

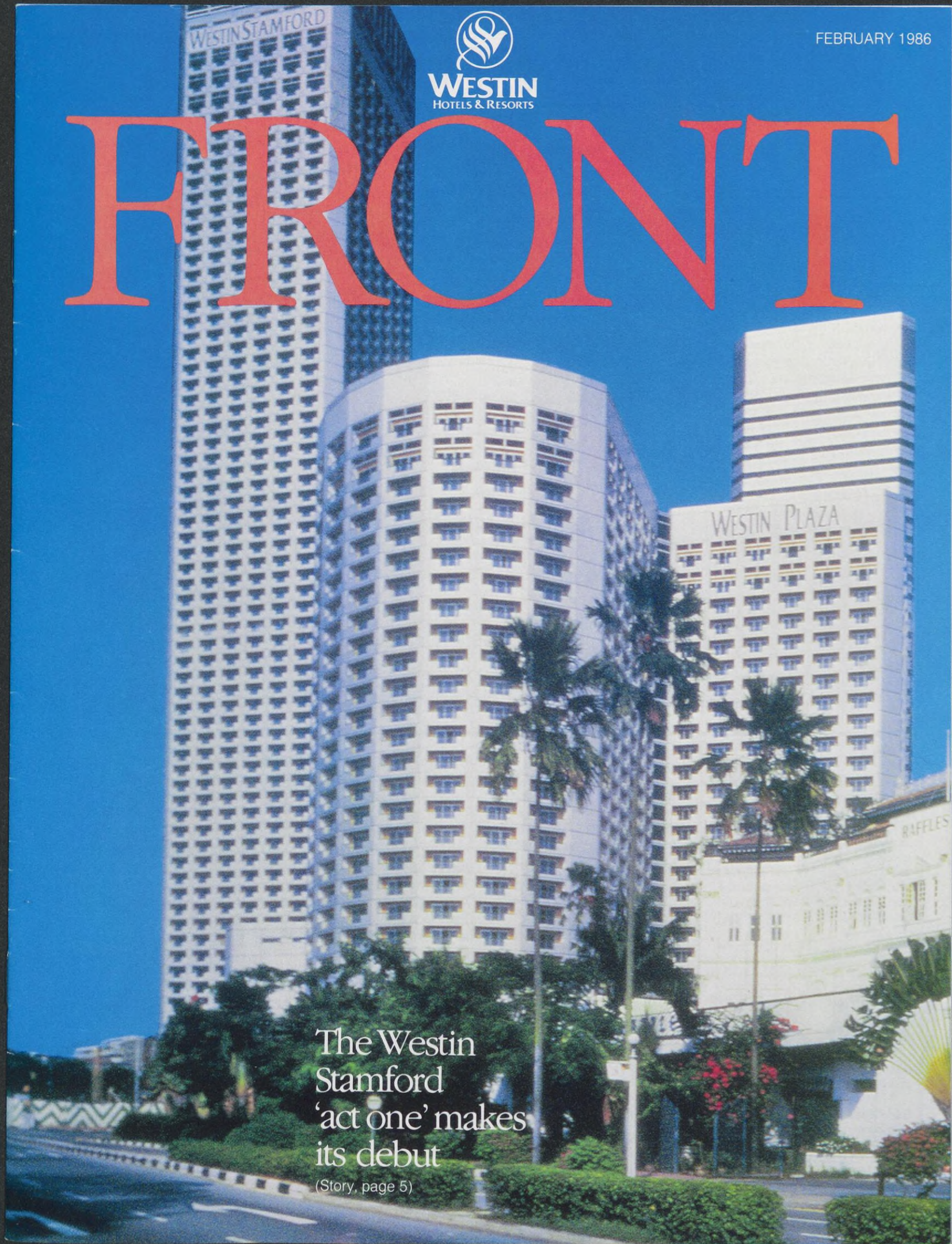
FEBRUARY 1986



FRONT

The Westin
Stamford
'act one' makes
its debut

(Story, page 5)



NEWSFRONT

Grand Prize winners award wrap-up

Names of the Grand Prize winners of the recent Employee Recognition Program ("People are saying nice things about you!") for about half of the participating Westin hotels were listed in the January issue of *FRONT*.

Following is a wrap-up of the remaining winners of their hotel's \$1,000, \$750 and \$500 Grand Prize drawings.

The Westin Benson, Portland

\$1,000 — Chris Lopez; Banquets
\$750 — Dorothea Nicholls; Housekeeping
\$500 — Trina Dixon; Catering

The Westin Hotel, Seattle

\$1,000 — Michael Fuda; Stewarding
\$750 — Hsi Chiang Li; Housekeeping
\$500 — Julia Peahrson; Personnel

The Westin Hotel, Galleria Dallas

\$1,000 — Demesas Tesfagaber; Stewarding
\$750 — Barbara Donohoo; Zucchini's
\$500 — Liz Robinson; Housekeeping

Century Plaza, Los Angeles

\$1,000 — Chris Green; Culinary Department
\$750 — Gamaliel Orozco; Property Maintenance
\$500 — Martin Franco; Cantina

The Westin Bonaventure, Los Angeles

\$1,000 — Gigi Laboc; Banquets
\$750 — Chona Baland; Front Office
\$500 — Ana Rivera; Housekeeping

The Westin Peachtree Plaza, Atlanta

\$1,000 — Charles McCrae; Property Maintenance
\$750 — Nell Knight; Sun Dial Restaurant
\$500 — Gail Ellison; Housekeeping

The Westin Bayshore, Vancouver

\$1,000 — Neil MacLeod; Stewarding
\$750 — Karen Jensen; Garden Restaurant waitress
\$500 — Rose Jetmundson; Room Service

The Westin Hotel, O'Hare

\$1,000 — Andrew Steck; Teddy Rose door attendant
\$750 — Raynold Durand; Stewarding
\$500 — Ruben Farias; Stewarding

The Westin Plaza, New York

\$1,000 — Ovan Hawthorne; Edwardian Room
\$750 — Dolores Allen; Housekeeping
\$500 — Maura St. Clair; Checker Cashier

The Westin William Penn, Pittsburgh

\$1,000 — Scott Butler; Convention Services
\$750 — Vi Joos; Kitchen
\$500 — Marietta Christian; Kitchen

Arizona Biltmore, Phoenix

\$1,000 — Antonio Songco; Accounts Payable
\$750 — Clare Folger; Front office
\$500 — Frank Macartney; Culinary

The Westin Hotel, Copley Place Boston

\$1,000 — Georgia Williams; Telephone
\$750 — David Mazur; Beverage
\$500 — Paul Driscoll; Culinary

The Westin Hotel Washington D.C.

\$1,000 — Carol Wong; Front Office
\$750 — Ken Matheson; Personnel
\$500 — Gregory Cross; Front Office

The Westin Mauna Kea, Big Island

\$1,000 — Charlotte Rodrigues; Reservations
\$750 — Gerlinde Mattson; Housekeeping
\$500 — Rose Marie Kainoa; Culinary

The Westin Hotel, Williams Center Tulsa

\$1,000 — Kitti Campbell; Cocktail Server
\$750 — Heidi Trunk; Cocktail Server
\$500 — Lee Mayberry; Purchasing

The Westin Bellevue Stratford, Philadelphia

\$1,000 — Bryan Carroll; Stewarding
\$750 — Viengsay Luangpraseut; Stewarding
\$500 — Ed Malcolm; Banquets

The Westin Hotel, Toronto

\$1,000 — Mike Ewing; Preparation
\$750 — Karen Stewart; Front Office
\$500 — Diane Iwachniuk; Barrister's Bar

COVER: The Raffles City Complex: At left is the 73-story Westin Stamford tower. The 28-story, twin-towered Westin Plaza is in foreground. At right rear is the 42-story office building component of the complex, and at lower right is the old Raffles Hotel.

FRONT

A monthly publication by and for employees of Westin Hotels

Gabe Fonseca
Publications Editor
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Moving on Moving up

Paul Greenberg, Convention Services Manager at The Westin Crown Center, Kansas City to Director of Convention Services at The Westin Canal Place

Patricia Hall, Director of Housekeeping at The Westin Hotel, Vail to Director of Housekeeping at The Westin La Paloma, Tucson

Trevor Kendall, Director of Personnel at The Westin Hotel, Seattle to Director of Personnel at The Westin Hotels, Houston

Bruce McNish, Banquet Manager at Arizona Biltmore to F & B Director at The Westin Paso del Norte

Michael Ratchford, Assistant Manager, Rooms at The Westin Hotel, Renaissance Center Detroit to Senior Assistant Manager, Rooms at The Westin Hotel, Cincinnati

Barry Sondern, Assistant Executive Steward at The Westin St. Francis, San Francisco to Executive Steward at The Westin Hotel, Galleria Dallas

Steve Shalit, executive assistant manager at The Westin South Coast Plaza to executive assistant manager at The Westin Paso del Norte, El Paso.

Noel Barbier, pastry chef at The Westin Hotel, Chicago to pastry chef The Westin St. Francis.

Larry Jones, sous chef The Westin Hotel, Chicago to executive chef at the Cherry Creek Inn.

Dick Schroen, senior assistant manager at The Westin Hotel, Williams Center to senior assistant manager The Westin Hotel, Chicago.

Larry Furiga, assistant housekeeper at The Westin Hotel Galleria, Dallas to assistant director of housekeeping at Century Plaza.

Edward Jensen, building superintendent at The Westin Hotel, Seattle to project engineer with Design & Construction at the corporate offices.

Garry Jump, director of purchasing at The Westin Hotel, Cincinnati to director of purchasing The Westin Canal Place, New Orleans.

NEWSFRONT

Westin adopts new signature

To more clearly identify to all our markets the products we represent — resorts, as well as hotels — Westin has adopted the new company signature shown here. The new signature reads: Westin Hotels & Resorts



In announcing the signature change in early January, CEO Harry Mullikin noted that new signature emphasizes the name Westin as the one-word identifier for the company which was basis for the name change when that was made almost six years ago.

Mullikin also noted that the new signature is not a change in the company name at this time. Our legal company name will remain Westin Hotel Company.

Implementation of the new signature will be on a graduated basis with first applications most likely to occur with advertising and promotional material currently in production. Existing supplies of stationery, etc. would continue to be used until they are depleted, at which time the new signature would be applied.



Westin to manage Florida hotel

Westin's first venture into Florida was confirmed in mid-January with the announcement that the company will manage a 300-room, 14-story hotel presently under construction in Ft. Lauderdale, Florida.

The hotel, to be called The Westin Cypress Creek, Ft. Lauderdale, will be part of the Radice Corporate Center, a major campus-style office park nearing completion in north Ft. Lauderdale's Cypress Creek area.

Overlooking a five-acre lake, the hotel will include 13,000 square feet of meeting space that includes a number of function rooms and a 5,000 square

foot ballroom. Other facilities will include two restaurants, lobby and pool bars and an entertainment lounge, a fully equipped health club, a large outdoor swimming pool, recreational marina, and a lakeside jogging path.

Two premier floors will offer special concierge services. Twenty-four hour room service will be offered, as will valet service and car rental and airline reservations service.

In announcing the new property, CEO Harry Mullikin commented, "We have been looking at Florida as a destination for a Westin hotel for some time, and are very pleased to lend our presence to the fast-growing Cypress Creek area."

The hotel was designed by the Nichols Partnership of Coral Gables, Florida as a business meeting environment. Its site, at the intersection of Interstate 95 and Cypress Creek Road, has

been the focus of recent corporate office development. Accordingly, it is thought an ideal location for The Westin Cypress Creek which will primarily serve business travelers and business meeting groups.

In addition to the hotel, the Radice Corporate Center will include three office buildings which will headquarter a number of prominent business firms.

The complex is situated ten miles from Ft. Lauderdale's Executive Airport, the Gold Coast beaches and the Port of the Everglades.

The hotel is expected to open in November of this year.

NEWSFRONT

These restaurants rated 'exceptional'

Since its inception in 1952, *TRAVEL-HOLIDAY* magazine's annual Guide to Fine Dining in North American Restaurants has dedicated its efforts towards singling out, as they put it, "those exceptional restaurants where discriminating gentlefolk dine." Major basis for that evaluation process is through survey input from the publication's readers.

Again, this year, the publication's "discriminating gentlefolk" choose a number of Westin restaurants as among their exceptional dining choices.

The 1986 *TRAVEL-HOLIDAY* Guide to Fine Dining, as published in the magazine's December issue, lists 14 Westin

hotels where some of the finest dining in North America can be found. In two of these hotels, two restaurants were listed, for a total of 16 recognitions.

Twelve of these restaurants were *TRAVEL-HOLIDAY* Fine Dining Award winners. The remaining four made the Guide's "Recommended" list.

The Award winners were: The Orangerie, Arizona Biltmore; Le Chaumiere, Century Plaza; Yamato's, Century Plaza; The Pavilion and the Batik Room at The Westin Mauna Kea; Ten Huntington, The Westin Hotel, Copley Place Boston (It might be noted that in its review of Ten Huntington the descriptive copy also mentioned another restaurant in the hotel, Turner Fisheries, with these words, "Don't miss luncheon at Turner

Fisheries downstairs. Fabulous fresh fish, in your choice of preparation, broiled, grilled, pan-fried or baked."); Delmonico's, The Westin Hotel, Cincinnati; Bloms, The Westin Hotel, Galleria Dallas; Delmonico's, The Westin Galleria, Houston; The Roof Restaurant, The Westin Hotel Utah; Palm Court, The Westin Hotel, Seattle; Fouquet's de

Paris, Camino Real, Mexico City; The Carvery, The Westin Hotel, Edmonton.

Receiving *TRAVEL-HOLIDAY*'s fine dining recommendations were: Beaudry's, The Westin Bonaventure; Trader Vic's, The Westin Plaza; London Grill, The Westin Benson; Trader Vic's, The Westin Hotel, Seattle.

Bellevue Stratford closes

Rubin Associates, owners of The Westin Bellevue Stratford, announced in late January that the hotel would close down as of Sunday, February 2.

Plans call for an extensive redevelopment of the property, but those plans have not been finalized in detail according to Rubin Associates. Nor do those plans presently involve any further participation by Westin as noted by CEO Harry Mullikin in his announcement of the closure to Westin's management.

group lead business, among all hotel sales departments.

Hotel teams competed with each other on a point system with point scores being awarded both to individuals as well as hotel sales staff teams. Further, all hotel teams were assigned to one of two groups — "Warriors of the Universe" or "Conquerors of Space" — depending upon certain criteria including size of sales departments.

As competition incentive, monetary rewards were established for the first, second and third place hotel team winners in each of the two groups and the winning first, second and third place individuals in each of the winning hotel teams.

Winners were judged on the number of qualified group lead referrals made — by hotel department and by individual — during the run of the contest.

The Space • ial Pursuit program concluded December 31. In commenting on the success of the program Bill Newman, senior vice president/marketing noted, "The program did what we intended it to do — generate leads and book business, and, most importantly, influence all Westin sales people to think of each other and not just their own hotel."

Winning hotel teams and individuals for each of the two groups are as follows.

Warriors of the Universe: First Place/ team effort and individual effort — The Westin Hotel, Cincinnati and Kent Taylor; Second Place/ team effort and individual effort —

The Westin Hotel, Williams Center and Judi Hartleben; Third Place/ team effort and individual effort — The Westin South Coast Plaza and Debra Lawson of The Westin Hotel, Williams Center.

Conquerors of Space: First Place/ team effort and individual effort — The Westin Hotel, Copley Place Boston and Lee Hediger; Second Place/ team effort and individual effort — The Westin Peachtree Plaza and Donna Brinson; Third Place/ team effort and individual effort — The Westin Galleria and The Westin Oaks, Houston and Tim Ryan.

Awarded a special plaque for the highest number of lead referrals was Kent Taylor of The Westin Hotel, Cincinnati with a total of 150 leads.



Space • ial Pursuit winners announced

Last May, the corporate marketing Division launched an eight-month duration hotel sales contest labeled Space • ial Pursuit.

The contest's intent was to stimulate group lead business referrals. That is, to establish an inter-hotel teamwork habit for the exchange of information, particularly as it applies to

THE WESTIN PLAZA

'Act one' debuts February 1st

On February 1, act one of what is touted as "the hotel complex of the future" made its public debut. On that date, The Westin Plaza, a 796-room, 28-story, twin-core tower hotel in Singapore opened its doors and welcomed the world to a new era in international hospitality.



Also timed with the hotel's opening were the complex's recreational facilities. These include two swimming pools, six tennis courts, four squash courts and a health club with exercise area, sauna, steam room, whirlpool, massage rooms, the health food restaurant, FITS, and a resident fitness specialist.

And ready for the business of business since opening day is the hotel's 24-hour Executive Business Center offering secretarial assistance, telex and photocopying, courier service, interpreting and translation service and business machines on loan.

For many guests one of the hotel's most pleasant attractions is the room accommodations. Guest rooms and suites are extra spacious and tastefully appointed with all luxury amenities for maximum guest comfort. Included are bedside controls of motorized drapes, lights, TV and radio. Each room is equipped with a mini-bar and refrigerator and each has its private balcony or lanai and game table.

The 8½ acre Raffles City complex is located near Singapore's central business district, government center, Singapore's cultural center and the waterfront. In addition to the two hotels, the development also includes a 42-story office building, which also opened on February 1, parking for 1,200 automobiles, and 300,000 square feet of retail space.

Design of the entire complex was by I.M. Pei, world-famous architect and urban planner. Pei conceived the project in 1969, but had the design revised five times to insure that it would meet Singapore's needs as it enters the 21st century.

Managing director of both The Westin Plaza and The Westin Stamford is Dave Paulon.

Act two will take center stage on July 1 when the Westin Stamford with 1,257 rooms and 73 stories, the tallest hotel in the world, will be making its own grand opening debut.

Together, the complex is referred to as The Westin Stamford & Westin Plaza of Raffles City, Singapore — a stunning world-class act presenting the largest convention, tourism and business traveler center in the Far East.



Managing director
Dave Paulon

Both hotels were designed to serve different but specific traveling markets. The Westin Stamford will cater to group business while The Westin Plaza has been positioned to appeal to the individual traveler — whether on business or pleasure.

This doesn't mean that The Westin Plaza ignores meeting business, however. Among the hotel's facilities are five small meeting rooms and an 8,712 square foot junior ballroom



Typical Westin Plaza
guest room

Artist's rendering of
the Palm Grill
fine dining room.



large enough to hold 1,000 for receptions and 800 for banquets.

Opening with The Westin Plaza were five of the 17 restaurants and lounges planned for the complex. These include the 24-hour Tea Room restaurant; the fine dining Palm Grill featuring French and Continental cuisine; the Canton Garden

offering the finest in Cantonese cuisine; the Szechuan Court emphasizing authentic specialties of China's Szechuan province; Inagiku, a Japanese restaurant run by one of the finest restauranteurs in Japan, and Scandals, an exciting disco night club with its own disc jockey.

PHOTO NEWS

Record pledge

NEW ORLEANS—When it comes to good cause, the staff at The Westin Canal Place doesn't fool around. A case in point was the recent United Way campaign, the first for the hotel. Employees took that cause to heart pledging in excess of \$23,000, the highest dollar amount pledge of any New Orleans hotel. Pictured are campaign volunteers who had gathered in the employee cafeteria to announce the record pledge results: (from left) David Anderson (personnel manager); Randy Rose (guest services); Michelle Dufour (accounts payable supervisor); Guiseppe Mantia (food server); Lynn Laski (employee benefits); Gina Allen (food server); Patricia Knoten (housekeeping supervisor).



Charity walk

HONG KONG—With banner bearers leading the way, more than 120 staff members of the Shangri-La Hotel and their families begin the 20-km "Hong Kong Walk for Millions" that originated from the Hong Kong stadium. The hotel walkers raised a record HK\$15,166.50 in the event to benefit the local Community Chest.



Rugby fever

JOHANNESBURG—Climax to the 1985 employee rugby season at The Carlton was an exciting and heated contest between two evenly matched teams — the Rooms and the Food & Beverage teams that resulted in a 4-4 draw. This is only the second time that the season has ended in a draw since the hotel team competitions were inaugurated in 1979.

Pair of queens

LOS ANGELES—Beefeater-costumed door attendant Bill Mozee of the Century Plaza Tower, extends a courtly bow as he welcomes the reigning Miss USA, Laura Martinez-Herring, and the reigning Miss Universe, Deborah Carthy-Deu to the hotel. The Century Plaza was recently named the official hotel for the Miss Universe, Miss USA and Miss Teen USA competition pageants.



PHOTO NEWS



Twice recognized

DALLAS—Blom's restaurant at The Westin Hotel, Galleria Dallas, is the proud recipient of two recent dining excellence awards. The first, the prestigious Award of Excellence from the International Association of Food Critics. To win that award, the restaurant was reviewed fourteen times and received a score of 19 out of a possible 20 points.

Blom's was also one of 242 premier restaurants selected to receive the Ambassador Scotch and the International Institute for Dining Excellence Award. Here, Peter Huizar (center) executive marketing director of Nordquist & Co., Inc. Importer, presents the Ambassador 25 Award to Daniel Thiebaut (left) executive chef and Marcus Dunbar (right) executive sous chef of the hotel.

Historic episode

GUATEMALA CITY—The Camino Real, Guatemala played an important role in recent Guatemala history when the hotel was selected as the official headquarters for computing the returns in the December presidential election that saw the return of the country's first democratically elected government in years. The hotel was also headquarters for elections observers from 23 other countries invited to the elections as well as members of the foreign press from throughout the world. Pictured, at the head table, is the Supreme Tribunal Council (electoral authorities) during one of the many press conferences at which they responded to questions on election result developments.



GUEST SERVICES

The front line of guest relations

Some advertising claims to the contrary, a hotel is not a home. At least not in the sense of one's own home.

But a well-operated hotel can make its guests *feel* at home. That is, it can provide homelike comforts, a relaxed atmosphere, undisturbed privacy, and the assurance that most needs are, or can be, taken care of.

A lot of that "at home" quality is expressed through the attitudes of the staff. It's expressed through a genuinely warm welcome upon arrival; the happy-to-have-you-with-us feeling the guests sense throughout their stay; the friendly farewell upon departure.

Guest services people are key to that hotel's hospitality expression. They are first to greet the guests and help them settle into their rooms. They attend to many of the guest's special needs during their stay. They expedite their departure. To a great extent, guest service people are the front line representatives of the hotel to its guests.

This is true with The Westin Hotel, Chicago (as it is with all Westin hotels) where Marjorie Silverman, head concierge, supervises the hotel's 21-member guest services department. Similar to the makeup of other Westin hotel guest service staffs, the Chicago hotel's crew consists of bell captains, door attendants, luggage attendants and concierges. Also reporting to Silverman are the Plaza Tower captains who are stationed at the Tower's 26th floor reception area to service the needs of guests of this deluxe section of the hotel.

Silverman's poised, smartly-groomed appearance and openly warm, friendly demeanor sets the tone for the staff. In turn she looks to these qualities in her staff to set the tone for the hotel.

"Especially for the first time guest", she emphasizes, "it's very important to establish that favorable first impression — to let the guest know right from the start that they've made the right hotel choice."

Comparatively long tenure among many of the staff members has a lot to do with her department's professional hospitality attitude and its smoothly



Marjorie Silverman,
head concierge.

functioning operations. Door attendants Lorenzo White and Willie Jones, for instance, have been with the hotel for 16 and 20 years respectively. And among the bell staff Pat Miscinski has a background of 16 years of service, Joe Ballauer, 15 years and Dominic Maietta, 16 years.

Tenure offers another big plus according to Silverman

"The members who have been with the hotel for a while", she notes, "have developed a sort of mental guest history file on many of our more frequent guests. They do a fantastic job of remembering names and faces, as well as the guest's likes, dislikes and special requests. It's the kind of thing that can really make a guest feel at home."

"As a matter of fact", she adds, "it's this guest rapport and familiarity that keeps bringing them back. They could, I suppose, as easily go elsewhere but for the fact that 'Lorenzo also greets me by name at the door', or 'Pat always takes good care of me when I check in', or whatever."

Largely because luggage attendants spend the longest time with guests, Silverman feels that position is of prime guest relations importance. Their's is a dual role. The primary role is that of "host," they see to it that guests are comfortably settled in their rooms, are acquainted with its facilities and amenities, and that all questions are answered to their satisfaction.

The attendant will also take on the role of a hotel sales person. This by recommending the hotel's various food and beverage outlets and other facilities, or, when the situation arises, by upselling a room. If the guest should remark, for instance, that the view or room size was not as anticipated, a knowledgeable attendant can arrange to have the guest moved to a more suitable, and often higher rated, quarters.

Another indication of the attendant's concern for the guest's well-being occurs during check-out when a thorough check of the room is made to be sure that nothing is left behind.

"It's a routine matter," says Silverman, "but that room check by an experienced attendant can save the guest a lot of anxiety after departure, as well as save the hotel money since returning left-behind items can be costly."

While interested inquiries as to the guest's hotel stay, as he or she is being escorted to the check-out desk may also be routine, it, too, can be a reflection of the hotel's guest concern attitude. Further, this exchange can also uncover a complaint that may not have otherwise surfaced.

"Whenever an attendant hears of such a complaint — be it a leaky faucet, a faulty TV, or whatever," says Silverman, "we let the guest know that we appreciate that information and they are assured that the matter will be taken care of. Sure, it's after the fact as far as that guest is concerned, but at least they are aware of our concern and that the problems will be corrected — that we really do care."

With Chicago being a major convention city, the frequent group business that results offers no special challenges for the guest services staff. The pace, however, can become pretty hectic when there may be hundreds of guests checking in or out at one time.

"The trick," says Silverman, "is to maintain a one-on-one relationship with each guest — giving them the individual attention they deserve while doing the best you can to expedite the

It's very important to establish that favorable first impression — to let the guest know right from the start that they've made the right hotel choice. (Pictured: Lorenzo White, door attendant)



process. It calls for a lot of know-how, efficiency and teamwork."

In her specialized areas as concierge, Silverman's activities are dedicated to satisfying specific guest needs. That can range from the routine shipping of a guest's package or making an airline ticket change, to more challenging tasks such as securing impossible-to-find theater tickets or arranging for a quick repair job on a pair of shoes or piece of luggage.

"We'll do anything that a guest asks of us as long as it is not illegal," says Silverman referring not only to herself but to fellow concierge staffers Phyllis Shlay and Lisa Tubell.

As members of the international concierge association, Les Clefs d' Or (Silverman currently serves as secretary for the Les Clefs d' Or — USA group), the concierge staff will often call upon their worldwide network of other members to help with the more unusual requests of their guests. Such requests might include booking a hard-to-get room at a Paris hotel for a Westin guest or arranging for the delivery of flowers to friends of a guest staying in a hotel in Rome. Both of which have been done as a service for hotel guests.

While the concierge desk is officially staffed from 7 a.m. to 8:30 p.m., bell captains are qualified to take over desk responsibilities at other times and relieve as necessary.

As Silverman notes, the department stresses a teamwork attitude not only among themselves but in their relations with the front desk staff, with which they have the most frequent contact, as well as with other hotel departments.

She speculates that this cooperative teamwork attitude is a big factor in making hotel guests feel at home. "But that attitude is not just confined to this department," she hastens to add. "You'll find it in the other departments, too. It's just that as far as the guest is concerned, guest services is just a little more visible."

WESTIN PEOPLE

PUSAN—Recently, Jhong Hun Kim (second from right) lounge manager at The Westin Chosun Beach's Paek Che Lounge, looked out the lounge window to the beach to see a young boy apparently in trouble in the surf. He immediately dashed out to the pool area and alerted lifeguard Kun Soo Park (second from left) who, in turn, swam out into the surf and pulled in the drowning boy. Park applied artificial respiration and had the boy resuscitated by the time the ambulance arrived.

For their speedy and heroic actions, both men were awarded the Chairman's Award of Merit and the congratulations of Patrick Kelly (left), the hotel's general manager and Hun Joon Park (right), director of personnel.



BOSTON—It was a very busy morning at the motor entrance of The Westin Hotel, Copley Place when John Cocoran, door attendant, noticed a guest waiting for his car to be brought up from the garage. Since all attendants were busy, Cocoran went after the car himself. On the way up the garage ramp, he heard a loud crack and saw smoke pouring out from beneath the hood of the guest's Jaguar. Cocoran let the car roll back down the ramp, grabbed a fire extinguisher and extinguished what turned out to be an electrical fire. Because of his quick actions, Cocoran prevented a potentially dangerous fire from spreading and saved the car's engine and hood from fire damage.

Cocoran's quick-thinking response to the emergency earned him the Chairman's Award of Merit which was personally presented to him by CEO Harry Mullikin (left). At right is hotel general manager Bodo Lemke.



DETROIT—Two outside repairmen, called to The Westin Hotel, Renaissance Center to change a valve on an air conditioning unit chilled water pipe, owe their lives to Anthony "Chuck" Spallone (center), the hotel's assistant director of engineering.

The repairmen, working in a tight six-foot deep pit, had passed out when the liquid nitrogen they had been using to freeze the pipe had taken the oxygen out of the air. With the help of hotel mechanics Paul Springer and Carl Burke, Spallone managed to get the unconscious men out of the pit. But in helping the second man out, Spallone was also overcome by the liquid nitrogen and had to be rushed to the hospital, along with the original victims, where he recovered some five hours later.

For his heroic actions, Spallone was presented with a Detroit Fire Department Civilian Citation. And from Michael Deighton (left), resident manager and Tom Cortabitarte (right), managing director, he was presented with the Chairman's Award of Merit.

1985 Thurston-Dupar Inspirational Award Winner GAIL RIVERA

In the history of Thurston-Dupar Inspirational Award nominations, the 1985 winner was — as far as can be recalled — the first to be a member of a hotel's Award nominating committee.

But then that's typical of winner Gail Rivera, room service manager at The Westin Hotel, O'Hare. Getting involved is just a natural part of her makeup whether it's with her job, her family, her community — or a hotel awards committee.

Her volunteered involvement as an Awards committee member proved of some embarrassment to her, however, when her fellow committee members placed her name as the hotel's candidate. She protested their decision explaining that being involved was something she enjoyed doing and it was certainly not for recognition or award. She could name others much better qualified. But her protests were overruled. She was their unanimous choice as the hotel's nominee for the company-wide honor.

It was not until several weeks later, when Rivera attended the hotel's Employee Awards Banquet in late January, that she was to learn that the Westin corporate offices Award selection committee was of the same mind as her hotel's committee. They, too, were impressed with Rivera's qualifications as a Thurston-Dupar Inspirational Award candidate and were equally unanimous in selecting her as the deserving recipient for Westin's most prestigious employee recognition award for 1985.

In submitting the nomination form, the O'Hare committee was inspired to



.....

'...a wholehearted involvement that goes beyond her job.'

.....

fill three single-spaced pages brimming with accolades and examples of Rivera's involvement contributions and leadership abilities benefiting the community, the hotel and guests.

Her involvement as her department's representative in all employee functions from sports activities to employee nights at the hotel's Teddy Rose entertainment room was particularly emphasized.

As chairperson for the hotel's first United Way campaign last year, she did everything possible to insure its success. This included organizing a poster contest to donating taffy apples for a taffy apple sale to help raise additional campaign funds.

During the March of Dimes Walkathon, Rivera volunteered to man the hotel van with her husband in handing out refreshments — some of which she

supplied herself — to walkers and to encourage their progress along the route.

A firm believer in inter-departmental cooperation, Rivera will often volunteer her services in other hotel areas as needed. When the hotel recently experienced linen problems, for instance, she volunteered to spend her days off to assist with linen inventory. And on heavy volume days when the food and beverage outlets are experiencing an unexpected overflow at lunchtime, she can be found working the rooms as server or busser.

Through her church, Rivera works with senior citizen groups on a continuing basis, helping set up for social functions, designing and making posters, party favors and table centerpieces and even baking special treats for the group.

She is an active PTA member and serves as a room mother for her daughter's school. Through the school and Rosemont Village, her community, she supports, plans and assists on projects for the Lions Club and Kiwanis. This includes making special treats and donating her time and efforts in working with the needy and the blind.

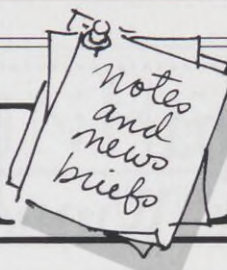
Rivera's many attributes qualifying her for the Thurston-Dupar Inspirational Award are, indeed, overwhelming. But, perhaps, they can be best summed up in the hotel's nominating committee's concluding statement that reflected how the committee felt about their candidate.

It read, "Gail Rivera is a true inspiration to many of us here at the hotel. Although we all work long hours and sometimes feel that all our extra time is spent at work, Gail still exceeds us in her generous and wholehearted involvement that goes beyond her job and reaches out to her community, her family, her fellow employees and in the service of the hotel's guests."

In addition to her personal plaque and service pin disc, Rivera received an all expense paid two-week vacation (beyond her regular vacation) at the Westin hotel of her choice, plus a \$500 check.

Rivera's name has since been added to the permanent Thurston-Dupar honors plaque displayed at the Seattle corporate offices.

FRONT DESK



“ You have to assume that business travelers really don't want to leave home in the first place. But if the rooms are clean, the service good, the people helpful, it makes it easier to be away from home. You don't do that through marketing; you do that through taking care of guests well. ”

(CEO Harry Mullikin in a recent interview with *The Seattle Times* business reporter Robin Updike.)

Is there a Thurston-Dupar recipient in the house?

Ask that question at The Westin Canal Place, New Orleans and four hands will raise immediately. Not unusual, of course, except for the fact that the newly acquired hotel (since August, 1985) has yet to award its first such employee recognition. The four, all Westin transplants and hotel winners at formerly assigned properties, are: Kathryn Galligan, director of house-keeping (The Westin Benson recipient); Charles Satkewich, F&B director (The Westin Hotel, Copley Place recipient); Bobbi Ford, credit manager (The Westin Hotel, Galleria Dallas recipient); Laurie Luongo, director of personnel (The Westin Hotel, Cincinnati recipient.)

“ There is no such thing as a difficult customer — only untrained staff. ”

(From the *City News*, a publication of the Raffles City complex in Singapore.)

Is there an art doctor in the house?

Ask that question at The Westin Mauna Kea and the answer is likely to be yes. Recently, the hotel signed an on-going contract with the Bishop Museum's Pacific Regional Conservation Center in Honolulu for the services of an "art doctor," or conservateur, to assist with the care and protection of the hotel's collection of over 1,000 pieces of Pacific and Asian art and artifacts displayed throughout the buildings and grounds. The art doctor is Natalie Firmhaber, a trained conservateur from the Bishop Museum.

Firmhaber's first patient (actually two) is a pair of treasured Japanese ceremonial horses, about the size of miniature horses, which she has been assigned to restore. The prized pieces are from an Imperial Japanese household. When fully restored, the equine pair will be the focal attraction for the new entry to the hotel's renovated international shopping arcade.

Who's sorry now?

...your *FRONT* editor, for the goof and the gaffe re the December issue.

The goof: In the article on Gold Key Award recognition from *MEETINGS & CONVENTIONS* magazine listed the top 50 hotels doing the best job of hosting meetings during the past year, we failed to mention the Arizona Biltmore. Not only was the Arizona Biltmore among the most recent winners, but the resort hotel has won that distinction for the past seven years — ever since the

Award's inception. (Rap our knuckles.)

The Gaffe: In the feature heralding the opening of The Westin Hotel, Washington, D.C., repeated reference was made as to its location in the "nation's capital." And, indeed, it is —the United States capital. But, as some Westin family member readers outside the U.S. so rightly pointed out, Washington, D.C. is not *their* nation's capital — and indeed, it isn't. (A bop on the head with Westin's international hotel directory.)

Westin Trivia

Readers of the popular comic strip "Peanuts" are familiar with the character Snoopy and his frustrated attempts at writing The Great Beagle Novel. Seldom, however, does Snoopy get beyond the opening sentence — "It was a dark and stormy night."

Following is a somewhat more complete narrative that Snoopy might have written were he a hotel beagle working in the rooms division. And being the clever pup he is, he might have hidden the names of these guest room terms and types in his story as follows. Can you pick them out? Answers below:

It was a dark and stormy night. The queen was in her parlor seated on one of the twin thrones placed beside the fireplace where a single log was flickering. Suddenly, the door to the connecting room opened and in strode the king drenched from the storm.

"Ah, my suite," said the queen, "you look chilled and damp. Can I fix you a warm root beer?"

"Make it a double," growled the king. "No, make it a double-double because as you so rightly observed, I am chilled and damp."

"Oh, ho. Better not," chuckled her royal highness, "or you might be seeing a double queen!" (End of chapter 1).

- TRIVIA ANSWERS:
- twin
 - parlor
 - queen
 - single
 - connecting room
 - double-double
 - double
 - king
 - suite
 - double queen