

Front!

October, 1980

WESTERN INTERNATIONAL HOTELS



*The concierge:
providing that extra
touch of class.
(Story, page 8.)*

On the move

Thanks for your 'big-time' efforts.

Western International is big-time. We rank high among the world's finest hotel companies.

But in a way, we're "small-time" too.

That is, although we are a worldwide hotel company, each hotel and each WIH office is an integral and very visible member of the local community in which it is located.

That community is the hotel's and its employees' community. Although Western International's family of hotels may reach around the world, each local community is the world in which they operate on a day-to-day basis.

And because this world is one that we all not only do business in but live in as well, we want to make it the best possible place to be. As our community's hosts, we also want to make it the best possible place for our visitors.

We are very pleased, therefore, to hear of so many reports about WIH employees volunteering their time and efforts to make theirs a better community to live in.

Like the recent "Hotelympiades," for instance, in which The Baysshore employees participated for the benefit of the local Variety Club for the mentally and physically disabled. Or the corporate office employees who represented WIH in the community Corporate Fitness Challenge with entry fees being donated to muscular dystrophy. Or the dozens of Hotel St. Francis and Los Angeles Bonaventure employees who trudged for miles in the March of Dimes walk-a-thon benefits. And there is much more.

For your volunteer participation in helping make your community a better world to live in — and to visit — we salute you. Your "big-time" community efforts are appreciated.



Harry Mullikin
President and
Chief Executive Officer

Harry Mullikin

Sonja Beaton from assistant director of housekeeping, the *Los Angeles Bonaventure*, to director of housekeeping, *The Mayflower*.

Jim Bills, from assistant catering director, *The Olympic*, to assistant director of food and beverage, *Los Angeles Bonaventure*.

Phil Brezinski, from front office manager, *Hotel St. Francis*, to senior assistant manager, *Cincinnati Plaza*.

Leon Ellis, from New York sales manager, *Los Angeles Bonaventure*, to sales manager for national accounts, *Detroit Plaza Hotel*.

Susan Matheson, from assistant housekeeper, *Detroit Plaza Hotel*, to housekeeper/public areas, *Los Angeles Bonaventure*.

Barbara Piper, from director of housekeeping, *The Mayflower*; to director of housekeeping, *Cincinnati Plaza*.

Kurt Pozzato, from executive chef, *Chosun Hotel*, Seoul, to executive chef, *Philippine Plaza*.

Daniel Simnard, from executive sous chef, *Philippine Plaza*, to executive sous chef, *Century Plaza*.

Georgia Smart, from convention service manager, *The Olympic*, to director of catering, *Cincinnati Plaza*.

Byron Trafton, from front office manager, *The Ilikai*, to front office manager, *Mauna Kea Beach*.



COVER: The Benson concierge, Jim Gimarelli, offers tour information to a Portland visitor — just one of the many services he provides hotel guests.

Front!

A monthly publication by and for employees of Western International Hotels

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Internal Publications Manager

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Construction never stops for WIH

Ribbon-cutting ceremonies should signify an end to construction at a hotel, right? Well, not exactly.

As sure as Western International is a top-notch, on-the-move hotel company, some sort of expansion, remodeling or major renovation is bound to happen before too long.

In fact, at any one time, you will find nail-hammering going on at any number of Western International hotels — all part of the company's effort to provide optimum service and comfort to its guests.

For example:

Hotel St. Francis has undertaken an extensive three-year renovation project to completely redecorate, as well as update plumbing, in all 600 guest rooms of the 76-year-old main building. To date, 38 of the rooms have been completed.

The Shangri-La's current suite remodeling project will give them the finest hotel suites in Singapore. The Singapore and Malaysian Suites have already been extensively upgraded to a new level of luxury, including such features as gold-leafed, hand-carved panels set in solid teakwood door frames, and in one, a bathroom decked out in marble and 24-carat gold-plated fittings.

The hotel plans to continue the remodeling in other suites, giving each its own distinctive character.

Camino Real in Guadalajara has focused its renovation energy on new and remodeled meeting rooms. With construction now underway, the Camino Real's meeting capacity will be increased to handle groups of up to 1,000 people.

The Chosun Hotel in Seoul is currently undergoing major renovation throughout — guest rooms, meeting facilities, restaurants will all be taking on new looks.

It's not just new guest rooms and meeting rooms that are receiving all the expansion or renovation attention at our hotels. Next to physical comfort, the joys of wining and dining are next, if not equal, in importance to hotel guests.

Offering a new, fun-dining experience at the Detroit Plaza Hotel, is their newly opened restaurant, Chatz, aimed to please the most eclectic of tastes.

Located on the Promenade Level across from Cafe Renaissance, Chatz menu items include many of the standards, but for the more unusual snack, or "on-tray," how about Canadian baby back ribs with hush puppies, or stir-fry vegies over rice, or sesame fried chicken and potato skins?

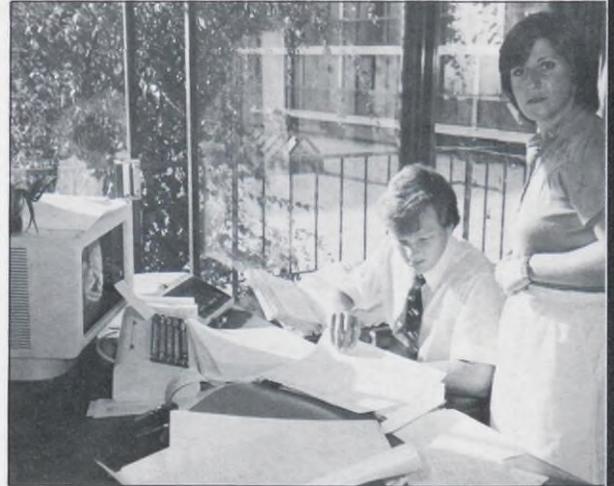
Soon to make gourmet dining news in Los Angeles is the new Vineyard dining room and lounge now nearing completion in the restaurant level at the Century Plaza.

Meanwhile, it's full speed ahead at the Washington Plaza with its plans to more than double room capacity and services with a twin tower addition on the site of the former Benjamin Franklin wing (razing was completed in September). The tower should begin taking form early this winter, with completion scheduled for the spring or summer of 1982.

And there are more projects still on the drawing boards, all scheduled for completion within the next year or two. Among those, an 80-room addition to the Williams Plaza, a 105-room addition to The Arizona Biltmore, and the 116-room expansion (plus more tennis and another pool) at Mauna Kea Beach.

For 1980 alone, over \$50 million was spent at WIH hotels on capital improvements — improvements sure to make each guest's stay just that much more enjoyable.

A computer that pays bills



"Honest, we haven't played one game of Battleship on IBM 34," attest Chris Campbell and Evelyn Halla, accounting department employees. "It'd probably win, anyway!"

There's R2D2, C-3PO and now ... IBM 34. The latter is the computer system recently installed in The Bayshore's accounting department.

The IBM 34 is a no-nonsense workhorse, programmed to handle jobs in the areas of accounts receivable, accounts payable, general ledger, daily hotel report and travel agent commissions. (Rumor has it the IBM 34 also deals a mean game of Blackjack and deftly destroys navies in Battleship.)

The Bayshore is the first Canadian property, and the first in the company, to convert from a wholly manual system to computer. The total conversion/installation was handled by Chris Campbell, assistant controller and Margaret Greiner, accounts receivable clerk.

Campbell will be going to Hotel Toronto to aid in the installation of their IBM system and Greiner will be doing the same for the Calgary Inn.

The IBM 34 has a storage capacity of 64 million characters. To date, the accounting department has used only 28 million of those, but when payroll functions are added, accounting estimates they'll be utilizing the computer near capacity.

Photo news



It's how you play the game?

LOS ANGELES — The old saw, "It's not winning that counts, but how you play the game" will have to suffice for the Century Plaza's softball team who, this year, wound up with their first losing season in the group's six-year history. Looking to a new year and a new rallying cry ("Winning isn't everything, it's the ONLY thing") are team members (from left): Bill McCreary, resident manager; Nelson Gray, Garden Room manager; Tom Hurley, directory of sales; Mark Shaffer, front office; George Helmstead, national sales manager; Larry Saward, senior assistant manager; Jim McKennon, front office manager; Joe Nehl, apprentice engineer; James Lee, door attendant; Joe Koesters, parking attendant.

Truck about town

MANILA — The Philippine Plaza's catering truck was recently repainted to include new design graphics to catch the eyes of Manila's party planners. The hotel's catering staff delivers, literally, on its promise, "You name it. We cater it," whether it's a private dinner for ten or a banquet for a thousand or more. Posing around a setup and with their "truck about town" are (from left): Rey Victoriano, catering manager; Cris Cuevillas, banquet manager; Ernie Constantino, supervisor, and Richard Vrijmoet, F&B director.



Planting palms

MAZATLAN — Operation Palm Tree: Camino Real Mazatlan is destined to become a veritable "palm garden" as the result of an employee project designed to enhance the hotel's already attractive grounds. Each employee is responsible for planting three palm trees, which adds up to hundreds in the final tally. Planting here is being done (from left) by Graciela Gonzalez, executive housekeeper, and department staff members, Jose Antonio Mendez, Jesus Alvarez, Hector Ramirez, Antonio Arrieta, Vicente Vargas and Lucio Juarez.

The Bayshore goes to "Olympics"

VANCOUVER, B.C. — Although The Bayshore-ites took a third overall in the second annual "Hotelympiades," they did grab first place spots in bed-making, obstacle course and weirdness (for their cheerleaders!). Now what kind of competition is this, you ask. Well, not your usual, since cake-decorating was done blindfolded and bed-making with hands bound behind backs. And it was all for fun and a worthy cause — the Variety Club for the mentally and physically disabled. Fourteen hotel teams competed in the Hotelympiades, sponsored by the B.C. government Tourism Office. Here hotel employees auction off a suckling pig from Trader Vic's for the tidy sum of \$300. Proceeds from which were donated to the Variety Club.



Message mimed

COSTA MESA — Jan Saldivar (left) and Emily Foss of the South Coast Plaza sales staff, mime their message to a passing businessman in a unique approach promoting the hotel's Blue Parrot Lounge and Disco. The silent message, described in flyer handouts, advertised two drinks for the price of one at the lounge. The miming pair visited local businesses to drum up summer business for the lounge.

Urban cowgirl

CALGARY — "Ever since I was a little gaffer," says Calgarian Joan Taylor, "I've been interested in bronc riding." So naturally, she could not resist the mechanical bronco installed during the Calgary Stampede outside the Calgary Inn where she works as a sous-chef. Changing out of her chef's uniform ("so I wouldn't embarrass the hotel if I fell"), she tackled the ornery bronc and hung on for a full eight seconds. And if that were not enough to boast about, Taylor also won the trip for two to Houston when her name was drawn from among over 1,200 who rode the mechanical mustang.



Behind our buildings—

There's a lot of planning behind all that steel, concrete and glass that goes into a Western International hotel.

And most of that planning guidance comes from the Design & Construction Division.

Headed by senior vice president Bill Keithan, that division assumes the project management role for new hotel construction, or major additions or renovation of existing properties, from conception right through to ribbon-cutting ceremonies.

The Development Division, "the deal-makers" for the company, initially approach D&C with new hotel projects, and oftentimes involve D&C even before the deal has been cemented (so to speak), asking them to contribute to cost analyses and to critique preliminary design plans.



the D&C division, building a hotel today is, in many ways, a different proposition than it was, say, 10 or 20 years ago.

"We are now using simpler structures, finishes and materials, although building systems are now more complex. We've gone, for instance, from walnut doors to less expensive wood veneer or plastic laminate doors; from marble-top sinks to a man-made material."

It's not that the newer materials are inferior, but with today's technology, they not only do the job, but are less expensive to produce. Labor costs are so high today that it's not economically feasible to hire craftsmen to create the kind of elaborate decor so lavishly abundant in some of the older hotels. In many cases, you couldn't even locate such craftsmen today.

They just don't build 'em like they used to. They can't — it would be too cost prohibitive. But they do build them as soundly and with equal quality, using the materials that work best today. That's one reason we are seeing the use

*Fred Christiansen,
director of projects,
reviews hotel plans
with architectural
space planner,
Joan Weiser.*

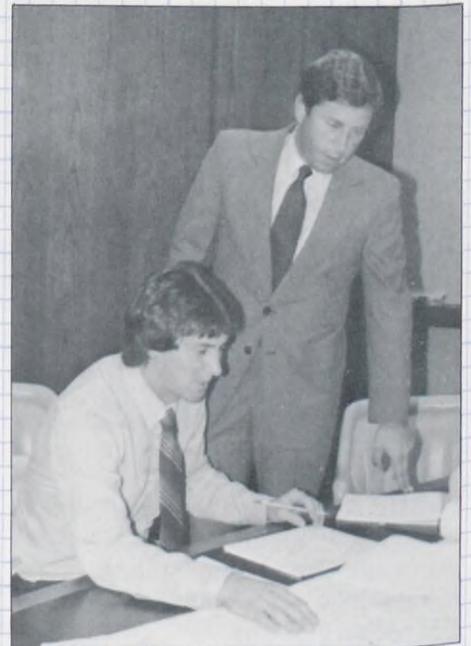
The staff of 24 includes a director of interior design, a director of projects, project officers, project management personnel, mechanical engineers and space planners. They work with outside architects, engineers and consultants in the development of plans and specifications for a hotel, making recommendations all along the way. In particular, recommendations to ensure that the hotel will be the most functional and marketable property possible.

Just what makes a hotel functional and marketable these days? Well, according to John Olberg, director of

For renovations at existing hotels, D&C may be called upon for help by the general manager, an operations vice president, or members of the Senior Management Committee.

Design & Construction's involvement in a new project varies, depending on whether WIH is to be owner, part-owner or has simply assumed a management role of a new property. In any case, D&C is there to make sure that WIH design and construction standards are adhered to.

*Bill Keithan's
assistant, David Maffitt
(standing), checks in with
Bill Simpson, assistant project
manager, for details on
a hotel's construction
progress.*



Design & Construction

of more economical materials such as glass and steel – “high tech,” as Olberg calls it.

But even with today’s technology, it is difficult to live within specified budgets – and still build something with some pizzazz, Olberg says. “Every project offers a lot of aesthetic potential in its design stage. It’s a real challenge to apply that potential, stay within budget, and end up with the quality product WIH demands.”

What else will we see in hotel design? We’ll see more energy conservation systems built into the structures. Like heat sumps – ways of storing excess heat so it can be put to use later. And building management systems that know when to shut off heat and turn on air-conditioning.

And what about atrium lobbies? They seem to have been sprouting up in the hotel industry about as fast as the greenery they nurture. But, says Olberg, he doesn’t see this trend continuing on a large scale.

“Portman (John Portman, architect/developer for the Peachtree Plaza, Detroit Plaza and Los Angeles Bonaventure) revolutionized the hotel as a piece of architecture, and many architects copied his ideas, but not always successfully. I feel the atrium concept is a little over-subscribed and I don’t see WIH doing a lot more of these. A large, empty atrium can be deadly space if it’s not used properly.”

A relatively new concept in hotel guest room design is planned for one of the yet unannounced WIH properties. It is the “junior suite” guest room. All rooms will be small suites, a separate bedroom and living area of about 600 square feet.

“The hotel is being designed to give it an exciting point of difference in that hotel’s market,” Olberg explains. It’s



possible the rooms may even include jacuzzi tubs and saunas, definitely making it a hotel appealing to the upper echelon traveler.

About 80 percent of the D&C staff’s time is spent on managing new projects. The other 20 percent is spent on capital improvement and renovation projects at existing hotels, or solving specific problems.

Some of the more recent renovation projects D&C has worked on include the Hotel St. Francis, Edmonton Plaza and The Bayshore.

Richard Ransome, executive assistant manager at The Bayshore comments about D&C’s role in their remodeling.

“D&C people are the ones who battled with the architects prior to our involvement; they did all the initial bargaining. It’s quite beneficial to have someone from D&C who understands the project and our particular needs. One call to them and most problems are taken care of.

“And they are also responsible for designing the project to try to fit our budget. That’s another headache we don’t have to contend with. So, we end up having more time to concentrate on

making our guests comfortable during the construction – which is as it should be.”

“We have a capable, experienced staff here,” Olberg says, “and when any existing property needs help, whether in major renovation or additions, a minor remodel, or technical advice, we’re ready to assist them. We also like to know when they’re having any problems with materials or design or whatever. We like to keep on top of

Dick Browning, project manager (seated), gets some engineering advice on one of his hotel projects from Ed Snow, engineering supervisor.

these things so that we can continue to improve our services and efforts in those areas.”

There will be a lot to keep on top of in coming times, with the announcement earlier this year that Western International plans to add some 22 more hotels over the next six years.

That adds up to more than a few thousand man-hours of consulting, planning and supervising for D&C staffers.

Their reaction? Initially, a loud, collective gulp.

Now that they’re swallowing normally again, Olberg assures, “We’re ready to tackle the challenge.”

*The concierge —
a people person
for our
people business*



Washington Plaza concierge Debra Roetman (center) helps one guest over the phone, while Connie Michelson (right) shows another visitor a sightseeing map of Seattle.

“Concierge /ko’syerzh/ n. a usually multi-lingual hotel staff member esp. in Europe who handles luggage and mail, makes reservations, and arranges tours for the guests.”

Not to argue with Webster’s New Collegiate Dictionary, but a concierge is not a hotel staff member *only* in European hotels.

Among Western International hotels — all over the world, and now especially in the United States — the concierge is carving an increasingly larger niche in the guest services spectrum.

The concierge, in this traveling society, is becoming quite a desirable asset, according to Alan Harrison, director of front office operations, Rooms Division. “This is WIH’s effort to go just one step further in offering guests more and better service.”

The Benson was the first WIH hotel in the U.S. to appoint a full-fledged concierge, and that was just about a year ago. The hotel feels its concierge service gives them a definite competitive advantage over other hotels in Portland.

Barbara Beard, front office manager at The Benson, confirms, “Absolutely — it’s better for us from a competitive standpoint.” And the hotel has received dozens of personal letters from guests who think the service is a terrific idea.

Likewise at the Continental Plaza. Their concierge program, part of a three-year capital improvements effort at the hotel, got underway in May this year. They’ve hired three people to handle this potpourri job.

According to Jack Gaines, general manager, “The program is absolutely essential in order to maintain our position in the Chicago marketplace.” And because the Continental Plaza, as well as other U.S. hotels, is focusing on the European traveler market very heavily now, a concierge is just that much more important.

Audri Adams, public relations director for the hotel, comments, “A concierge takes care of all the special needs of a guest, and to attract the European market, concierge service is a big plus in our favor.”

At The Plaza the concierge idea is even newer. On the job since mid-August, concierge Charlene Green echoes the Continental Plaza’s comments on the need for her kind of job.



A friendly greeting from The Plaza's concierge Charlene Green.



A Continental Plaza customer gets the full attention of concierge Marjorie Silverman (right) as she describes the joys of Chicago's lakefront. The other two members of the concierge team are Abbie Hart (left) and Phyllis Shlay. Among the three they speak five languages.

"With such an influx of foreign visitors since the devaluation of the dollar, there's a real need for such a person — especially to explain payment customs to the foreigner so that they will not be embarrassed by procedures different than they are used to."

Dick Holtzman, director of rooms at The Plaza, says, "The hotel is a deluxe European-style, personal-service hotel, and because so many of the hotel guests are either foreign visitors or of the "experienced (demanding) traveler" class, there's a real need for concierge service. We felt we needed to gear-up, to pinpoint our VIP service and help for the foreign traveler."

"I think we'll see more and more concierges in our hotels," says Harrison. "Many have had some type of similar service, but they're going to put more emphasis on this area, taking away duties from the front desk, and giving them to a specific person."

To help those hotels establish their concierge programs, the Rooms Division has drawn up guidelines, outlining everything from the history of the concierge to job specifications and duties.

Those duties are many and sundry. Among them are the unusual . . .

Like the time or two Jim Gimarelli, concierge at The Benson, had to help scantily-clad guests back into their guest rooms after they had accidentally locked themselves out. Or the time he was called upon to extricate the mayor of Portland from the elevator that got stuck in the basement.

During a heat-wave in New York City, Charlene Green at The Plaza was kept busy ordering air-conditioned taxis for her guests.

The trio of concierges at Continental Plaza don't yet have any anecdotes to relate, but, says Audri Adams, "They are keeping diaries of the unusual requests they receive to help us get a better idea of what guest needs are."

The concierge is really a "do-all, know-all" kind of person. They are responsible for greeting business people, families on vacation, and presidents.

And the concierge must greet — and help — the person who speaks very little English. They are responsible for making dinner, car-rental and theater reservations, and finding theater seats that don't exist.

They should know the names of regular guests, and greet them personally. And they should know whether those guests are going to want basketball or soccer tickets during their stay.

The concierge is going to have to locate lost luggage and lost airline tickets. And they must know the city and be able to recommend a fine dining spot, or the best place to "take the kids for the afternoon."

In other words, "The concierge must be all things to all people," says Harrison. There are a "million things" a concierge might do. But above all, the concierge must enjoy people.

The concierge is like a surrogate parent; someone the guest can come to for assistance, the answer to a question or the solution to a problem.

A concierge is quite an important person to hotel guests.

Something Webster's dictionary neglected to mention.

People



Culinary kudos

HONOLULU — Glenn Hiakawa (right) accepts the Culinary Apprenticeship Award from Kim Chappell, former general manager at The Ilikai. The award represents the culmination of three years of culinary training at the hotel, which involved classroom time as well as practical experience in The Ilikai's kitchens. Hiakawa is now working at the Century Plaza to gain still more experience in the culinary field.

Fruits of four years' study

SINGAPORE — Leslie Yong (left) and Robin Lee (center) receive diplomas and congratulations from General Manager Michael Kalyk recently, as the first two Shangri-La employees to obtain the Institute Diploma Award of the American Hotel & Motel Association (AH&MA).

Lee is front office manager and Yong is food and beverage control manager at the hotel. Both have devoted countless evening hours to complete the four-year program which they began in 1976.

Lee, who has been with the hotel for seven years, is also current president of AH&MA Professional Development Society Chapter 38, Singapore. Yong, a member on the Board of Governors of the same chapter, joined Shangri-La in 1971.



Changes in hotel management positions

The following promotions and transfers in management positions were recently announced:

Bob Hawes has been promoted from resident manager to the position of manager for the *Los Angeles Bonaventure*.

Brandon Russell has been promoted to senior assistant manager for the *Chosun Hotel* from administrative assistant for special projects.

Lorene Walter, former executive assistant manager for *The Olympic*, has been named executive assistant manager for the *Wailea Beach Hotel*.



'Morning Star' won it

SEOUL — A Name-the-Newsletter contest among the employees of the Chosun Hotel resulted in over 200 entries. Winner was Chu Young Ho, culinarian, (left) with "Morning Star." The prize — a choice of a cash award or dinner for two at any one of the hotel's restaurants. Paul Ross (right) Chosun Hotel manager, proudly displays the first hot-off-the-presses issue of the hotel's bi-lingual employee newsletter.



Thurston-Dupar winners

SAN FRANCISCO — Katie Reisinger, director of housekeeping for the Miyako the past 11 years, received her hotel's Thurston-Dupar Inspirational Award earlier this spring. The celebration turned out to be a double one: the day of the employee awards banquet was also Reisinger's birthday. General Manager Larry Alexander gives the smiling celebrant his congratulations.

LOS ANGELES — Century Plaza employee Patsy Anderson was "genuinely surprised" when the announcement came at the employee awards dinner in June that she was the hotel's 1979 Thurston-Dupar Inspirational Award winner. Anderson, a fry cook in the Cantina, has worked at the Century Plaza since 1968. "Her naturally cheerful personality sets a very pleasant tone to the Cantina's atmosphere, making each employee's workday much brighter," says a fellow worker.



Though fluent in five languages, it was in English that Arizona Biltmore employee, Angela Catramadou-Parker, has written her first novel. And though at times, she admits, it would have been easier to express herself in her native Greek tongue, Parker held fast to her dream — to write her own "Great American Novel."

And it appears that the hotel's Gold Room hostess has done just that. Parker, who has worked at the hotel nearly two years, is the proud author of the recently published book *Lydia*. The novel is described as "... a contemporary novel of love, passion, hate and suspense — a bittersweet story of a Greek woman caught up in the harsh demands of tradition and her own passions for life and love." It follows her life from Greece to the United States and back again to her homeland.

Parker admits the book is somewhat biographical, but she didn't set out to write an autobiography. "After I finished the book I found that I had learned a lot about myself."

The book was a year in writing and Parker feels it is a good book because it has convictions. "It leaves people with an emotional feeling, it heats them. I wanted to do that and I think I did," she says.

"It is my hope the book will also give readers an insight into another way of life, that they'll learn more about the temperament and strength of a Greek woman. I hope my book will bring an appreciation and understanding of cultural differences."

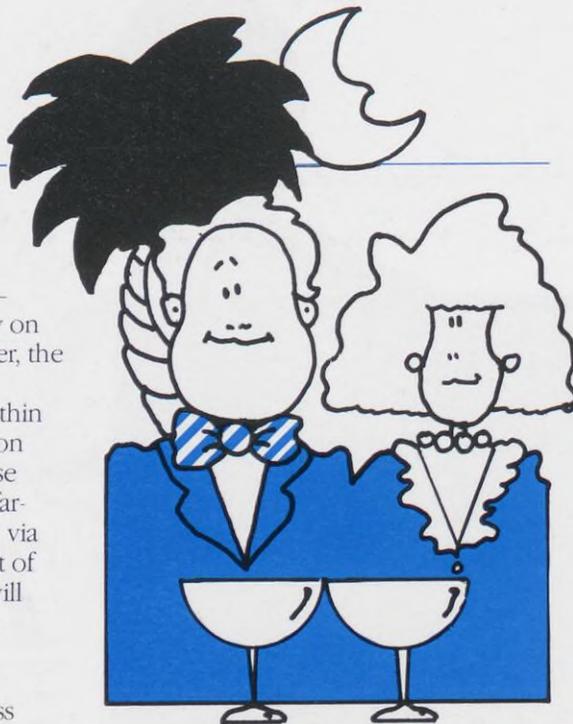
Lydia, published by Phoenix Books/Publishers, is available in bookstores in both hard and soft cover editions.

Inn basket

Cutbacks in business travel? —

According to pre-eminent authority on management theories, Peter Drucker, the rapidly advancing techniques in electronic communications will, within the next few years, put the kabash on business travel. With the use of these electronic devices, Drucker notes, far-flung executives can "get together" via video hookups without moving out of their offices, or, as he puts it, "We will be able to meet 'in person' without having to move the person." The bottom line, Drucker suggests, will result in a drastic cutback in business travel flying time. But, Lawrence Ragan, communications authority and producer of The Ragan Report, disagrees. Nothing, says Ragan, replaces the person-to-person "pressing of the flesh." Further, he notes that most executives see travel as a sign of status and are resistant to electronic substitutes. He cites the example of a major oil company who installed a \$20 million tele-communications network around the country, and who is now trying to find ways of convincing their executives that this beats air travel. Says Ragan, "We all know that much business travel is unnecessary. Travel should have begun to go down with the advent of the telephone, but, instead, it has gone up, up, up. After a few years, I predict the oil company will have a \$20 million toy on its hands, and its executives will be traveling as much as the rest of us."

And speaking of travel — whatta deal! — To celebrate their inaugural flights from Chicago to Houston and Kansas City in September, United Airlines came up with a very attractive discount coupon promotion. And this time, United's "partner in travel" has gotten involved in the deal. Certificates worth \$50 were handed out on these inaugural flights which can be redeemed on future flights from Chicago to these two cities, OR they could be applied towards hotel charges in any WIH hotel in the three cities — the Continental Plaza, Galleria Plaza, Houston Oaks and Crown Center. Partners in travel — you bet!



A \$3,000 weekend — That's the grand Grand Prize offered to the winner of the Crown Center's reservations contest for its corporate secretary members. And even in these days of inflated prices, \$3,000 buys a lot of weekend at the hotel. For the lucky winner, and companion, the Grand Prize includes: limo service to the hotel with bar service in the limo, red carpet entrance to the hotel, Presidential Suite for two nights to include fresh flowers, stocked bar, monogrammed towels and robes, which the guests get to keep, a butler and maid, and an engraved brass nameplate on the suite door. That evening, a seven-course gourmet dinner, including wines, cordials and cigars, as selected in consultation with the hotel's chef. The next morning begins with breakfast in bed, followed by full use of the hotel's health club facilities, then hair and beauty appointments including hairstyle, facial and pedicure. Lunch with a local celebrity follows, then a one-hour helicopter ride over the city. Back for high tea. That evening, a choice of dinner for four at the Top of the Crown or a reception for ten in the Presidential Suite. At midnight, an intimate picnic for two at the lobby waterfall. Next morning, a limo is ready to take the couple to the church or synagogue of choice, followed by a Sunday brunch for six at the Top of the Crown. That afternoon it's back home in limo style and the end of the \$3,000 weekend Cinderella story. (And a sink full of dirty dishes?)

Century Plaza-ites



FRONT!
correspondent for the
Century Plaza is
Lindsay Geyer. You
can contact Lindsay
with news for FRONT!
at the personnel office, extension 7321. (All other WIH
people, submit items to your local correspondent listed
below.)

*HOTEL ALAMEDA, Fermin Trucios.
THE BAYSHORE, Monica Hayes.
THE BENSON, Gayle Larson.
HOTEL BONAVENTURE, Antoine Khoury.
CALGARY INN, Susan Reeves.
CAMINO REAL, CANCUN, Jose Tamayo.
CAMINO REAL, GUADALAJARA, Carlos Reyes.
CAMINO REAL, MAZATLAN, Lupita Torres.
CAMINO REAL, SALTILLO, Enrique Meyer.
CAMINO REAL, SAN SALVADOR, Ana Maria Vides.
CARLTON HOTEL, Patricia Squires.
CENTURY PLAZA, Lindsay Geyer.
CHERRY CREEK TOWNHOUSE, Linda Dirkson.
CHOSUN HOTEL, Nancy Langston.
CINCINNATI PLAZA, Carol Brown.
CONTINENTAL PLAZA, Audri Adams.
CROWN CENTER HOTEL, Marilyn George.
DETROIT PLAZA HOTEL, Mozelle Boyd.
EDMONTON PLAZA, Joanne Cass.
GALLERIA PLAZA, Esther Feinerman.
HOUSTON OAKS, Lindy Valintin.
HOTEL CAMINO REAL, S.A., Francisco del Cueto.
HOTEL SCANDINAVIA, COPENHAGEN,
Dorthe Thing.
HOTEL SCANDINAVIA, OSLO, Liv Herud.
HOTEL TORONTO, Debbie Ellis.
THE ILIKAI, Valery O'Brien.
LAS BRISAS, Derek Gore.
LOS ANGELES BONAVENTURE, Mary Jordan.
MAUNA KEA BEACH, Sheila Donnelly.
THE MAYFLOWER, Joe Briglia.
MICHIGAN INN, Bill Arthur.
MIYAKO HOTEL, Kerstin Bertram.
PEACHTREE PLAZA, Carolyn Bryson.
PHILIPPINE PLAZA, Lynn Romero.
SHANGRI-LA HOTEL, Herbert Teo.
SOUTH COAST PLAZA HOTEL, Judy Perry.
THE SPACE NEEDLE RESTAURANT,
Nancy Watson.
HOTEL ST. FRANCIS, Katie Meyer.
THE ARIZONA BILTMORE, Sally Thompson.
THE PLAZA, Suzi Forbes.
WAILEA BEACH HOTEL, Sheila Donnelly.
WASHINGTON PLAZA, Sue Brush.
WILLIAMS PLAZA, Al Wrinkle.
WINNIPEG INN, Penny Brookes.
WIH EXECUTIVE OFFICES, Dorothy Stauffer.
WIH FINANCIAL SERVICES, Bob Graves.
WIH RESERVATIONS CENTER, Andy Gyure.
WSE&S, Nancy Newman.*