

front!

WESTERN INTERNATIONAL HOTELS
Partners in travel with United Air Lines



PUBLISHED MONTHLY FOR WESTERN INTERNATIONAL HOTEL EMPLOYEES

AUGUST 1971

Bond Drive Reports Gains And A Record

"THE results show a lot of extra work and dedicated effort by a great number of hotel people," commented Larry Morris, Assistant Personnel Director for WIH.

Larry was referring to the recently concluded 1971 U. S. Savings Bond drive for which he was WIH campaign co-ordinator.

Employee participation results among the U. S. hotels and offices showed an overall gain from last year's 19.9% to 21.7% for 1971 (the summary did not include the final figures for the St. Francis, Antlers Plaza, Northern and Houston Oaks hotels due to their later campaign conclusion schedules.)

The grand champion of the drive and

deserving of a very special salute for its efforts was the Cosmopolitan Hotel with an 84.5% employee participation. Its record achievement also placed it first among all hotels in the nation for the highest percentage of employee Savings Bond purchases as acknowledged through U. S. Treasury Department records.

Virgil Kidwell, the hotel's Superintendent of Services, was the hard-driving Drive Chairman for the Cosmo who led an equally hard-driving team to this top spot.

Other United States hotels showing significant employee participation gains over last year included the Miyako, Benson, Olympic and Continental Plaza hotel properties.

WIH Welcome To Newest Resort Hotel



NOW OPEN and in full operation is Western International's exciting new resort property in Mexico, the Camino Real at Mazatlan.

This 172-room hotel, with its own stretch of beautiful ocean beach, offers guests fully air-conditioned accommodations, a deluxe bar, a three-level coffee shop, swimming pool, tropical gardens and one of the most currently popular resort addresses in Mexico--Mazatlan.

From the hotel pool area a funicular whisks guests to the beach for ocean swimming, surfing, water skiing or just

relaxing in the sun and sampling the delicacies and refreshments served in the "Palapa" huts.

The Pacific Ocean waters of Mazatlan are noted for some of the world's best sports fishing.

The Camino Real Mazatlan was formally dedicated on June 26, and the opening festivities were attended by the Governor of the State of Sinaloa as well as representatives of WIH executive offices and of the WIH de Mexico offices.

General Manager of the Camino Real Mazatlan is Dieter Obermann.

Waterbed...Whatta' Bed



A waterbed recently installed in a Northern Hotel guest room evidently gets the full approval from "mattress tester" hotel Maid, Diane Andrikopoulos.

Waterbeds (basically, a warm water filled mattress which rests on a special frame) are being tested for guest reaction in at least two WIH hotel properties the Olympic and the Northern.

Some guests rate it "the greatest" while others, still prefer their box spring sans water. So far, however, it's hard to tell whether waterbeds are the new wave of the future or are just a passing ripple.

Executive Appointments For WIH de Mexico

JOSE BROCKMANN, President of Western International Hotels de Mexico announced in early July the following personnel appointments and promotions for the Company's executive offices;

Two former vice presidents have been named to the positions of Senior Vice President. They are Rodolfo Casparius and Joern U. Sroka.

Mario Carcamo, formerly company comptroller, was named Vice President of Finance and Controls.

Ulrich Schwartz was appointed Vice President of Sales and Marketing, and Michel Sauve was promoted to Director of Marketing Services.

Brockmann said the joint efforts of these executives will enhance the corporation's ability to serve its hotels and promote international tourism to Mexico.

front!

A monthly publication for the employees of

Western International Hotels

Editorial, Offices

The Olympic, Seattle, Washington 98111

Gabe Fonseca.....Editor

LITHO IN U.S.A.

COMINGS AND GOINGS

In-Hotel

Rick Russell, formerly front desk clerk, has been appointed Sales Manager of the Georgia . . . these appointments at the Washington Plaza: **Jack Skinner** is named Catering Manager from the Beef and Oak Rooms Manager; **David Levy** is appointed Room Manager for both rooms from assistant, and; former Oak Room host, **Dave Roser**, is appointed Assistant Manager for the Beef and Oak Rooms . . . former room clerk at the Continental Plaza, **Tom Parvaneh**, is named the Hotel's Rooms Manager and **Craig Brewer** is named Sous Chef Tourant from his former position as second cook . . . these two appointments at the Antlers Plaza: **Jim Brown** has been promoted to the position of Assistant Manager and former assistant manager, **Dave Bosworth**, has been named Front Office Manager . . . at the Ilikai, **Eddie Sawabini** is named Catering Manager from banquet manager; **Eric Yates** moves from Pier 7 manager to Banquet Manager; **Hugh Casey** from assistant manager, Rooms Division to Manager of Primo Garden . . . promotions at the Space Needle include former assistant purchasing agent, **R. Bruce Moore** named to Chief Steward; **Ralph Christopherson** is appointed Assistant Chief Steward from night supervisor; former assistant chief Steward, **Greg Harris** is named Assistant Purchasing Agent; also named Assistant Purchasing Agent is former cashier, **Barbara Hunter**.

Transfers

Phil Hughes, formerly executive assistant manager of the Washington Plaza, has been named Resident Manager for the Continental Plaza . . . new Executive Assistant Manager for the Washington Plaza is **Larry Magnan**, formerly director of rooms for the Century Plaza . . . **Christian Lallemant**, formerly assistant F&B director for the Bonaventure, is named F&B Director for the Winnipeg Inn . . . **Harold (Hal) Carey** transfers from the Ilikai as director of rooms to the Century Plaza as Senior Assistant Manager . . . **Mary J. Carey** from the Ilikai as Tower housekeeper to the Century Plaza as Assistant Housekeeper.

(Continued on Page 9)



Executive Offices Report:

We don't know how we compete for your readership with the adjoining Comings and Goings column. But we suspect that with some of you that column might have a slight priority edge.

In a company like ours, where promotions and transfers seem to occur quite often, that column provides one way of keeping current with fellow employees throughout our organization. While these listings do not claim to be complete they do indicate some of the advancement opportunities that are being fulfilled in WIH.

As many of you are aware, there are few other industries where qualified people may advance as rapidly as is possible in the hotel industry. Studies by the American Hotel and Motel Association have suggested this to be generally true. Because of our continuing growth history coupled with a policy of promotion from within, this is particularly true with Western International.

Ours is a recognized growth industry and Western International is, and will continue to be, a very definite contributor to this growth pattern. That we are primarily a "people serving people" industry, it is people, you and your fellow employees, who are vital to this growth.

Certainly, these Comings and Goings column announcements are such indicators of individual growth successes. For those of you mentioned in this month's column we offer our sincere congratulations. And we extend these congratulations to those of you—and perhaps yours will be among them—whose names and new position or transfer announcements will be appearing in future columns.

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, Jack Gibbs; Antlers Plaza, Marilyn Crawford; Avila, Mrs. S. Guzman Blanco; Bayshore Inn, Art Davies; Benson, Nelvia Turner; Bonaventure, Leona Dureau; Calgary Inn, J. Claude Goyer; Camino Real-Salvador, Ana Elena Steiner; Century Plaza, Charlene Chabin and Jean Klappert; Continental Plaza, Audri Adams; Cosmopolitan, Arcele Schiermeyer; Houston Oaks, Pat Sells; The Ilikai, Roberta Watson; The Miramar, Edward Y. Hsu; Miyako, S. F., Kristina Templeman, Northern, Con Carter; Olympic, Fran Vitulli; Palace, Y. Yoka; St. Francis, Sharyn O'Reilly; Space Needle Restaurant, Sandy Rogers; Washington Plaza, Connie Wilson; Winnipeg Inn, Al Rennie; WIH de Guatemala, Rita de Rubio; WIH Executive Office, Tanya Johnson and Ruth McCloy; Western Service, Rose Shaffer; WIH Credit and Accounting, Irene Gelus.

Cooks Tour of Duty Through Antlers Plaza

The familiar truism, "an army moves on its stomach" is taking on a gourmet refinement at Ft. Carson, Colorado.

As part of U. S. Army's "new image," the military base has taken a new look at its chow line operations in some areas with an eye towards more creative food service along civilian fine restaurant lines.

Since the base was not equipped to provide the necessary training, it did the next best thing. It sought the assistance of the finest civilian kitchens in the area—that of the Antlers Plaza Hotel.

In mid-July, seven Ft. Carson cooks began an extensive six-week training program at the Antlers Plaza under the direction of Executive Chef Serge Louzon. The men are scheduled to work in all areas of the hotel's food service from the Picadilly Bar to the London Grill, to the Cafe Plaza to full banquet service.

Each man will spend time, individually, at each station in the kitchen, the pantry, the sauce station, broiler station, butcher station, fry station, the vegetable station and the banquet service.

It is the Army's hope that the cook trainees will not only learn how to make foods more attractive and palatable, but that their public contact will help them learn the manners of good food service.

Chef Louzon is extremely enthusiastic about the military program and feels that the civilian food service industry could also benefit.

In a newspaper interview, Louzon stated: "The training here will not qualify a man automatically to begin professional civilian food service without further training. He'll only learn the basics, but it will give each man enough time to discover a possible interest in a food career—a career slowly dying."

WINNING RECIPE REVEALED—

We have received several requests for the recipe ingredients for "Morning Kiss," winner of the F&B "Most Outstanding Drink Recipe" award. Here it is as provided by its originator, Bartender Don Taylor of the Antlers Plaza.

MORNING KISS

1 ounce gin
1 ounce orange juice
1/2 ounce Galliano
1 ounce cream
White of one egg

Add one scoop of ice with ingredients in blender and mix for five seconds. Strain into fizz glass and garnish with a pineapple spear.

"Happy Birthday, (Surprise!) Joe Callihan"

WIH Vice President, Joe Callihan, might be at an age when he'd just as soon forget about his birthdays.

He's not likely to forget, however, the celebration that took place on his most recent anniversary, thanks to the combined efforts of his Secretary, Lois Webb, Vice President Joe Mogush, and the staff of the Calgary Inn.

It all started with Lois and Mr. Mogush. It occurred to them that Callihan, while on a business tour of Canadian properties, would be arriving at the Calgary Inn on June 17 . . . his birthday.

On sudden inspiration, Mogush called Peter Martin, General Manager of the Calgary Inn, and requested he do something on their behalf to "brighten" Callihan's day. It was short notice, Mogush explained, (Callihan was due to arrive at the hotel within a few hours), but anything that could be done would be appreciated.

With message received, the word spread and the Calgary crew fell to with a flurry of activity.

WHEN Callihan arrived, he was greeted with a large sign reading, "Happy Birthday Joe Callihan" which had been suspended from the skybridge connecting the Hotel with Marco's Ristorante across the street. As he alighted from his car at the hotel entry, several of the staff members were on hand to welcome him with a rousing chorus of "Happy Birthday." One staff member carried a sign conveying the birthday greetings from Mogush and Lois Webb.

From then on it was a Red Letter day for Callihan with full Red Carpet treatment that included, of course, the inevitable birthday cake.

THE whole affair proved a totally unexpected surprise for the delighted Callihan who was overheard to concede that, if you HAD to have them, birthdays were O.K. . . particularly, Calgary Inn style!



After singing birthday greetings upon his arrival at the hotel, staff members line up to shake hands with Callihan and offer personal congratulations.

MEET YOUR CORRESPONDENT

AL RENNIE — Winnipeg Inn



NEWEST FRONT! newsman for the Winnipeg Inn is the Hotel's Director of Sales, Al Rennie.

Al was born and raised in Alberta, Canada. It was in this Canadian province, and in its city of Calgary in particular, that Al joined Western as a member of the Calgary Inn staff in 1966.

He started at the Front Desk serving in a variety of capacities from mail and information clerk to senior desk clerk and accounts manager. Later he was transferred into the Food and Beverage opera-

tions as F&B controller.

Al helped launch the opening of Marco's Ristorante and Lounge (across the street from the Calgary Inn) in late 1969 in his capacity as the Hotel's Director of Restaurants. Shortly thereafter, he was named as Grill and Room Service Manager for the Calgary Inn.

In July 1970, and just a couple of months before it opened, Al was transferred to the Winnipeg Inn as Front Office Manager. For a brief period of time he accepted the assignment as Cafe Lombard and Room Service Manager for the Hotel, then returned to his position as Front Office Manager.

In May of this year, Al was named to his current position as Director of Sales for the Winnipeg Inn.

Inn Basket

SNOOPY—The Bayshore Inn's INN-SIDER employee magazine reports on the hotel's "Snoopy Sales Club" organized by their Sales Offices to involve all employees in a sales effort.

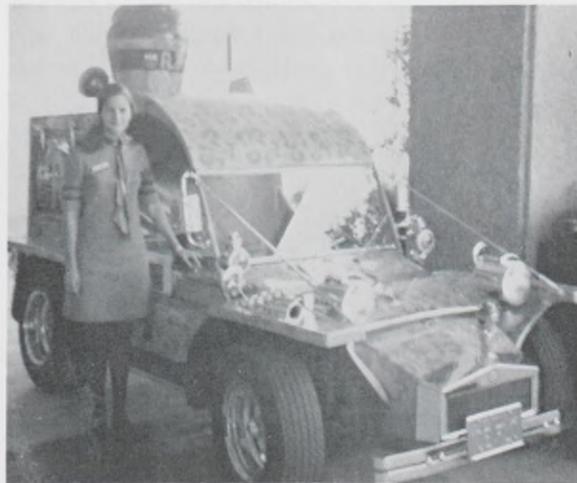
It works like this. Any employee in contact with a hotel guest who finds out through conversation with him that he may be interested in bringing a convention, sales meeting or other function to the hotel, passes on this information to the Sales Department. He is awarded so many points for each lead possibility and after he has accumulated 10 points is complimented with a dinner for two at the Bayside Room. As the "Peanuts" comic strip character of the same name might add, "Happiness is 10 points in the Snoopy Sales Club."

BARGAIN NIGHT—Employee night at the Oak Room is a new fringe benefit now being enjoyed by the employees and their immediate families of the Washington Plaza. One night a month hotel employees are invited to see the Oak Room show and enjoy their favorite beverages at a 50% discount. The Employee Night programs are timed to coincide with the introduction of the new second act booking each month.

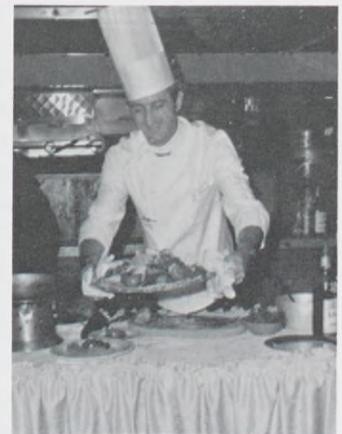
BEST DRESSED—WIH has recently claimed the four top spots in a "best dressed" list of sorts of hotel uniforms. The Swiss published hotel magazine, HOTELLERIE, recently conducted an international contest for the most outstanding hotel uniforms. The first four winners were from among WIH properties that included the Oriental uniform worn by the Elevator Starters at the St. Francis; the Wine Steward uniform worn in the Olympic's Golden Lion; the Beefeater uniform worn by the Doormen at the Bayshore Inn; and the colorful French inspired uniforms worn by the Bonaventure Doormen.



GEORGIA—The colorful garb of Oriental potentates dominated the lobby scene of the Georgia Hotel during the annual Shriner Convention in Vancouver in early June. Above, Peter Hanson, Georgia Desk Clerk, must find his ordinarily handsome uniform in somewhat drab contrast to the splendid finery worn by the two convention delegates.



HOUSTON OAKS—Recently displayed at the Houston Oaks while on a national tour, is the dune buggy creation by Hollywood "King of the Kustoms," George Barris. The vehicle features a Rolls Royce grill, stereo and sound speakers, a musical horn, gets 23.7 miles to the gallon and hits a top speed of 80 miles per hour. Even at that, Hotel Reservationist Carmen Wells, after looking it over, must wonder at its \$25,000 price tag!



ANTLERS PLAZA — Executive Chef Serge Lauzon recently completed a cooking class for 25 members of the Air Force Academy Officer's Wives Gourmet Club. Now, the good ladies are undoubtedly surprising their husbands with such exotic fare as Coquille St. Jacques, Escargot a la Bourguignonne, Steak Dianne and Strawberries Romanoff. Above, Chef Lauzon displays one of the completed dishes to the class.



NEWS- PICTORIAL

ILIKAI—Bob Gillespie, (right) Executive Assistant for British Columbia's Centennial celebration never misses an opportunity to plug the event . . . even while on vacation. While at the Ilikai for a few days relaxation, Gillespie found he "just happened" to have some souvenir copies of the Centennial booklet. Above, he presents one of them to Resident Manager of the hotel Lou Martinelli. (So THAT'S what he was carrying in all that excess luggage!)



WIH OFFICES—Exchanging photos and travel notes are WIH Offices Secretaries, Ines Novion (left) and Peggy Trygstad (right) after their vacation return from faraway places. Ines, Secretary to Vice President, Kenny Mallory, toured Mexico and visited WIH de Mexico properties in Juarez and Mazatlan. Peggy flew to Spain for most of her vacation with side trips to Tangier, North Africa and a return stop via Copenhagen, Denmark. She is Secretary to WIH Chairman and Chief Executive Officer, L. P. Himmelman.



ANCHORAGE WESTWARD—Jim Mitchell, Top of the World Bartender, proudly displays his recently earned State (Alaska) Singles Champion Trap Shoot Award. His score was a whopping 199x200. Mitchell also made Class Doubles winner and was named all-around runner-up for the nationally sanctioned tourney. A comparative newcomer to the sport (he has been shooting for only four years), Jim has been awarded a total of 60 trophies gained in Alaskan and major United States tournaments.



CALGARY INN—Beverage supervisor, Walter Chell was the recent winner of the "Prince of Denmark Award," and one of the top finalists in a Canadian National Cocktail Competition. Chell was also declared "First Winner" in the Western Division portion of the competition. He is shown above mixing the drink that won him the honors which he has named the "B.B.C."

CONTINENTAL PLAZA—President Nixon, in a June Chicago visit to deliver an address to the delegates of a national convention, selected the Continental Plaza for his overnight stay. It was in the way of a "first" since traditionally, and for several decades, visiting Presidents had been housed at another hotel further downtown. Above, President Nixon "breaks rank" at the entrance to the Continental Plaza upon his arrival to shake an outreaching hand. Chicago's Mayor Richard J. Daley is at center and at right is Continental Plaza General Manager, Jack Vaughn.



ST. FRANCIS—Soaring upward, the bay-windowed St. Francis tower addition adds dramatic interest to the San Francisco skyline in this recent progress photo. The 600-room, 32-story tower is scheduled for completion this fall.



GEORGIA—Results of the recent fishing derby competition between employees of the Bayshore Inn and the Georgia, resulted in more "fish stories" than fish. Honors, however, went to the Georgia crew shown above with their not-so-prize catch. (L to R) Executive Chef, Xavier Hetzman; Room Clerk Peter Hansen; Cavalier Grill Manager, Willi Vogl; and Bell Captain, Lou Fromont.



THE FRONT DESK

"...busy Crossroads of Guest Activity"

PROBABLY no other operations area of a hotel is more familiar to the average guest than is the Front Desk.

It's his first stop as he registers for his room upon his arrival, and usually, his last stop as he checks out at the cashier's window upon his departure.

During his stay it's his contact center, in person or by room phone, for requesting some needed information, bellman service, or to register a complaint.

At any time of day or night it's where he picks up his mail and messages and drops off his keys.

Because the Front Desk is where most guests will experience a greater part of their personal contact with hotel people, it is also where many of their hotel visit impressions are formed. Front Desk personnel attitudes of courtesy, efficiency, friendliness and service assistance, therefore, are among the most important considerations in the department's operational philosophy. For a WIH guest, these are the attitudes with which he is likely to be greeted in any of our properties.

They are certainly very evident at the Front Desk of the Anchorage Westward, the hotel selected as a "typical" operation and the basis for much of the information in this article (with supplementary details supplied by **Ray Sylvester**, Front Office Manager of the Olympic.)

The Front Desk, and those personnel that the guest sees behind it, make-up only one part of the total Rooms Department operation. The department also includes the Bellman Service staff, the Reservations Department, the PBX staff, and in many hotels, Housekeeping. But for this article we will be mainly concerned with that group that includes the front office manager and such directly involved front desk people as his immediate assistants, desk clerks, cashiers and night auditors.

Usually the head of the department carries the title of Front Office Manager. In some instances it is the senior assistant manager who is in charge. In any case, the responsibilities and operations are, for the most part, similar in each hotel property.

While the front office manager finds it necessary to spend a certain portion of his time "out front" behind the front desk counter area, he is often desk bound attending to his administrative duties. His offices are normally located out of public view and easily accessible from behind the desk.

Such is the case at the Anchorage Westward where Front Office Manager, **Tom Johnson** is in charge. Within his office area is located the hotel's Reservations Department, and one of Tom's first duties when he arrives in the morning is to check such reservation activity as is received for the current day.

MORNING REPORTS

But Tom's major morning concern is with the "status of the house"—the current and projected room occupancy.

The ready-to-go-off-duty night clerk and the night auditor have already prepared for him a Room Occupancy and Revenue Report and the Audit "D" sheet summarizing the night's activity. These reports list each room in the house by number, whether occupied or not, and the number of guests in each room and the occupied room rate. Separated are the "DNAs"—those rooms reserved for guests that "Did Not Arrive."

The night clerk has also prepared a forecasted Occupancy Report summarizing the hotel's forecasted occupancy for

that day as well as for the following day. Basis for this report is gained from information supplied by confirmed reservations, scheduled check-outs and estimated "walk-in" business.

From this and other available information, Tom has a pretty accurate idea of the hotel's current and projected room occupancy activity from which to analyze his Daily Morning Rooms Report. Copies of the report are whisked to the executive offices for management review and analysis. A copy is also sent to the hotel's accounting offices.

Tom's early morning routine also includes a thorough review of the report submitted by the night security officer. Any incidents that have occurred during the night are noted so that any necessary action required can be taken.

Moving out behind the Front Desk area, Tom will confer with the floor assistant manager, who is in charge of this area, on the day's activities. The floor assistant may alert him as to the arrival of visiting VIPs, a scheduled tour group or some unusual anticipated activity. It may



Front Office Manager Tom Johnson checks room rack for daily room assignments.

be necessary for Tom to pass on some of this information to the bell captain, the housekeeper or others who may be directly involved and where certain special attentions are required.

DAY'S ACTIVITIES BUILD

At the desk, meanwhile, the day's activities build momentum with the arrival and departure of guests. Other hotel guests stop by the desk to pick up or drop off keys, ask for messages, or to inquire as to some destination directions.

At a window labeled "Registration," a desk clerk greets an arriving guest who informs the clerk that he has made reservations for two adjoining rooms.

The tray of reservation cards for the day's scheduled arrivals has been delivered to the Front Desk from the Reservations offices the night before. From the room file rack the clerk selects the room numbers appropriate to the guest's needs and completes the registration by filling in room number, room rates and other necessary information. One copy of the registration form along with the reservations card is kept at the Front Desk. The second registration form copy along with the room keys are handed to the bellman who will in turn hand both over to the guest once he has been escorted to his room.

The room rack file is the single most important guest room reference and control source in the hotel. It reveals the room occupancy status of all rooms in the hotel at any given moment. While there are two different room rack file systems in operation in the various WIH properties, they are basically similar in use. Rack slots are provided for each guest room and are marked according to type of room, the rate and some decor



Evening Clerk Ron Green is interrupted by the FRONT! camera as he registers an arriving guest.



Evening Cashier Barb Tuchity runs through the guest folio "bucket" in checking guest accounts.



Assistant Manager Chuck Murotorff reviews the room chart for future arrivals of tours and other group business.

and equipment information. It enables the room clerk or other desk personnel to quickly determine which rooms are available, rooms occupied, rooms specifically reserved and rooms out of order (out of order because of renovation, etc. or not yet made ready for occupancy by the Housekeeping Department.)

GUEST FOLIOS

From the desk copy of the guest's registration form a guest folio with three tab copies is prepared. Guest folios are maintained by the front office cashier in a numerical (by room) file "bucket." All guest charges (food and beverage, valet, phone charges, room, etc.) that occur during his stay are posted on these folio sheets. A running balance is kept so that whenever the guest checks out, he is supplied with this folio record of his charges. If his expenses have been charged, he will be sent a folio copy with his bill. A copy is also kept for department records.

Of the three information tab copies of the folio one is placed in the room rack file for the room or rooms being occupied, one is placed on the information wheel at the front desk and filed alphabetically, and the other goes to the Telephone Department offices, (also filed alphabetically) to assist the switchboard crew in handling and recording the guests' phone calls.

Back to the registration desk again, the next guest may be a "walk-in." This is the arriving guest who has not made a room reservation. The procedure followed is the same as that for the reserved guest

except that, of course, he will not have a reservations cardex attached to his registration slip.

A third guest may be a businessman with a history of frequent hotel visits who has had his room reserved. This guest may be extended the VIP courtesy of pre-registration. His room has already been assigned before his arrival and his room key and registration slip have been inserted into an envelope with his name typed on the outside and placed in a special rack. After greeting him the clerk calls for a bellman, hands him the envelope and the guest is on his way to his room.

OTHER SERVICE ACTIVITIES

Elsewhere, behind the desk are signs of other busy activities. Within the last hour or so the mail and information clerk has sorted and distributed guest mail; has typed up several guest folios; directed two elderly women toward the dining room; informed several other guests as to the departure of the airport bus; received a basket of flowers to be delivered to a guest room and handed out and received several room keys.

At one of the NCR 4200 machines, the cashier records guest check charges just received from the hotel's dining room on to proper guest folios. (The register will retain all guest revenue charges for the day until cleared for tabulation during the early morning hours by the night auditor.)

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She is interrupted in this process by the arrival of two guests at her cashier's counter. The first guest requests the cashing of a personal check, and upon identification approval, the request is satisfied. The cashier maintains a cash drawer for guest convenience cash transactions and for which she is entirely responsible during her shift.

The second guest is checking out of the hotel. His folio is pulled and before it is completely tabulated, the cashier politely inquires of the guest if he has incurred some recent hotel charges not yet received by the Front Desk. The explanation that he has just had breakfast in the hotel coffee shop prompts the cashier to call the coffee shop to determine the amount of his meal charge which is added to his folio.

As the guest leaves the counter, the cashier passes on his room registration card to the room clerk. The clerk removes the guest's folio tab from the room rack file placing that room "out-of-order" and the Housekeeping Department is notified. The guest's folio tabs on the information circular file and the PBX files are also removed. (While the Front Desk may be more directly involved with all other hotel departments than any single department, its closest relationship is with Housekeeping. From them the room condition reports are received throughout the day. In turn, the Front Desk keeps Housekeeping informed of projected room occupancies enabling them to determine each day's labor force.)

"SOMEONE IN CHARGE"

At this same time another guest has somewhat hesitantly approached the desk

and asks to see "someone in charge" regarding a rather involved room complaint. The assistant manager who answers the request invites the guest to discuss his problems more comfortably at his desk. As in many Western properties, the assistant manager's desk is located in the lobby adjacent to the Front Desk. As he leaves to attend to the guest, the assistant manager asks the senior desk clerk to take over his supervisory responsibilities during his absence.

In his office the front office manager has just completed dictating a letter finalizing the detail arrangements for a scheduled tour group. Handling the hotel's tour business is among Tom's major responsibilities. Tom's next action involves him in a report he will prepare for presentation at the weekly department head meeting in the morning. The report is the weekly occupancy forecast which will affect, in varying degrees, the week's activities of all other hotel departments.

And so it goes throughout the day at the hotel's busy, exciting "crossroads" of guest activity.

EVENING STAFF

When the evening shift staff comes on duty in the late afternoon, the room occupancy picture for that night has been pretty well determined—but not quite! Anyone working the Front Desk will assure you that the unpredictable is the most predictable.

Weather conditions canceling airline flights, for instance, might retain expected check-outs for an additional night. This may drastically affect the number of rooms available to accommodate arriving

guests. It may even mean relocating the arriving guests in other hotels.

Sometimes the room count is down, perhaps due to a drop in the expected "walk-in" business, presenting another sort of challenge for the night manager and/or his chief room clerk. Filling the house is a basic Front Desk responsibility. As Ray Sylvester, Front Office Manager of the Olympic expresses it, "A guest room is the most perishable item of a hotel . . . anytime it goes unsold it's lost forever."

To fill these unoccupied rooms, other comparable hotels in the community may be called in the event they may have an overflow. The airlines' offices at the local airport are also alerted to this space availability for the convenience of those arriving passengers asking about hotel accommodations.

TOWARDS A NEW DAY

The third staff change around midnight also begins the "working day" for the night auditor. His major responsibility, as suggested earlier in this article, is to audit all the revenue taken in by the front office cashiers throughout the day as recorded on the various registers and NCR machines. The figures are categorized by totals on his report to the front office manager. He also acts as the on-duty cashier.

Upon the arrival of the front office manager and the day crew in the morning, the night auditor's reports will have recorded another page of the hotel's guest activity history. The new day offers new challenges and some surprises; new faces and some familiar ones; and most of all, a new opportunity to "win friends and influence guests" of the hotel.



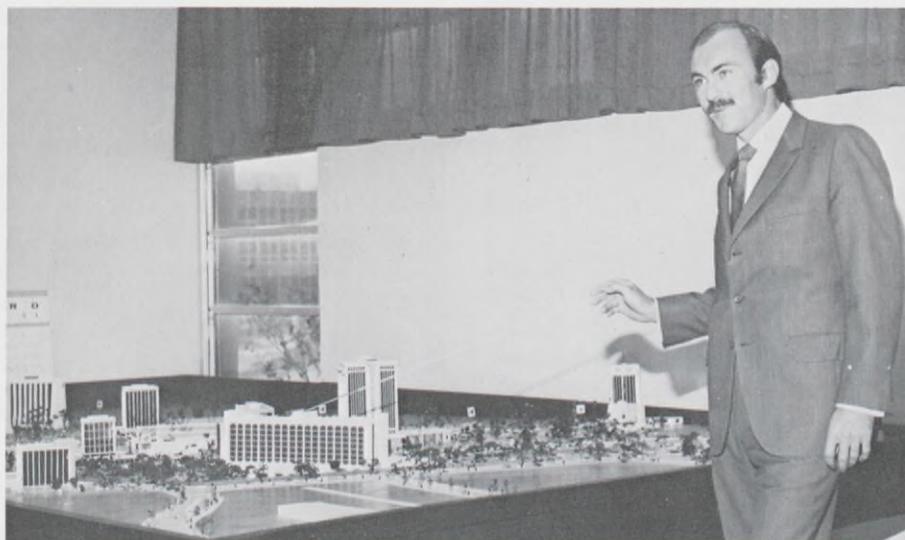
Morning Cashier Vickie Breukelman demonstrates operation of the NCR 4200 posting machine to new Desk Clerk Blake Martin.

Cashier Vickie Breukelman reviews the folio of a departing guest with Front Office Manager Tom Johnson.



Night Auditor Ernie Roth and Night Clerk Bob Anderson check the folio "buckets" against the room rack file.

FRONT! INTERNATIONAL



EL SALVADOR—Don Drysdale, General Manager of the Camino Real El Salvador, uses a pointer to indicate the location of the hotel (building mock-up in foreground) in relation to the total Metrocentro project. The project, when completed, will be the largest commercial center in Central America. Construction on the 30-acre center will include department stores, office buildings, a medical center, cultural center and, of course, the Camino Real.



JOHANNESBURG—While construction goes on at the site of the Carlton Hotel in Johannesburg, South Africa, the Hotel's initial staff members have taken up temporary office space in the city's Trust Bank Building. Shown above are two of these hard working staffers; Purchasing Agent, Anton Goedvolk (seated) and Food & Beverage Controller, Gunter Zimmer.



TOKYO—Table tennis tournaments make news internationally . . . and at the Palace Hotel. Shown are the winning groups of both the male and female teams of the hotel's 5th Table Tennis competition which took place recently in the employees' dining room. Winners of the first and second prize awards in the male category were the Kitchen and Bakers teams. For the girls, Housekeeping won first and the Dining section came in second. Altogether, 35 group teams participated—21 of them male and 14 female.



SINGAPORE—The Chung family of Singapore will be spending an all-expense-paid vacation at the Dusit Thani thanks to a good guess by Mrs. Chung. The Singapore housewife came up with the nearest correct answer in a contest to determine the price of a stack of Danish food displayed by a major supermarket. The contest was jointly sponsored by the Shangri-La Hotel. At left, Shangri-La General Manager, Bill Ellis and the supermarket representative present the delighted Chung family with the prize. At right is Shangri-La Resident Manager, Peter Daetwiler.

COMINGS AND GOINGS

(Continued from Page 2)

New

Named Director of Sales for the Space Needle is **Tom Furse** and **Gary Kollasch** is named Assistant Sous-Chef . . . Three new additions to the St. Francis staff include **Hugh Thomas** as Laundry Manager, **Phil Heyl** as Assistant Manager, and **Bill Lawrence** as General Sales Manager.

INTERNATIONAL DIVISION

(WIH de Mexico)

Ernesto Ponce de Leon transfers from Camino Real Puerto Vallarta to the Houston Oaks Hotel as Regional Sales Manager for WIH de Mexico . . . **Benjamin de la Mora**, formerly executive assistant manager of the Camino Real Juarez, is appointed Manager for the Majestic . . . **Rolf Rosenlehner** is named Assistant to the General Manager of the Camino Real Mazatlan from F&B manager of the Camino Real Mexico City . . . **Werner Eisen** is Resident Manager of the Acapulco Malibu . . .



FRONT FAMILY FEATURES

Health Notes

PHYSICAL EXERCISE (Without all that work!)

MOST of us (let's confess) are a bit short of top physical condition. Our excuse: lack of time. We can feel better . . . progress faster—if we develop and practice physical fitness. And it may take far less time than you think!

There are many ways to "work out" miles away from any gymnasium or athletic field. Virtually every movement is "exercise." The trick is to learn to make the most of them.

For example, when you arise in the morning—do you kick your slippers out from under the bed? Ah—that's the easy way. But it's better ("fitness-wise") to get down on your hands and knees and bend to get them.

Try standing while you dress and undress. It's another way to exercise at "everyday" tasks—by not doing them the easiest, most efficient way.

More exercise ideas? Those few minutes in the morning can be spent at a brisk walk to the next bus stop. The same added exercise can finish off your working day—get off the bus two or three stops before yours and walk home.

If you live or work in an elevator building—or have business elsewhere—get off two or three floors above or below your destination and walk the rest of the way. Stair climbing and descending is terrific exercise.

Many practical, every-day tasks also can decrease stomach lines. Car dirty? Wash and polish it yourself. More important than the few pennies saved—you're using your muscles.

Even taking your morning shower can be a body-builder. While drying, use your towel as a conditioning aid. Place it around the nape of your neck and pull forward, simultaneously pushing your neck and chin against it as hard as you can. Then hold for two seconds.

Repeat the process with the towel in the small of your back, pushing hard against it by tightening the muscles of your abdomen and buttocks to flatten your back. Again hold for two seconds.

One more "towel workout" and you're through. Place your right foot into

the towel, holding the ends as a sling. Pull up on the towel while pushing the tips of your toes (not the ball of your foot) into it. Hold two seconds; repeat with the left foot . . . and get into the habit of doing it regularly. One caution, however, that applies to all new ventures in exercise—go easily the first week or two.

There's no limit to which every-day tasks can help. Breathing is no exception. Get in the habit of pulling in your abdomen—but don't hold your breath!—whenever you pick up your phone. Do this

LIKE IT IS

Dear Answer Man,

The Symphony Association is having their annual Ball at the hotel and asked me to do their ice sculpture centerpiece. What they want is replicas of each member of the 96-piece orchestra playing their instruments as they would be during the grand finale of the William Tell Overture.

The Ball is next Saturday night. After working three weeks I've only completed three sculptures (two oboe players and a lady flautist). I've also developed a bad case of frost bite.

It looks like I won't be able to finish off the rest of the orchestra unless I get some help fast. What do you suggest?

ICY-FINGERED CHEF

Dear Icy-finger,

Well, you could literally "finish off" the rest of the orchestra but that would probably upset the Association. Anyway, I have a better idea. I contacted the "Sculpt-By-Number" ice block kit people and they inform me that they have such an orchestra kit set available. Their kit, however, depicts the orchestra during the second movement of Beethoven's Fifth, but then, really, who's to know!

Suggest you send for their complete kit and recruit everyone in the kitchen to join you in the freezer for an ice sculpting bee. (But don't tell them about the frost bite possibility bit.)

ANSWER MAN

with other office jobs, like filing, checking through your mail, or just reaching for a book.

And stretch whenever you can . . . push your chair away from the desk between assignments and lower and raise your feet, legs fully extended.

After work and dinner—do you just sit before the TV? Why not adopt some new hobbies—dancing, swimming, bowling and other similar activities? You'll soon realize that keeping fit can be a lot of fun.

Best of all, you will find that when you feel better, you get along better in your work and home life. You will be happier and healthier. And that, is the whole idea of exercise.

Dear Answer Man,

Like I'm a Busboy, see. Well it's not like being the Room Manager, but it's alright if you don't mind the sight of all those dirty dishes. (Yeeech!)

Now, what I really want to be is a Room Captain or Manager, so I can make all those neat flaming dishes and toss those wild salads at the table while everybody is looking at you. (Maybe, even jazz it up a little. You know, like have 'em throw a spot light on me while I did a little soft shoe and like that. Man, that would be outta' sight!)

Bet I could bring the house down with like a flaming cherries jubilee that would singe your eyebrows! Trouble is, nobody will let me try. Why?

BUGGED BUSBOY

Dear Bugged,

Like maybe it's because you would whip up a flaming cherries jubilee that would "singe eyebrows!"

Suggest you study the Captain's technique a little more closely and do your salad tossing and flambe practice at home (but be sure you get a permit from your local fire department first!).

As to your soft shoe act, you're right, it ought to be "outta sight"—of the dining room! But don't get discouraged. I've turned your letter over to the Employee Council officers and they'll be contacting you about handling the entertainment program for the annual picnic and barbecue. (Maybe you could even slip in a flaming hot dog demonstration!)

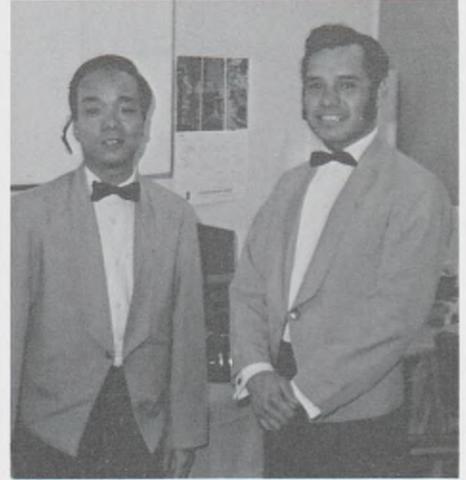
ANSWER MAN



ENGINEERS . . . Like these from the Winnipeg Inn: "Jock" MacDonald and Richard Larose.



DOORMEN . . . Like these from the Antlers Plaza. From left: Sam Harvey, John Spiegner and George Lowery with Chuck Weaver, Superintendent of Service (lower center).



ROOM SERVICE WAITERS . . . Like Chun Hoi Wu and Rudy Lopez of the Miyako Hotel.



SALES PEOPLE . . . Like this Sales Office staff of the Benson. (L to R) Lon Kellstrom, Sales; Linda Rader, Sales Secretary; Howard Kemball, Sales; and (seated) Ron Spellecky, Director of Sales.



PBX OPERATORS . . . Like this Switchboard crew from the Cosmopolitan. (L to R) Barbara Roberts, Chief Operator and Operators Iris Dyas, Mildred Key, Bea Bushell and Mary Goltry.

IT TAKES A LOT OF PEOPLE . . .

doing a lot of different jobs to make a hotel's "wheels" go 'round. In one way or another each job is dependent upon another in order to function properly and to produce our finished product . . . service to our guests. These are some of the people who make our Western International wheels go 'round in contributing their services towards happier guest relations:



CHEFS . . . Like Executive Chef Xavier Hetzman and Sous Chef Juergen Eidmann of the Georgia Hotel's kitchen.



HOUSEMEN . . . Like Terry Moore, Houseman at the Northern Hotel.



PANTRY GIRLS . . . Like these from the Space Needle: Akiko Apsel, Mariam Puckett and Maggie Farkas.



HOTEL PROFILE

WINNIPEG INN – Outside, the temperatures may drop to a bone-chilling 30° below in the winter or a searing 110° above in summer. But even when outdoor temperatures are most temperate it still may not be tempting enough to bring out the Winnipeg Inn guest for long.

It's not that the city of Winnipeg does not offer plenty to see and do for its visitors. It does. It's just that the hotel's totally delightful and almost self-contained world offers so much to be enjoyed.

Take dining for example. There are gourmet delicacies and fine wines to be savoured in the splendor of the 18th Century Georgian decor that surrounds the guest at the **Velvet Glove**. This lobby-level specialty restaurant is reminiscent of an English country manor with its warm walnut paneling, brass chandeliers and huge open fireplace.

During luncheon, the adjoining Velvet Glove Lounge offers a matchless mid-day menu selection as well as beverage service.

THE concourse-level **Cafe Lombard** coffee shop serves everything from early breakfast day starters to late evening snacks. The atmosphere here is relaxed, cheerful and casual, and suggests the charm of a Victorian garden.

Then, there is the Winnipeg Inn's very exciting world of lounge and nightlife entertainment. The "Golden Age of Show Business," is the inviting fun theme of the glittering **Stage Door** entertainment room.

Before, after, or instead of the Stage Door shows, guests may enjoy the change of pace activity at the **Top of the Inn**. This twenty-first floor rooftop lounge is the perfect rendezvous for a favorite beverage at the piano bar or a quiet conversation at a window seat with its sweeping panoramic views of the city.

ADJOINING the Top of the Inn is the hotel's totally enclosed and climatically controlled guest swimming pool. Even the shopping is climatically controlled for guest convenience and comfort. At the hotel's lower level is an extensive shopping concourse with a fascinating assortment of stores, boutiques and service shops. Underground passageways from the concourse extend to the Richardson Office Building and the large Grain Exchange Building across Lombard Street. The concourse also leads to the 425-car

parking area. Escalators from the concourse can bring arriving guests up to the lobby on to the mezzanine level where the Inn's Winnipeg Ballroom and meeting rooms are located.

The Ballroom is the city's largest. This, in combination with seven other meeting rooms of varying sizes, comprise an ultra-modern convention complex that will accommodate up to 1,250 persons. These facilities are already recognized as the center for the city's major social and civic functions.

NOWHERE else in Winnipeg are there guest rooms to match those at the Inn for attractiveness of decor and quality of furnishings. Nor can one find so many thoughtful room amenities as color cable television, direct-dial phones, electric blankets and retractable clothes lines in the bath. The Inn boasts 350 of these beautifully appointed guest rooms including two super-luxurious suites on the twentieth floor—the two bedroom **Royal Suite** and the three bedroom **Crown Suite**.

But if the guest **MUST** leave the hotel, he could not find himself more centrally located. The Winnipeg Inn's address at Portage and Main on Lombard Place is one of Canada's most celebrated intersections. It is at the hub of downtown activity, near the major shopping and business districts. Close by is the city hall complex that includes the Winnipeg museum, planetarium and its world famed Centennial Concert Hall.

UNDER the direction of General Manager, **Arthur Oades** and his top department head group, the Inn staff has operated since it opened last September as an enthusiastic team unit of skilled hotel professionals.

Together they project to the guest the very special Winnipeg Inn spirit of friendliness, service excellence and a sincere hospitality. It's their "happy you are here" attitude that finds guests' reaction in a "hate to leave" response!



THE "very special Winnipeg Inn spirit" is typified in the friendly smiles of these hotel employees.



AT THE FRONT DESK—Dale Der, Christian Leclercq and Fred Nock



IN THE KITCHEN—Joanne Leask, Sophia Warywoda, David Willerton, Maria Da Silva and Guy Gauthier.



AT THE STAGE DOOR—Gordon Sharpe, Marianne Hoppe, Linda Dyck and John Kavanaugh.



IN HOUSEKEEPING — Louise Brett, Wilma Braun, Suzette Tetrawlt and Helga Antelman