steiner; Carlton, Zona Visser; Century Plaza, Charlene Chabin; Crown Center, Carlin Grant; Continental Plaza, Audri Adams; Cosmopolitan, Janey Fisher; Houston Oaks, Becky Bratton; The Mayflower, Larry Stephan; The Miramar, Edward Y. Hsu; Miyako S.F., Kristina Templeman; Olympic, Fran Vitulli; Prince Hotels, Y. Sekiya; St. Francis, Sharyn O'Reilly; Shangri-La, Harry Crabb; Space Needle Restaurant, Sandy Rogers; Washington Plaza, Nancy Wendler; Winnipeg Inn, Al Rennie; WIH de Guatemala, Mary Lina Ruiz-Ciani; WIH de Mexico, Carolina Mijares; WIH Executive Office, Dorothy Stauffer; Western Service, Rose Snaffer; WIH Credit and Accounting, Ken Williams.

Employees are Bruce Pierce Scholarship Award Winners

For the first time, within the last several years anyway, both of the annual Bruce Pierce scholarships were awarded to currently employed WIH members. (For the past several years at least one winner, and often both winners, qualified for the awards as the son or the daughter of an employee.)

The two employee scholarship winners are **Don Kiser**, houseman at the Mayflower Hotel and **Christine Leggett**, PBX operator at the Washington Plaza.

Don Kiser joined the Mayflower staff as a full-time houseman in June of last year. Four months later he adjusted his schedule to a part-time basis when he took on a second part-time work-study job at the Howard University post office. Don is presently in his third year at Howard University where he is majoring in pre-med with a minor in zoology. His ultimate goal is to enter the medical field as a physician.

Don was born in a rural Alabama community, the oldest of eleven children. Throughout his schooling he has maintained an above average grade level. In high school Don was a member of the senior honor society and received academic awards in biology and general sciences. Active in school affairs, he served as president of the student body

and the school science club, was a member of the school choir, and for three consecutive years was recipient of the school's citizenship award. He also taught Sunday school in his community.

With the assistance of an Economic Opportunity grant, Don had been able to enroll in and pursue studies at Howard. Due to recent cutbacks in this federal funding, however, Don's grant has been cancelled, and as he stated in his Bruce Pierce scholarship application, "**Since I am self-supporting and the cost of college education increases every year, I really need all the financial assistance I can obtain.**"

At least part of that financial assistance has now been obtained when Don was recently presented with his \$500 award check.

Coincidentally, winner **Christine Leggett** is also interested in a medical career. Currently she is attending North Seattle Community College pursuing medical assistant courses with the ultimate goal of becoming a certified medical assistant.

Christine joined the staff of the Washington Plaza in April of last year. A year later, after participating in a department training program, she was qualified for appointment to the position of PBX operator.

Even from early childhood, Christine has maintained a strong interest in the nursing field, and while in junior high and in high school she did hospital volunteer work as a "candy striper" nursette.

She also admits that her nursing interests were influenced by her mother, now widowed, who works as a registered nurse.

While in high school she was a member of the school's honor society, and since entering college has been consistently on the Dean's list of honor students.

Christine is also self-supporting and gratefully welcomes the financial burden relief supplied by her \$500 scholarship assistance.

Two Bruce Pierce Scholarship awards are presented annually to WIH employees or their children who make application and are eligible to attend an accredited college. Applicants must attain a 2.5 grade point or higher on a scale of 4.00 to qualify.

Among other considerations, judging is based on financial need. The Bruce Pierce Memorial Scholarship program was created by WIH in memory of Bruce Pierce, a former vice president with Western International Hotels.



WINNER Don Kiser (right) receives his check and a congratulatory handshake from Mayflower General Manager, Bill Hulett.



A SMILING Christine Leggett receives her scholarship check from Washington Plaza General Manager, Lee Jenks.

Hancock Hoods hit hard

"Awright youse guys, I want youse should know dem Hancock 'Hoods is tough! Dey really hits hard, see! Yeah, maybe you knows dem as da Chicago Regional Sales and Reservations office gang dat hangs around the John Hancock Buildin'?"

"Well, I'll tell you what dey done. While nobody was lookin' da Hoods moved in, see, and took over the organization record for reservation sales. Dey not only beat dere own record, but dey beat out all da New York gang and like dat. Cheez, it was beautiful -- like da Valentines day massacre, only it happened in May.

"Well, when da big boss from the coast -- you know, Bill 'Bugsy' Newman-- hoid about it, he slips outta Seattle to poisonally congratulate the boys. Yeah, and the broa... Uh, ladies, too.

"It was like a occasion, see, and they wants it should be, you know, classy. So dey goes over to da basement of da Continental Plaza hotel, and dey have it all set up like dey's gonna' have a party, and Bugsy says some inspirin' woids like don't lay low 'cause youse guys is in da top, but keep hittin' hard and like dat. Den when everybody's feelin' good and dey send out for another round of lemonades, I lines 'em up and shoots 'em -- wit me camera. Know what I mean?"

So wit out fuddah ado, I would like youse people to meet da Hoods in da pitcha below startin' from the left corner: **Joan Baum** and **Betty Hollenbeck** which is both secretaries; da sales managers **Jerry Hirsch** and **Gordon Elkins**; **Bill "Bugsy" Newman** (in da white hat); boss of da Hancock Hoods, director of sales **Willis Camp**; and da lady sales manager, **Bess Berns**.



Da Hancock Hoods wit "Bugsy"

INN BASKET

NEW WIND BLOWIN' . . . It's the WESTWIND -- or the A/W WESTWIND to be exact -- the new in-hotel monthly newsletter for Anchorage Westward employees. The first issue (June) was a newsy four-pager -- its editorial style more pleasantly breezy than heavy winded. Department coverage was supplied by appointed correspondents who in two cases resorted to poetic verse in making their reports.

HOTEL NAMED . . . It's official -- Vice President Dan McClaskey, project director for the 70-story hotel to be built at the Detroit riverfront Renaissance Center, has confirmed the name that has been selected for the property. (Aw...bet you already guessed it!) It is the Detroit Plaza. The spectacular Portman designed, 1,500-room hotel is tentatively scheduled for mid-1976 opening.

HIMMELMAN HEADS FOUNDATION . . . From the American Hotel & Motel Association (AH&MA) comes the report of a newly formed research foundation, "The Hospitality, Lodging & Travel Research Foundation, Inc." Named as its president and treasurer is WIH Chairman Lynn P. Himmelman. The Foundation was founded, according to the report, for "educational, charitable and scientific purposes" within the industry primarily for the benefit of the public. Listed as one example of a Foundation project was research studies relating to the safety and security of the traveler.

SPOTLIGHTED PEOPLE --

William (Bill) Dugovich has been appointed the position of publicity manager for Western International Hotels as of July 9.

Bill comes to WIH with a broad background in news media and public relations operations in his native Ohio, and in the states of Michigan and Washington. He is a graduate of Ohio State University where he majored in journalism and political science.

For three years he worked with the U.S. Foreign Service on European assignment while he and his family were headquartered in Austria.

More recently, Bill held the position of public relations manager for the Motor Vehicle Manufacturers' Association in Detroit.

Bill's responsibilities with WIH encompass all corporate publicity activities. In addition, he will provide public relations counsel for all WIH operations. His office is located at the 2000 Fifth Avenue Building in Seattle and he reports to **Ron LaRue**, WIH Director of Advertising and Public Relations.



Robert M. Wood joined the corporate offices staff as Assistant Treasurer of WIH on June 25.

Wood's corporate responsibilities will be primarily in the area of financial and tax accounting. He reports directly to WIH Treasurer, Frank Reid.

Prior to his WIH position appointment, Wood had been associated with the Bergen Brunswig Corporation, Los Angeles, as Director of Internal Audits. Earlier he held financial positions with the Flying Tiger Airline in that city.

No stranger to Seattle, Bob Wood began his professional career with Price Waterhouse & Co. in Seattle and is a CPA in Washington and California.

He is a native of Michigan and attended Michigan State University where he acquired his B.A. and M.B.A. degrees.

His office is located at the 2000 Fifth Avenue Building in Seattle.





COSMOPOLITAN — Dee Evans (center) manager of the Cosmopolitan Grill and Coffee Shop, proudly poses with her two top training course graduates, Mike Olds, busboy, and Brenda Herman, waitress. Recently Dee conducted a four-week on-the-job training program (supplemented by after-work classes taught by Tina Wolsborn) for waitresses and busboys. In a written test that climaxed the course, these two scored the highest in each section of their work.



ANCHORAGE WESTWARD — Janitress Bunny Paulson happily displays the \$50 reward check she received for turning in a necklace she found in one of the bedrooms while working as a maid. The expensive necklace belonged to a Japanese visitor, and was returned to its owner in Japan. In grateful appreciation for its return, the owner mailed the check to the hotel for presentation to Bunny.



CROWN CENTER — Along with a telephone directory, the Gideon Bible is an ever present reference to be found in almost any hotel room. The Crown Center recently received its room supply following formal presentation ceremonies in the hotel's Century Foyer. Attending were (from left) Renate Seybold, director of house-keeping; Jim Wilson, senior assistant manager; and local Gideon officials, Ray Wright and Carl Masel.



ST. FRANCIS — After 48 years with the hotel, Bellman Don Hillman (left) has gained a lot of wisdom and service know-how to pass on to the department's newest and youngest member, Steve Torres.



THURSTON-DUPAR AWARD WINNERS

BONAVENTURE — Making the award presentation at the Employee Award's Banquet to hotel winner, Executive Secretary Caroll-Ann Gold, is WIH President Gordon Bass. Sharing Caroll-Ann's proud moment is her boss, General Manager Fern Roberge (right).



ANTLERS PLAZA — Part-time night Switchboard Operator, Catherine Pearson, listens to a recitation of her award winning qualification from hotel General Manager, John Stevens (right) prior to her award presentation during the hotel's Award's Banquet. Ready to offer their contratulations are WIH President Gordon Bass (center) and Vice President Dan McClaskey.

What's in it for you...

At least two-thirds more WIH hotel rooms slated for completion within the next three years!

A staffing increase of approximately 7,900 new employees including some 500 new supervisory positions to be filled within this three-year period!

These are among the exciting growth projections charted for Western International Hotels as reported in the first two articles of this "What's in it for you. . ." series.

The specific focus of the previous articles was on the staffing challenge that paralleled the company's projected physical growth. As affirmed in the article interviews with Msrs. Harry Mullikin and Gordon Schneider, Western International's policy of advancement from within would largely provide the answer for this staffing need.

This concluding article in this series begins with an introduction--an introduction to Dick Blewett, who recently joined WIH corporate personnel offices in the position of Manager of Management Development.

In the weeks and months ahead many WIH people will be benefiting directly or indirectly from Blewett's operations as he works with WIH management in meeting manpower development and staffing need challenges.

Following, Front! reports on two "case history" approaches to the WIH manpower development challenge. One approach involves a hotel program at the Calgary Inn and the other details the formation of an AH & MA Career Development Chapter in Winnipeg as instigated by staff members of the Winnipeg Inn.

Part III

Dick Blewett Management Development Manager

"Manpower planning is the first step. Evaluating what we will be needing in the way of management people over the next five years or so. Determining where we'll be needing them . . . where they'll be coming from.

"Once that's been worked out -- and that will be this summer -- then we can start implementing the 'hows' of manpower development."

In this brief, if somewhat simplified, summary, Dick Blewett pinpointed his job objectives.

Dick recently joined the WIH corporate personnel offices staff in the newly created position of Manager of Management Development. The post was established to facilitate personnel development in line with Western International's growth projections as has been reported in this "What's In It For You" Front! series.

Although Dick has been with WIH as of last April, it has only been within the last few months since he has officially settled in on the new job.

A crash course on hotel business operations occupied his first few weeks with the company. Mostly this consisted of an in-hotel familiarization and orientation study at the Century Plaza.

"I studied and observed the daily routine of practically every department in the hotel from the laundry to the executive offices," he reports. Then added, "It was a tremendous experience . . . a real eye opener!"

Dick also had the opportunity of attending both the marketing conference held at the Bayshore Inn and the management seminar at the Washington Plaza where he became acquainted with a number of WIH people from various properties.

From this exposure, Dick makes one observation in particular about the company which he admits has made a tremendously favorable impression on him. He expresses it as a "spirited enthusiasm" and as "a unique and very special corporate attitude of professionalism and sense of pride" that he found prevalent among the WIH people he has encountered. It was an observation, however, that he also finds of particular challenge.

He explains, "I think one of the company's biggest challenges -- and one in which I will be directly involved in working with people -- is to preserve this spirited attitude as we accelerate our growth during the next few years."

Dick's background in working with people and assisting in their training development traces some sixteen years of experience.

Most recently he worked as the training coordinator for the King County Public Employment Program -- a federally funded and administered program. His responsibilities were largely in determining individual and group training needs and providing the necessary training resources. In addition, he taught community college courses in management, business administration, and transportation.

Previous to this, he had been associated with United Air Lines for fourteen years. His career with United began in San Francisco in sales. He was then transferred into the area of employee training and development, and in 1963 was moved to Seattle in the position of regional training representative for UAL.

Dick suggests there is a great deal of similarity between the hotel and airlines industries.

WINNIPEG INN - AN IN-HOTEL PLAN FOR MANPOWER DEVELOPMENT



"We are both people service oriented," he says. "A stewardess, for instance, looks after the comfort and well being of passengers just as a hotel maid looks after the comfort and well being of hotel guests, and the manner in which they perform these responsibilities is what makes all the difference."

Dick indicated that it was much too early in the game to make any statements regarding the company's management development plans, since most of these plans were still being formulated. He indicated, however, that the department would be lending assistance to such programs now in effect in various hotels and some of these programs would be coordinated for adaption in other properties. (He spoke specifically of the apprentice program now in operation at the Century Plaza kitchens as instituted by Executive Chef **Walter Roth**.)

He also commented favorably on the company's semi-annual personnel evaluation program. While he considers it a "valuable tool" in progressing an individual's career development, he feels its operation should be periodically reevaluated to maintain its most meaningful effectiveness.

Dick Blewett's offices are located at the 411 Seneca Building -- where the WIH corporate personnel offices have recently relocated -- and he will be reporting directly to **Gordon Schneider**, WIH Director of Personnel and Education.

Take the case of Curt Smith.

Curt joined the Winnipeg Inn staff in August of 1970 as a front desk clerk. Two months later he was appointed as assistant front desk manager. One year later, and in a whole new area of responsibility, Curt was named to manage the hotel's Top of the Inn restaurant. Then, within seven months' time, another department change. This was to the sales department and in his present position of sales manager.

Or the case of Cathy Wilson.

Cathy was hired at about the same time as Curt as a mail and information clerk. Within two months she was promoted to front desk room clerk. Eight months later she became front office cashier, and in March of this year Cathy was transferred into her present position as reservation clerk.

The career progress cases of these two hotel employees are typical of a number of other staff members now going through the training paces of the hotel's highly successful Manpower Development Plan.

As General Manager **Cecil Ravenswood** explains the Plan's objectives, "Basically, what we are doing is moving people into various areas of responsibility once they have proven themselves in their current assignments."

The Plan is an organized program of employee cross-training designed to give potential management people as much exposure as possible to various aspects of the hotel's operations.

While its focus is on the front desk operations area, it also involves inter-departmental position transfers as was the case of both Curt and Cathy.

Another approach to manpower development, and in operation in the hotel since the first of the year, is taking place in the hotel's accounting department.

It was instigated by Controller, **Bill Roddie**, who has been administering a combination in-hotel training seminar and accounting department cross-training program.

The cross-training program objective is to have all accounting staff members trained to have at least a working knowledge of one other position before having completed one year's service.

As an ultimate goal, Roddie is endeavoring to get his department working within a framework of interchangeable positions. Says Roddie, "The program was instituted primarily to help benefit department employees by broadening their skills. Another consideration is that this regular switching of duties helps to stimulate continuing job interest."

In conjunction with this cross-training plan, a weekly seminar course has been instituted. Its purpose -- to provide an in-depth study of all accounting department functions and to clarify the department's relationship with the rest of the hotel's operations. Attendance at these seminars is open to all interested employees. Also scheduled have been presentations by representatives of these other hotel departments explaining their various functions.

In addition to these two highly successful in-hotel manpower development programs, a number of Winnipeg Inn employees have enrolled in AH & MA Career Development courses. These courses are being presented through the facilities of a local community college. Among the course instructors are Winnipeg Inn staff members **Bill Smith** (who has since been transferred to the Calgary Inn) of the Engineering and Maintenance Department and **Yves Pelletier** of Food and Beverage.

CALGARY INN - AH & MA CAREER DEVELOPMENT CHAPTER IS BORN

WIH employees from throughout the United States and in Canada have been taking advantage of a self-development opportunity to further their careers by participating in local AH & MA Career Development Chapter courses in hotel management.

The formation of some of these local chapters, in fact, were spear-headed through the efforts of WIH people within the community. One such case was that of the Calgary Chapter, established earlier this year and now one of Canada's most

(Continued on page 8)

active. Credit for the formation of this Chapter can be traced to the tireless and determined efforts of a few Calgary Inn employee members.

The initial instigation for the Chapter's formation came from Calgary Inn General Manager, **Peter Martin**. Martin felt that the Inn's employees, as well as hotel employees from throughout the Calgary area, might appreciate the opportunity of attending group study classes in hotel administration.

He suggested looking into the possibilities of organizing a career development chapter in Calgary to take advantage of the excellent course material offered by the Educational Institute of AH & MA.

In mid-November, 1972, **Marie Beau-dry**, Personnel Director; **Peter Smith**, Assistant Manager; and **Rod Miller**, Controller of the Calgary Inn, arranged a meeting with **Conrad Collie** of the Southern Alberta Institute of Technology. Mr. Collie indicated that the teachers and facilities would be at the group's disposal should they decide to proceed with the Chapter.

The next step was to call a meeting of all the local hotel managers and have Dale Crews, Manager of the Career Development Division, on hand to make a presentation and answer questions.

This initial meeting was a great success. About 35 persons attended, representing the local hotels and motels.

Six days later a meeting of the hotel managers was held. At this time it was firmly decided to form a chapter. A committee responsible for organizing it was elected.

Within two days a letter was sent out to all hotel employees letting them know of the purpose of the Chapter.

Response was better than expected; a total of 65 persons joined the chapter and two classes, instead of the one initially proposed, were held.

Less than two months later, three classes had been held and only two persons out of the total of 65 had dropped out.

The Calgary Career Development class program is still going strong with some 29 Calgary Inn staffers currently attending or have attended class courses.

People Make The Difference...

In the service of our hotel operations

Carm Surette - Calgary Inn Payroll Supervisor

"We are very pleased that this section has been started so that we may have the opportunity of giving credit where credit is due. . ."

This was the Calgary Inn Front! correspondent **Jo-Anne Revell's** response to Front!'s request for their candidate for this column.



The individual selected by the Calgary Inn for receiving this "due credit" is **Carmen (Carm) Surette**. Carm is the hotel's payroll supervisor, a position she has held for the past nine months or so. During this relatively brief period, Carm has been credited with streamlining the entire operation and greatly improving its efficiency by instituting new procedures and adding some of her own time-saving innovations.

Carm joined the Calgary Inn's accounting department staff in 1969 as an accounts receivable clerk. Six months later, she was promoted to the position of book-keeper/machine operator, and was named to her present payroll supervisor post last September.

Carm's cheerfully cooperative and willing-to-be-helpful attitude plus her talent for organized efficiency was demonstrated from the very beginning of her hotel career. As an accounts payable clerk, she would accompany sales staff members calling on accounts on convention business. Her assignment was to help institute billing procedures for the convening group, or, in some instances, to consult with them on any post-convention billing problems. Carm's approach to these assignments -- crisply professional, yet very pleasant and accommodating -- invariably would win the respect of even the most tough-minded of accounts.

Now, in her payroll supervisor position, she continues to demonstrate this same conscientious and enthusiastic job approach, winning her the admiration and respect of her fellow co-workers. Because of her ability and interest, she is frequently consulted by her superiors for her suggestions on new and existing procedures. Her reliability is often demonstrated by the fact that she will often work overtime to "get the job done." Further, in the interest of furthering her hotel career, Carm has enrolled in Career Development courses

as offered by the Calgary AH & MA Chapter.

Active in hotel employee affairs, Carm has acted as treasurer for the hotel's Staff Association Council (SAC) for the last three years and has also participated in the staff broomball and baseball games as well as golf tournaments. Her outside interests lean heavily towards sports and other outdoor pursuits with skiing, camping, golfing, tennis, curling and traveling as leading activity contenders. In addition, she belongs to a mixed bowling league and is a member of the Canadian Order of Foresters.

With her all-around "People Make the Difference" attributes, Carm has never won the Employee of the Month award at the Calgary Inn. But, according to correspondent Revell, the only reason she hasn't is because as a member of the SAC Council (this group makes the final determinations from among the nominated candidates), she is not eligible for nomination.

If she were eligible however, one of her strongest supporters would undoubtedly be her own "boss", Controller Rod Miller. Said Miller in a recent "giving credit where credit is due" comment, "Carm is one of the most cooperative and efficient employees I have ever had!"

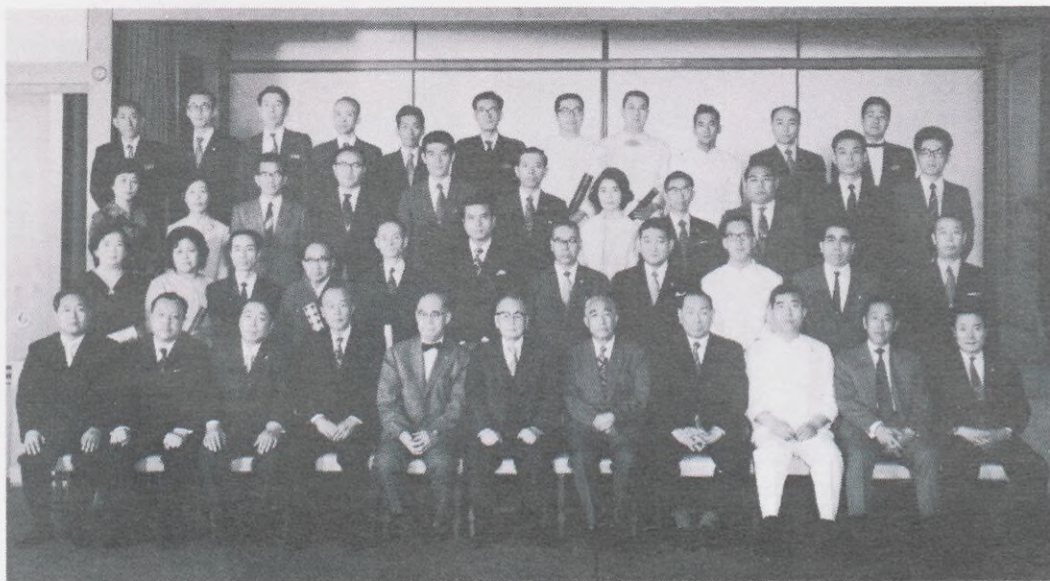
COMINGS AND GOINGS

(Continued from page 2)

Puerto Vallarta • **Jose Luis Marchorro** to executive assistant for the Caleta • **Mario Sabato** to Maitre D' of the Bellas Artes Restaurante and the Camichin at the Alameda • **Hiram Romero** to accountant of the Camino Real in Tapachula.

•••••

J. Alfredo Lievano is named director of marketing for the Camino Real, San Salvador.



KYOTO — A most auspicious occasion took place recently at the Miyako Hotel when these members of the Hotel's staff received honorable awards from the offices of the Mayor of Kyoto, Chamber of Commerce, and Japan Hotel Association. The group was recognized for their outstanding services rendered on behalf of the Miyako and their related influences on the tour industry in the city of Kyoto. In addition, S. K. Kawana, managing director of the Miyako, received a special Merit Award from the Japan Minister of Transportation for his contributions to the Japanese hotel industry.



SAN SALVADOR — In a display of friendly international (Western) competition, the Camino Real San Salvador soccer team recently hosted the Camino Real Guatemala soccer team to a match held in San Salvador's National Stadium. The event was organized and coordinated between the employees' committees of both hotels. (Unfortunately, the score outcome was not reported to Front!)



JOHANNESBURG — This casual, picnic-in-the-grass portrait of the Carlton Hotel's football (soccer) team is very deceptive. Actually, it is reported that the Carlton crew is a powerhouse on the turf and the leading contender in local game competition circuits.

COPENHAGEN — The occasion for the first United Air Lines international marketing meeting, held at the Hotel Scandinavia in early June, brought together this truly international group representing both WIH as well as UAL. From left: Dave Robertson, vice president Europe-Middle East for United; Bob Chamberlin, regional director of sales, WIH London office; George Caldwell, director of sales, Hotel Scandinavia; and Paul Shoemaker, director of sales for Asia for United.



COPIED and CONTRIBUTED

CONTRIBUTED — by Janey Fisher of the Cosmopolitan, this recipe for Harvey Wallbanger fans who want to have their drink and eat it too.

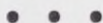
**HARVEY WALLBANGER
SUPREME CAKE**
(Makes 12 - 16 Servings)

- 1 package Duncan Hines Orange Supreme Deluxe Cake Mix
- 1 package vanilla instant pudding mix (3-3/4 oz.)
- 1/2 cup Crisco oil
- 4oz. frozen orange juice
- 4oz. water
- 4 eggs
- 3oz. Galliano
- 1 oz. Vodka

Blend all ingredients in large bowl; beat 5 minutes. Pour into greased and floured 10" tube pan. Bake at 350° 45-55 minutes until center springs back when touched lightly. Cool in pan about 15 minutes.

GLAZE: Blend well 1 cup confectioners sugar, 1 T orange juice, 1/2 T Galliano, 1 T Vodka. Spread over warm cake.

(P.S. — Suggest it be served with a sobering cup of steaming black coffee!)



COPIED — From SALES MEETINGS magazine, this it-could-never-happen-at-a-WIH-hotel conversation exchange incident:

Meeting planner went to the maitre d' at the hotel to discuss the breakfast menu for the next day. "I'd like to start with grape-fruit, but don't section it or take out the seeds, and serve it warm -- don't chill it.

"Then I'd like the bacon burned crisp, some black toast with no butter and two boiled eggs - one boiled 20 minutes and the other boiled five seconds. Next I'd like the coffee served from an urn that hasn't been cleaned for a week or so."

"But, sir," protested the maitre d', "we couldn't serve your group a breakfast like that!"

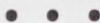
"Why not?" asked the meeting planner. "That's what you served us this morning."



Overheard in the lunchroom: "My blind date was really terrible. He not only lied to me about the size of his yacht, but he made me do all the rowing!"

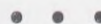


Back-of-the-bar philosophy: Just as soon as some people get up in the world, they immediately start looking down on others.



**Young People's
Puzzle Corner**

1. He _____ requisitions for hotel supplies, food and beverage items, etc.
2. A _____ quality is important when buying items in quantity.
3. _____ from throughout the hotel are channeled through his department.
4. He maintains supplier _____ for item reference.
5. He assists department _____ with their buying needs.
6. He uses approved requisition forms as _____ to purchase.
7. He maintains a direct contact with all hotel _____.
8. He _____ suppliers who have items or products to sell.
9. He _____ with suppliers for maximum quantity and quality at a minimum price.
10. He reports directly to the _____ manager of the hotel.
11. He _____ management of such things as price changes, delivery dates, and plans for future and special event needs.
12. _____ he will get comparison bids from a number of suppliers before buying an item.
13. With all food purchasing he works directly with the _____ chef.
14. The beverage storekeeper keeps him _____ as to when new stock should be reordered.
15. He is responsible for hiring, _____, supervising of his office personnel.



Our friendlier feeling toward China continues to show up in subtle ways, like shifting the blame for Asian flue to London.



**FRONT! HORO - SCOOPS
LEO**

July 24 — August 23. "The Lion." One thing about Leos is that they come on pretty strong. Fortunately, nowadays there are enough deodorants, heavily scented perfumes and after-shave lotions to cover up THAT problem! Leos are ruled by the sun, accounting for their always sunny dispositions — which is o.k. to a point! (You can always spot a Leo at a funeral, for instance, as the cheerful looking individual who makes the inevitable remark that the deceased "never looked better.") Leos are warm-hearted, sympathetic, and fond of honors and high office. Unfortunately, their ambitious nature gives them a reputation for being pushy and overbearing at times. However, they can be kept fairly well under control by the dexterous use of a hand-held chair and a long whip. (Once you've got them under control, they can be kept in line by rewarding them occasionally with a mess of raw hamburger.)

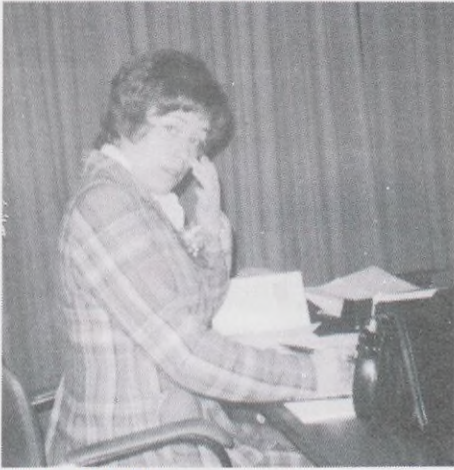
Leos enjoy creating a regal appearance in the clothes they wear, favoring such colors as royal purple, gold and red. Some have even been known to trim their tee-shirts (royal purple) with ermine collars! Their lucky day is Sunday (get it. . .sun day?) and their favorite jewel is the sunburst (which isn't a jewel at all, but TRY to tell them that!)

PUZZLE CORNER ANSWERS

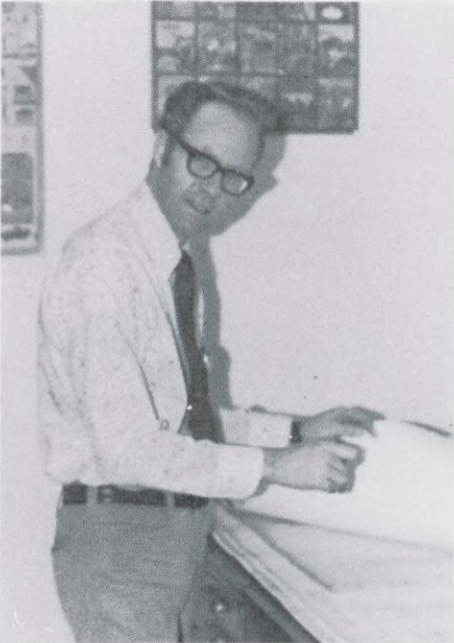
- This person is a
PURCHASING AGENT
1. Processes
 2. Uniform
 3. Requisition
 4. Catalogs
 5. Heads
 6. Authority
 7. Suppliers
 8. Inter-
 9. Negotiates
 10. General
 11. Advises
 12. Generally
 13. Execu-
 14. Notified
 15. Training

PHOTO ALBUM

ON THE JOB



CALGARY INN — A report to be filled by Sales Manager Cyd McDonald.



WS&S - A blueprint to check for Kenn Lamoreux, assistant Food Facilities planner.



WINNIPEG INN — Kitchenware to be scoured by Pot Washer Antonio Neto.

CELEBRITY VISITS



CONTINENTAL PLAZA — Veteran movie actor Chill Wills arrives at the hotel aboard his "Chill Wills Express" stage coach and is greeted by Doorman, Lorenzo White. Wills was in Chicago to promote MGM's film, "Pat Garrett and Billy the Kid."



CENTURY PLAZA — George Wallace (right), Governor of Alabama, and Mrs. Wallace are welcomed to the Hotel by Resident Manager, Phil Hughes.



BAYSHORE INN — Jeff Yee, Manager of Trader Vic's at the Bayshore Inn, consults with actress Zsa Zsa Gabor on a menu selection during her recent visit.



COSMOPOLITAN — Popular Country Western singer and actor Wayne Newton (right) poses with Cosmo Assistant Manager Merrell Bergin.

UNIFORMS NOTED



CROWN CENTER — Hotel Managing Director, Jim Durham, flanked by colorfully uniformed Doormen Ronnie Wesson (left) and Chuck White.



ANTLERS PLAZA — Building Superintendent Keith Axelson, flanked scantily costumed pool lifeguards (from left) Pamela Matthews, Shelly Silverman and Betsy McLaughlin.

FRONT FOCUSES ON

THURSTON - DUPAR The Award and the Men

In September 1959, Edward E. Carlson -- then WIH Executive Vice President -- issued the two-page memorandum to all hotel managers. The essence of the message was contained in the memo's first paragraph. It read:

"In order that we can recognize Messrs. Thurston and Dupar for the leadership they have shown in building one of the great hotel organizations in the country, we will initiate a program whereby each year some employee of the Western Hotels' organization will receive the Thurston-Dupar Inspirational Award. The Executive Committee has determined that this Award will be given annually to the employee who has best demonstrated unusual qualities of leadership or service, or dedication to his work. This in such a way that Western Hotels is a better company in satisfying the needs of the traveling public because of the efforts of the individual."

The hotel response to this employee recognition plan was immediate and enthusiastic, with 24 candidate names from as many hotels submitted.

The following January during the course of the 1960 Managers' Meeting held at the Benson Hotel, the first company-wide Thurston-Dupar Inspirational Award winner was announced. The announcement was made at the awards luncheon held at the then WIH managed Multnomah Hotel. Appropriately, it was a Multnomah employee, **Judson (Jud) Doake**, purchasing agent for the Hotel, who was selected as the first winner. In addition to his award plaque, Jud was presented with a two-week, all expense paid trip to Hawaii.

Every year thereafter for the past fourteen years, individual hotel nominating committees have selected literally hundreds of candidates as qualifying for this coveted company-wide employee recognition. Traditionally, during the course of each hotel's annual employee banquet, that hotel's nominee is announced and the winner is presented with the hotel's award plaque, and in many instances, an additional cash prize.

Just as traditionally, at succeeding annual managers' meetings, the employee member winner, as selected from all hotel nominees, is announced. In addition to the company-wide Thurston-Dupar Award plaque, the annual winner is also presented with a cash or paid vacation trip prize.

While the administration of the Thurston-Dupar employee recognition program has changed somewhat (it is now supervised by the WIH Personnel and Education Division), its original concepts have remained unchanged.

Throughout the years, the nominated candidates have exemplified the exceptional "people make the difference" qualities of the Award's intent as originally envisioned by Carlson and the Executive Committee. The annual recognition program continues as living tribute to the memory of two individuals for whom this Award was named -- **S. W. Thurston and Frank Dupar**.

Both Messrs. Thurston and Dupar were founders of Western Hotels. Thurston served as company president from its incorporation in 1930 until his appointment as chairman of the board in 1960. That year he was succeeded by

Edward E. Carlson as president. He died in 1968 at the age of 83.

A feature article in an industry publication reporting on the anniversary of Western Hotels' 25th anniversary and published in 1956, described Thurston as ". . . a soft-spoken but restlessly energetic man, maintaining an active interest in all phases of hotel operations." The article went on to state, "His enthusiasm and imagination have made it possible for him to attract a staff of capable younger executives to whom he freely delegates large responsibilities and authority."

His business and hotel associates recall one of his favorite quotations, expressing a personal philosophy, "Never look back--always look ahead."

Frank Dupar served as Secretary-Treasurer of the company from its founding in 1930 and up to the time of his death on December 30, 1961.

His efforts were instrumental in shaping the company's physical growth. But more than this was his unflinching desire to continually improve on the facilities and services of each property. Upon this occasion of Dupar's death, Thurston expressed this summation of Dupar's hotel career in a Front! report:

"For over 30 years, Mr. Dupar's ability and energy contributed greatly to the success of Western Hotels, Inc. His devotion to duty and his never-say die spirit helped guide Western Hotels through difficult times. This same devotion and spirit, in good times, was largely responsible for building Western Hotels into the fine corporation it is today . . . he was an inspiration to those around him."



JANUARY 1960 -- THE FIRST THURSTON-DUPAR PRESENTATION' From left: Frank Dupar; winner Jud Doake; S. W. Thurston; C. R. Lindquist, (then general manager of the Multnomah Hotel).