

Front!

July, 1979

WESTERN INTERNATIONAL HOTELS



The Continental Plaza adds a third 'joy of dining' experience (Story, page 3)

Congratulations, Hard Corps!

This year marks the 20th anniversary of the founding of the WIH Hard Corps organization.

It was in 1959 when the initial group of eleven junior management people "graduated" from the first annual Management Seminar to form the nucleus for future WIH leadership.

Today, the group boasts a membership of 190 and includes in its roster many of our key management people throughout the company.

One of the primary purposes of the organization is to provide financial assistance through a scholarship program for students pursuing hospitality industry careers.

To date, almost \$50,000 in scholarships have been awarded to hundreds of students in educational institutions in the United States, Canada and Switzerland.

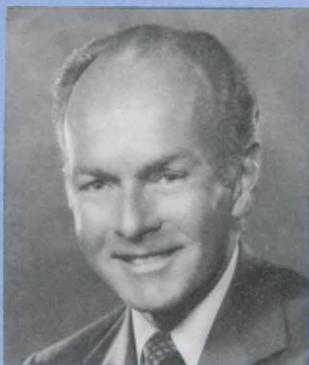
Funds for these scholarships have been contributed by Hard Corps members themselves with matching funds contributed by WIH.

The scholarship program has also benefited our company; it has attracted a number of recipient students to join our Western International family.

In this anniversary year, we would like to congratulate the Hard Corps membership on their past achievements and wish them well in future endeavors.

Our best wishes are extended also to current Hard Corps president, Carol DeLapp, Washington Plaza director of sales, and her fellow Hard Corps officer team.

HARRY MULLIKIN
President and Chief Executive Officer



COVER PHOTO: Patrick O'Meara, Continental Plaza sous chef, sees to it that the shucker's station at the Lion Bar and Seafood Restaurant is well stocked prior to the day's opening.

Front!

A monthly publication by and for employees of
Western International Hotels

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The 'joy of dining' at the Continental Plaza also includes: (left) The Consort and (below) the Chelsea Restaurant.



And the 'Lion' makes three

Experiencing the joys of dining is one of the many guest attractions that has earned the **Continental Plaza** its top popularity rating among Chicago hotels.

There is something very special, for instance, about the superb continental and nouvelle cuisine that is so elegantly served in the hotel's romantic, rooftop Consort room.

And for the finest in American fare, the lobby-level Chelsea Restaurant, with its spring-garden decor, is hard to beat.

Recently, the hotel has been offering yet a third "joy of dining" restaurant choice.

It is the Lion Bar and Seafood Restaurant, located on the lobby arcade.

As the last half of the room's name implies—and as confirmed by both its luncheon and dinner menus—seafood is what it is all about. It's all there from

Alaska crab to Maine lobster. And from Pacific Coast salmon to the featured "catch of the day" fresh from local lake and stream waters.

Very noticeably, it's there at the busy shucker's station (pictured on the cover) which is prominently located in front of the Lion Bar. The station, which operates from 11:30 a.m. to midnight, features oysters, clams and Alaskan King Crab legs, shelled and shucked to order by shuckers Brenda Dale and Juventino Flores.

The restaurant's comfortably inviting, club-like interior is fronted by large etched windows on its North Michigan Avenue side. Mirrored panels further "open up" the room by reflecting the life and movement on the Avenue.

In addition to its dining and viewing appeal, the room's Lion Bar lounge features nightly live entertainment. Showtime begins with the cocktail hour and continues through the late night hours.

The Lion Bar and Seafood Restaurant is managed by Sloba Radin and seats 136 persons.

And judging by how frequently those 136 seats are filled during peak patronage hours, the Continental Plaza's third and newest "joy of dining" experience is proving a roaring success.

Management position changes

These changes in management positions were announced by WIH executive offices in late May.

Pat O'Brien, formerly the general manager of the Michigan Inn, has been named the general manager of the **Houston Oaks**. O'Brien replaces Stan Soroka who has resigned from the company.

Steve Harper, formerly with the Mayflower as executive assistant manager, has been appointed as the new general manager of the **Michigan Inn**.

Also announced was a change in position title for Jim Mogush from manager to general manager of the **Galleria Plaza**.



Lee Sawyer, director of security for the South Coast Plaza, addresses Hotel/Motel Security Chief's Association Luncheon group. Seated at the head table (from left): Ray Sylvester, WIH rooms director, and George Wilson of the Costa Mesa Police Department.

Security officers meet for workshop

Absolute security is having the attendees of the WIH Security Workshop meet at your hotel.

Or so it must have seemed to the staff of the **South Coast Plaza** when that group checked into the hotel for their three-day session in late May.

In attendance were 33 WIH directors and chiefs of security representing all U.S. properties (with the exception of the hotels in Hawaii), Canada, the Carlton in Johannesburg and the Shangri-La in Singapore.

This was the second such gathering for the security group and the only one of its kind within the hospitality industry.

New this year was the exhibit hall at which some 25 exhibitors displayed and demonstrated the latest in industrial security equipment and systems.

Also new was the "Idea Board." Attendees were asked to submit their systems and procedure ideas in written form. They were posted in the hospitality room for general group sharing.

Program highlights included a presentation by Ray Goad, WIH associate general counsel, with an overview of past and present litigation affecting the hotel industry. Guest speaker Chester St. Vincent, a security consultant, spoke on one of the working agenda topics—conducting a hotel security audit.

Rotating round-table discussion group sessions focused on the subjects of Internal Controls (moderated by Al Boreni, **Los Angeles Bonaventure** and Cliff Murray, **Century Plaza**), Safety and Security (Jeffrey Evans, **Hotel St. Francis**), Security Department Training (Cliff Winkfield, **Crown Center**), and Conducting an Investigation (Bill Goodman, **Peachtree Plaza**).

In another agenda session, the group was taken on a complete tour of the Century Plaza as viewed from a security standpoint, with considerable emphasis placed on the hotel's Winfield lock program.

A luncheon honored the membership of the Hotel/Motel Security Chief's Association of Southern California of which Lee Sawyer, South Coast Plaza director of security, serves as vice president.

Host for the workshop was Lee Sawyer. Workshop chairman was Ray Sylvester, WIH rooms director.

In expressing his admiration for the high caliber of professionalism of the attendees, Sylvester also noted, "It's workshops such as these that help maintain Western International's leadership role in the lodging industry and in the area of security that is of such vital concern to both our guests and the hotel's employees."

'Once they try it, they're going to get hooked'

You're a university student in the school of business administration.

A class assignment requires that you check in for a three-day stay at a top hotel in another city and that you dine regularly at the hotel's finest restaurant. All expenses paid.

That was the not-too-hard-to-take assignment presented to six students of Professor Thomas Sepic's marketing research class at Pacific Lutheran University (Tacoma, Washington) last May.

Object of the assignment was to assist in conducting a marketing research study for **The Benson** in Portland. More specifically, to survey public response to the hotel's newly-remodeled London Grill restaurant.

The survey project was important to the hotel. The restaurant had remained unchanged over the past 23 years. Then, earlier this year, the room closed for some extensive remodeling. When it reopened, the room's decor, service and menu had been changed and upgraded to present a fresh, new London Grill image.

An advertising campaign was introduced in Oregon newspapers to promote public awareness of the "new" London Grill.

To determine the effectiveness of the ad campaign, Paul Himmelman, The Benson general manager, and Bill Newman, WIH vice president/sales, contacted Gundar King, dean of PLU's school of business administration, and Professor Sepic for student assistance on the project.

The students, under the direction of The Benson's director of sales, Don Berger, were assigned to survey restaurant patrons, members of the immediate business community and residents of the greater Portland area.

Survey results showed that the ad program was extremely effective in conveying the primary message of the London Grill's quality dining image, though somewhat less effective in conveying the point that the room had been remodeled.

The students themselves gave the restaurant their highest praises. They rated it absolutely "first class" in food, service and atmosphere.

As one student quipped, referring mainly to those new patrons responding to the ad campaign, "Once they try it, they're going to get hooked on the place."

The survey completed. (From left): Paul Himmelman (The Benson general manager); students Steve Jacobsen, Steve Rycard and Ron Clink; Don Berger (The Benson director of sales); Thomas Sepic (PLU professor).



Two WIH hotels among nation's 'five best' for business meetings

Two Western International hotels—**The Arizona Biltmore** and the **Crown Center**—have been named among the five best in the United States for hosting business meetings.

That judgement by McRand, Inc., an international conference service firm, was largely based on advice from executives of companies that hold extensive business meetings around the country.

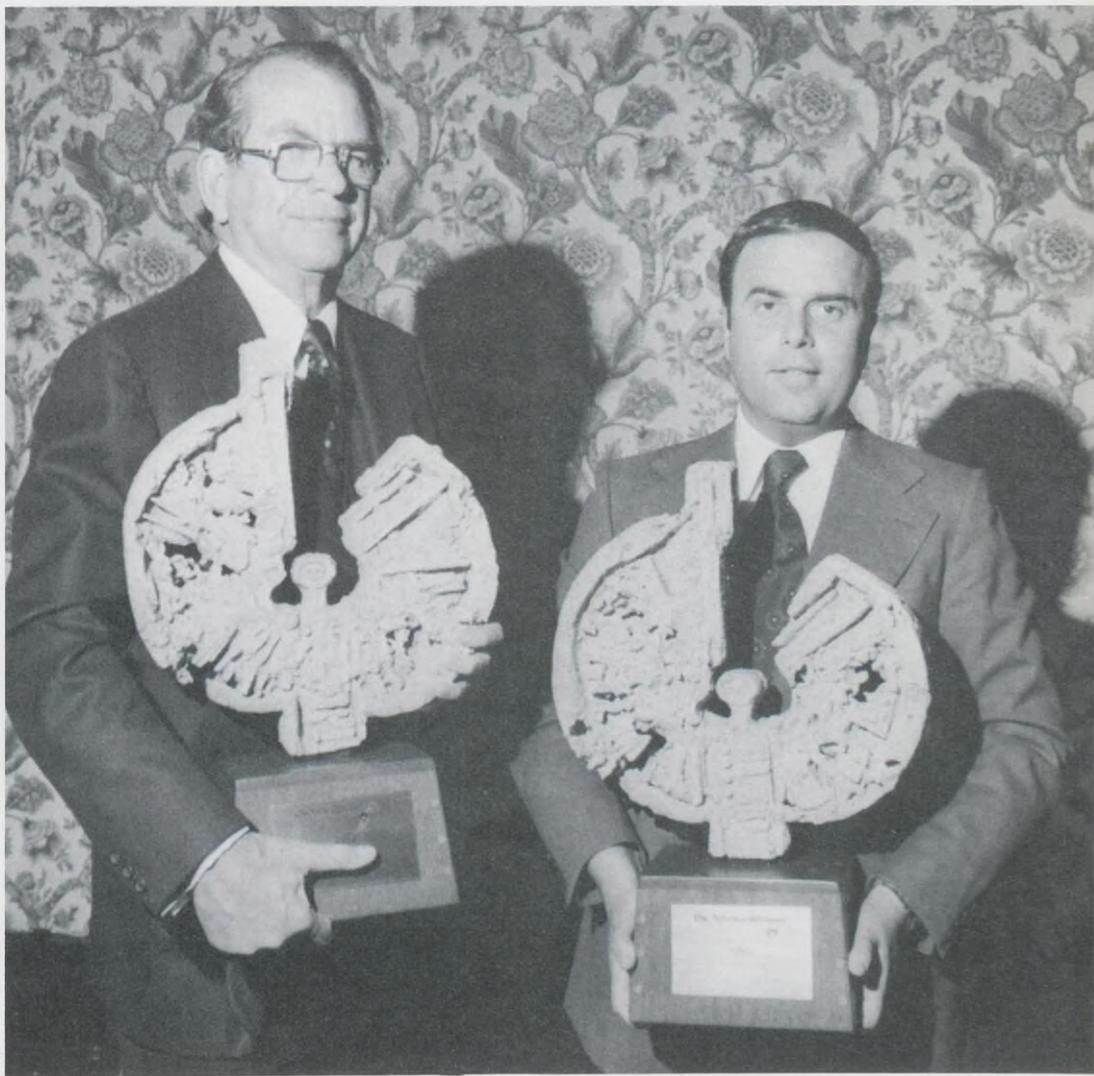
The five hotels selected for this recognition, in addition to the two WIH properties, included The Breakers in Palm Beach, Florida; the Camelback Inn in Scottsdale, Arizona and the Ritz-Carlton in Chicago. They were chosen from more than 2,500 hotels across the United States.

Representatives of all five properties were presented with original sculpture awards at ceremonies in Chicago coinciding with the National Restaurant Association Show held there in mid-May.

Selection for the McRand Conference Hotel Award is based on staff performance (capabilities and professionalism of the hotel's conference sales, planning, coordinating and supporting personnel), and facilities, food and support systems (quality of the hotel's reservation system, front desk operations, meeting rooms, sleeping accommodations, food and accounting system).

Each hotel was also evaluated on its overall appearance and cleanliness.

In presenting the awards, Michael McClure, president of McRand, Inc., noted: "We felt it was time someone gave recognition to those hotels which have done a truly outstanding job in the demanding field of conference services."



Jim Durham (left), vice president and managing director of the CROWN CENTER, and Aristotle Macrodimitris, food and beverage director for THE ARIZONA BILTMORE, display their McRand Conference Hotel Award sculptures presented to their respective hotels for being named among the five best in the United States for hosting business meetings.



Celebration break

Toronto—When the TORONTO REGIONAL SALES AND RESERVATIONS OFFICE expanded its office space in April, the move-in was celebrated with a surprise coffee-and-doughnut party-break hosted by the Hotel Toronto sales staff. Enjoying the assorted jelly-filled, chocolate covered and sugar-coated are (front row): Ursula Heinen, Fergus Brown, Liz Tetreault, Margery Mullan, (middle row): Joanne Glavin, Barb Danuke, Ann Kerr-Stewart, Georgie Matters, (back row): Robin Mackay, Carol Barclay, David Smith, Janice Maguire, Paul Martin, Dave Morton, Bruce Pinkerton and Jane Carmichael.



'Golden opportunity'

Johannesburg—Visitors and guests at the CARLTON, crowded the hotel's lobby recently for the "golden opportunity" to view what is probably the world's most expensive chess set. The set, made entirely of 18-karat yellow and white gold with diamond insets for the two queens and kings, was on display during South Africa's Oude Meester Grand Prix chess event in which the world's greatest chess masters participated. The Ocha Diamond Brokers of Cape Town had the set made especially for the event and for eventual sale with a price tag of \$105,000. Ready to take on any competition on the golden board is Beverly Bees, server at the Carlton's Clock Bar lounge.



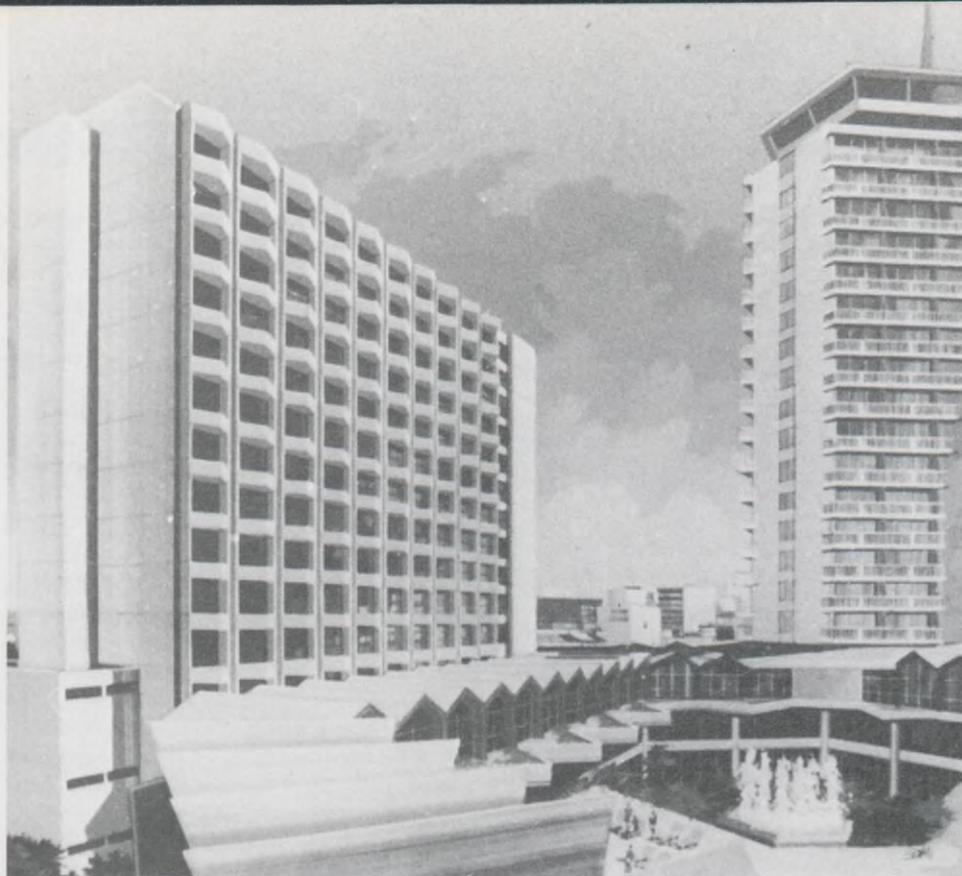
'Most Valuable Promotion'

Seattle—Jim France, (left), SPACE NEEDLE RESTAURANT general manager, and Bobbie Anderson, reservations, display with pride the "Most Valuable Promotion" Award presented by the Pepsi-Cola Company in cooperation with the National Restaurant Association. The annual award is based on open competition among all restaurant participants in its category throughout the United States. The Space Needle's entry tied in with the King Tutankhamen exhibit during its Seattle showing. It consisted of a brilliant golden treasure chest that displayed specially designed menus, cocktail glasses and gift items in an Egyptian motif as featured at the restaurant and its gift shop.



Seminar in session

Seattle—For the past few months, Western Service & Supply, and the WIH Food and Beverage and Financial Services divisions have been hosting a series of purchasing agent seminars for hotel purchasing agents. Attending the most recent three-day session were agents (from left): Jeff Humes, Detroit Plaza, Kris Templeman, Miyako, and (far right), Roland Landis, Mayflower. The group is pictured during a purchasing policy discussion session with Loren Pratt (second from right), WS&S general supplies department manager.



New wing for Dusit Thani

Bangkok—Construction of a 14-story, 275-room addition to the DUSIT THANI—pictured at left in this rendering—is now underway and heading toward a 1980 completion date. The new wing, located directly behind the existing building (right), has been specially designed with the business traveler in mind including working desks as a standard room furnishing. The entire third floor will be a convention hall that can accommodate 500 persons and may be subdivided into six meeting rooms. With completion of the new wing, the Dusit Thani will offer a total of 800 world-class hotel rooms.

Philippine festival

Manila—The festival of Santa Cruzan, commemorating the Christian legend of Queen Helena's search for the cross upon which Christ was crucified, is celebrated throughout the Philippines during the month of May. A festival highlight is the street procession of young ladies, dressed in lavish Filipina costume, who depict the various characters of the legend. The PHILIPPINE PLAZA entry in this year's procession was represented by Coying Lozada, sales manager, as "Samaritana"—(a Samaritan woman), who was escorted by banquet waiters (from left): Tommy Francisco, Efen Caymo, Jose Aputen, Alex Cruz, Ely Arnaldo and Eddie Villaluz.



'Think Big!' is conference challenge

The Conference banner set forth the challenge: "Think Big!"

And that was the setting for the annual Accounting Conference staged at the **Houston Oaks** in late May. In terms of "bigness," the conference itself was the largest in WIH history with every hotel represented.

Conference chairman, Bill D. Ellis, vice president and controller, noted the conference objective was to focus on the future with its tremendous challenges to fiscal management. And the program reflected those challenges as delegates concentrated on the rigid demands of the new Foreign Corrupt Practices Act; delved into the intricacies of the "present value approach" to investment decision making; and spent a major portion of general and workshop sessions reviewing the past, present and future of management information systems.

Guest speaker, Dr. James C. Taylor, Dean of the Hilton College of Hotel and Restaurant Management of the University of Houston, shared some humorous but thought-provoking observations in the area of human relations. His focus was on the need for management to provide encouragement and understanding to employees.

Two areas of management concern—crisis and stress management—were subjects of presentations by Dick Blewett, WIH manager of management development.

Playing key roles in conference presentations were: R.C. Jenks, WIH senior vice president and treasurer; Ray Whitty, vice president and corporate controller; Paul Matteucci, head of the internal audit department; Terry Hughes, MIS manager; Linda Cretin, manager of the WIH tax department, and Terry Neils, controller of the Hotel St. Francis.

As Ellis put it at the conference wind-up, "Our objective was to focus on the future and greatly changed role of the professional controller in our hotels. I think the challenges and opportunities were well stated and everyone came away with the 'Think Big' attitude—ready to assume larger responsibilities in a fast-moving fiscal management world!"

Engineering—‘making sure that things are working right.’

If guests of the **Williams Plaza** were asked to guess the age of the hotel, answers might vary from a few months to a few years.

A few years, if the guess is based on the performance of the staff. And a few months, if it's based on the hotel's physical and general maintenance appearance. (For the record, the Williams Plaza is one year old).

Much of the credit for the hotel's just-recently-opened appearance goes to housekeeping. But a good share of it also goes to the hotel's engineering department.

Taking the credit for the hotel's smoothly operating mechanical functions and on-top-of-it maintenance upkeep is the department's multi-skilled 12-member crew headed by building superintendent, J.P. Wiley.

As with all WIH hotels, the Williams Plaza engineering department's major mission is to attend to the day-to-day needs for keeping the hotel's guest rooms, meeting rooms, ballrooms, kitchens, laundry, restaurants, service areas and its furniture, fixtures and equipment in top condition.

Says Wiley, "Admittedly, because the hotel is so new, we're not faced with a lot of the maintenance and repair challenges that older properties have to contend with. At the same time though, there's been an awful lot of traffic through the hotel during this first year. And that's brought with it its normal share of wear and tear.

"Also, because we're new, there have been a lot of 'settling-in' projects that have kept us hopping," Wiley added. "Things like adding or relocating fix-

tures and equipment, special carpentry projects, redoing electrical work and the like."

Much of the department's current activity is focused on preventive maintenance. Basically, that means following a regularly scheduled program of checking and servicing the complex machinery and mechanical equipment throughout the hotel, from its air-conditioning and refrigeration systems to all of the operating kitchen and laundry equipment.

A greater part of the department's daily schedule, however, is spent in trouble-shooting service calls from various hotel departments. The majority of these come from housekeeping.

A leaking guest room shower needs repair, for instance, or a television set isn't working. A lobby chandelier needs

bulb replacements. Or, perhaps some painting or refinishing is needed on a corridor wall.

As these and similar maintenance and repair needs are detected by housekeeping staff members, they are reported to engineering. Each call is recorded on the department's log book and the appropriate staff member—i.e., carpenter, electrician, painter, etc.—is assigned to the job by the duty maintenance engineer. As projects are completed, that information is also entered in the log.

The department staff represents a number of skilled trades including mechanical and general maintenance engineers, a painter, carpenter, and an electrician.

Most members are also qualified to handle other trade skills such as plumbing or cabinet work.

While fewer routine maintenance and repair calls may come from other

hotel departments, such calls are usually the source for most of the "drop everything" emergencies.

A malfunctioning refrigeration unit in the kitchen needs immediate attention. The unit is filled with frozen desserts in danger of thawing.

With a heavy inventory of guest laundry waiting, the laundry manager reports a breakdown on a major piece of equipment.

A call from catering with a complaint that a function room air-conditioning unit isn't working and a large banquet is scheduled to be served in less than an hour.

Such emergency calls take top department priority, particularly when the situation involves guest comfort or consideration.

As a matter of fact, Wiley points out, guest comfort and consideration is the

top priority in the department's order of operation. Guest request calls, as relayed through the front desk or housekeeping, are responded to as promptly as possible.

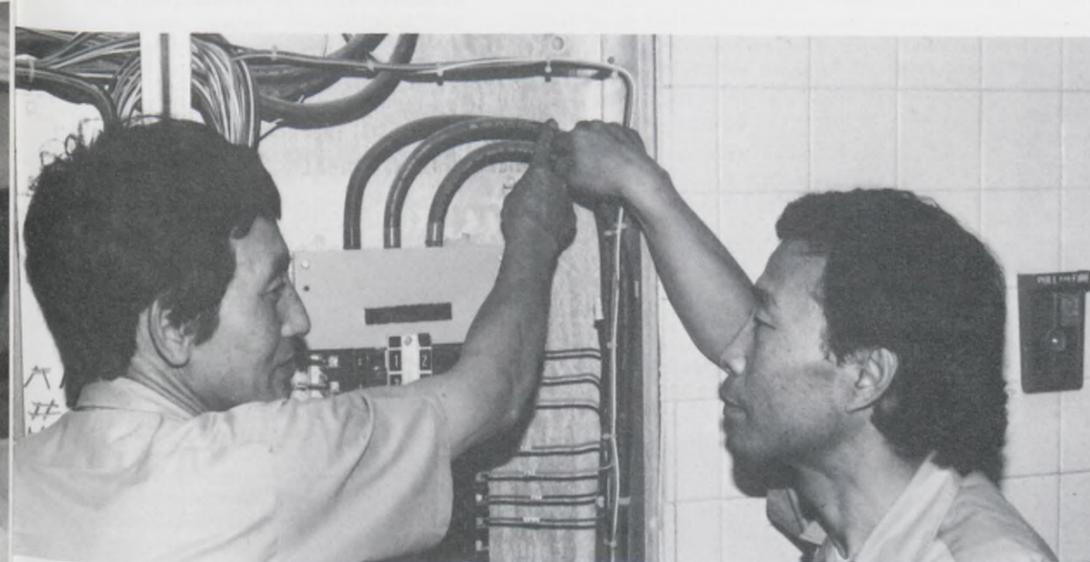
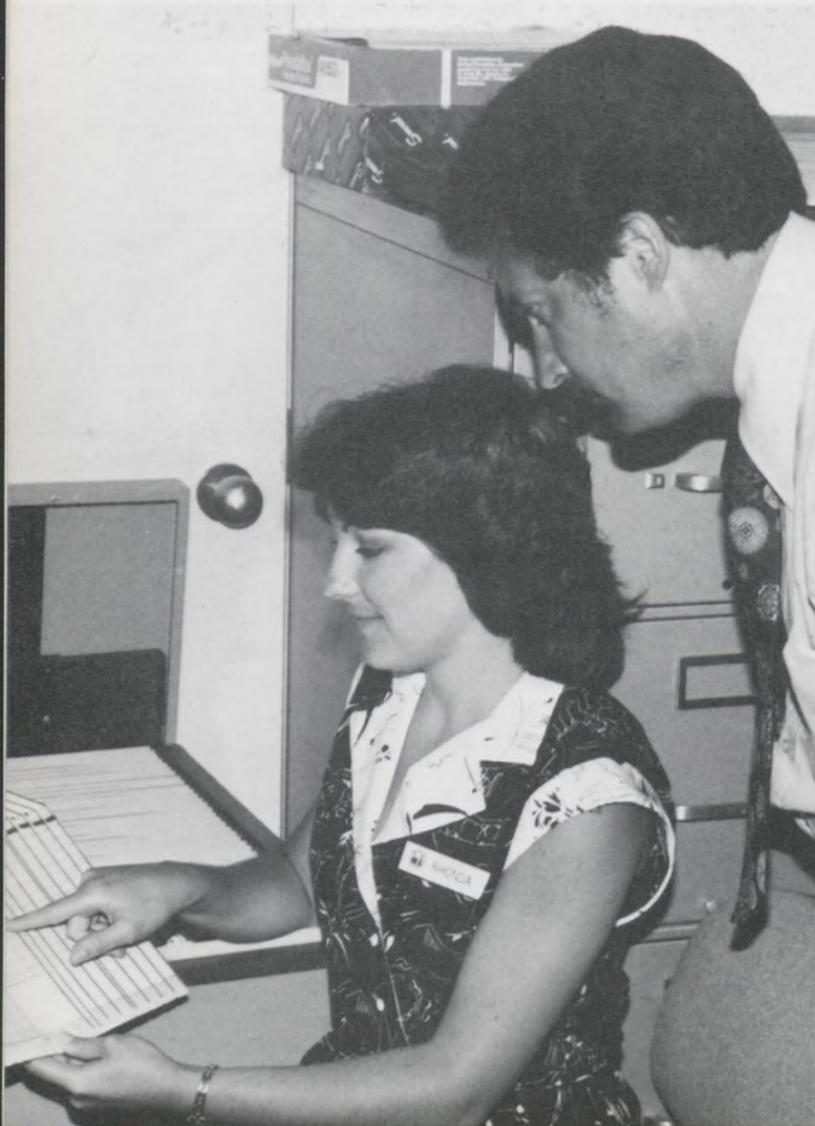
Though, as Wiley says, "As far as direct guest contact is concerned, compared to many other departments, we have a pretty low visibility.

"In fact, if there is any guest awareness of our existence, it is most likely related to an appreciation of the well-maintained appearance of the hotel. Or a realization that all mechanical functions are operating like they are supposed to be.

"But that's O.K. with us," Wiley concludes. "Our job is to work behind the scenes to make sure that things are working right out front for the guests and for the operating departments that serve these guests."

J.P. Wiley, Williams Plaza building superintendent, checks the hotel's preventive maintenance files with Rhonda Shrum, secretary.

Jean Gerbase, executive housekeeper, consults with Rhese Hoylman, carpenter, on a furniture repair "to do."



Nam Kang (left), electrician, explains the electrical panel system to Sung Hong, apprentice engineer.



Engineers Rufus Hill (center) and Bruce Winsett (left), work on laundry washing unit as laundry manager, Bruce Shipley looks on.



'Outstanding Achievement'

Los Angeles—Tatiana Vorobeiff (center), reservationist at the LOS ANGELES BONAVENTURE, was presented with the department's first "Outstanding Achievement" award by the hotel's managing director, Larry May (right). The award, the first of its kind for the hotel and the company, is based on the employee's contributions to the department and was developed as a reservations department employee recognition. It is presented on a quarterly basis. According to Susan Rocco (left), the hotel's reservations manager, "Tania" has always been willing to take that very important extra step... she lends a positive spirit to the department."



Award of Merit

Seattle—In recognition of his quick-thinking action which saved the life of a fellow employee, Gary Zodrow, SPACE NEEDLE RESTAURANT sales manager, was presented with the President's Award of Merit. The incident involved an employee who had taken a drink of water that "went down the wrong way" and blocked the victim's air passage. Zodrow's immediate application of the Heimlich maneuver cleared out the water and let in life-saving air.

Thurston-Dupar winners

Honolulu—Kim Chappell, general manager of THE ILIKAI, presents Jackie Lang, Canoe House supervisor, with the hotel's Thurston-Dupar Award certificate. Lang was chosen for her "always cheerful disposition, diligence, and the many innovative procedures she has incorporated in the Canoe House restaurant operations."



Seattle—Dudley Key, WESTERN SERVICE & SUPPLY mail facilities supervisor, was selected as the winning candidate for the combined WS&S and WIH Corporate Offices Thurston-Dupar presentation honor. Key was cited, in particular, for his many "morale-building" personal qualities including his consideration for others, his cooperative spirit and quiet wit, and his "day-brightening" attitude.





Bob Jenks, with the assistance of Doris Grogan, affixes the name plaque on GROGAN (the computer).

Grogan—The lady and the computer

The lady—Doris Grogan, former accountant with the WIH Financial Services Division.

On July 1, after 31 years with Western International, she retired to a life of late wake-up mornings and early golfing afternoons, her favorite pastime.

The computer—a DEC 2050 which was recently installed in the data processing center at the financial services offices. Its "career"—the handling of all corporate data processing—just beginning.

And, the story.

When Grogan (the lady) announced her intentions to retire earlier this year, Bob Jenks, senior vice president and treasurer, and other members of the financial services staff, wanted to do something special in appreciation for her years of dedicated service.

At about this same time the new computer was being installed. It needed a name. (DEC 2050 does not fall that trippingly from the tongue.) Someone came up with the bright "let's call it Grogan in Doris' honor..." idea and it was adopted.

Forthwith, in informal dedication ceremonies in late June, DEC 2050 was formally baptized "GROGAN." A metal dedication plaque was adhered to its corridor-traffic side that tells the whole story to now and future passers-by.

It reads, "GROGAN—This computer is dedicated with appreciation and affection to Doris Grogan, who after 31 years of distinguished service with Western International Hotels, retired in 1979. Mrs. Grogan was associated with the St. Francis Hotel Corporation for many years, and at the time of her retirement was responsible for the accounting of all non-operating subsidi-

aries of WIH. She is held in the highest esteem by the officers of WIH and her many friends and associates. Her wisdom, knowledge and warm friendship will long be remembered."

Says Grogan (the lady), "I like it. I like it." Then her eyes twinkled as she added, "I just hope nobody will think that I was replaced by a computer."

"No way," Jenks confirms. "To begin with, her work was never directly computer related. Besides, there's no machine anywhere that could come near, let alone replace, the super job she was doing."

GROGAN (the computer) looked glum.

Hotel 'adopts' a family

The fight for existence has been a grim battle for the poverty-stricken family of Sadiq and Ramthe Mittra and their six children of Karachi, Pakistan.

Now, a bright ray of hope has entered their lives. Recently, the Mittra family was "adopted" by the **Bayshore Inn** and

the hotel's employees. With that adoption came the assurance of regular financial support for the family's nutritional and educational needs over the next several years.

"It's our way of showing our concern for those in the world less fortunate than ourselves," said the hotel's public relations director, Gordon Stewart. "We feel it is of particular significance in this, the International Year of the Child, to demonstrate our awareness of the needs of millions of people unable to enjoy a standard of living that even comes close to that of Canadians."

Half of the financial support money is contributed through the hotel's Employee Charity Trust Fund. A matching amount comes from the hotel corporation.

The Bayshore Inn's charity trust is a contributory fund set up to support various charitable organizations. Hotel employees contribute to the trust fund on a strictly voluntary basis through a monthly payroll deduction program. The annual employee contribution total is matched by the hotel. A Trust Fund Committee of hotel employees decides where the money will be donated. Currently, the fund totals about \$3,500 with most if it slated for United Way and Salvation Army support.

The committee is working through the Vancouver offices of the international Save the Children Fund organization. The Fund acts as liaison between the hotel and the Mittra family.

"In time, through correspondence and exchange of photographs, we hope to really get to know all about our 'adopted' family," Stewart said.

He added, "We also hope that the actions of the Bayshore Inn and its employees will set an example for other hotels, employee charity funds, and businesses in general, to support this very deserving cause."

Gordon Stewart, director of public relations for the Bayshore Inn, presents the first check in support of the hotel's adopted family to Peggy Lew, executive secretary of the "Save the Children Fund" in Vancouver.



AROUND OUR WIHorld—For four days in early June, the eyes of the Asian film world focused on the **Shangri-La**. The Singapore hotel was the site for the 25th Annual Asian Film Festival, July 3 through 6... From the **Williams Plaza**, a report that all five tennis courts at Williams Center are now open and available for guest use. Two of the courts are covered for all-weather, all-season playing... and the **South Coast Plaza** cheered the announcement that a five-acre site near the hotel has been selected as the location for the proposed Orange County Music Center. The \$45-million dollar project, targeted for completion in mid-1983, will offer productions ranging from opera, ballet and symphony concerts to musicals and dramas.

TIP OF THE (CHEF'S) HAT—to Fred Zimmerman, executive chef of the Calgary Inn, for earning a place in the four-person Canadian National Team to compete in the Culinary Olympics that will take place in Frankfurt, Germany in late 1980. Zimmerman will be representing Canada, west of Toronto, Ontario... and to Nick Zakharoff, Washington Plaza sous chef, who walked off with the top prizes for his entry in the Grand Salon Culinaire (culinary arts exhibition) in Vancouver, B.C., recently. Zakharoff's entry, in the cold plate category, featured a decorated suckling pig stuffed with liver pâté and garnished with deviled eggs and fruits. Zakharoff was one of 24 entrants—out of 500—to receive a gold medal. And for the most outstanding exhibit within the category, he was also awarded an engraved copper bowl.

ODDS 'N INNS—It's polite to point in restaurants in Japan. As a consideration for non-Japanese speaking visitors, particularly in Tokyo, plastic or wax models of the food served in many restaurants are exhibited in window displays. All the guest has to do is point to the items wanted... It was oranges to Omaha on the occasion of the Central Reservations Office's fifth anniversary in June. A crate of California's best was sent to the res office from the sales staff of the South Coast Plaza with happy birthday wishes... Speaking of our res system, WIH has long claimed that our Westron computerized reservations system is the best in the business. Holiday Inns thinks so too. Recently a copy of the Westron system procedures (software) as developed by WIH and United Airlines, was purchased by Holiday Inns, Inc. for their own use, on their own computers, throughout their world-wide operations. Holiday Inns was among the first in the hospitality industry to use a computerized reservations system—now they're getting in on the best. The system will be called Holiday II.

STRESS-LESS—Is stress, caused by frustration, conflicts or pressures, getting to you? While most experts agree that some stress is good for you—life would be pretty boring without it—they also agree that excessive stress levels can turn you into a cranky, uptight mess. Dr. William Snow, director of personnel research for Rockwell International Corporation offers this advice for the hyper-stressed in coping with the problem:

- Plan some idleness every day
- Listen to others without interruption
- Read books that demand concentration
- Learn to eat, walk and talk more slowly
- Have a place to retreat
- Avoid irritating, overly competitive people
- Plan leisurely, unstructured vacations
- Maintain a regular program of physical activity



THE PLAZA-ites

FRONT! correspondent for The Plaza is Thé Deprez. You can contact Thé on extension 5403 with your input for **FRONT!** (All other WIH people, submit **FRONT!** items to your local correspondent listed below):

Alameda, **Pablo Torres**. Bayshore Inn, **Gordon Stewart**. Benson, **Debbie Spellecy**. Bonaventure, **Claudia Couture**. Calgary Inn, **Michelle Wall**. Camino Real, Cancun, **William Sproul**. Camino Real, Guadalajara, **Nelly de Garcia**. Camino Real, Guatemala, **Evelyn Davidson**. Camino Real, Mazatlan, **Carlos Claverie**. Camino Real, Mexico City, **Carolina Mijares**. Camino Real, Puerto Vallarta, **Eduardo de Lima**. Camino Real, Saltillo, **Roberto Flores**. Camino Real, San Salvador, **Ana Maria Vides**. Carlton, **Lydia Wissing**. Carlton House, **Cynthia Durler**. Continental Plaza, **Audri Adams**. Crown Center, **Becky Gapp**. Detroit Plaza, **Carole Schultz**. Edmonton Plaza, **Joanne Cass**. Galleria Plaza/Houston Oaks, **Esther Feinerman**. Hoteles Camino Real, S.A., **Francisco del Cueto**. Hotel Scandinavia, Copenhagen, **Dorthe Thing**. Hotel Scandinavia, Oslo, **Liv Herud**. Hotel Toronto, **Pat Samson**. Ilikai, **Valery Satin**. Las Brisas, **Oscar Cruces**. Los Angeles Bonaventure, **Mary Jordan**. Mauna Kea Beach Hotel, **Stella Akana**. Mayflower, **Nancy Cummings**. Michigan Inn, **Bill Arthur**. Miyako, S.F., **Allison Gellatly**. Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Mauritsen**. Shangri-La, **Jane Seet**. South Coast Plaza, **Sandie Pratt**. Space Needle, **Nancy Watson**. St. Francis, **Lindbergh Valentin**. The Arizona Biltmore, **Anne Mello**. The Plaza, **Thé Deprez**. Wailea Beach Hotel, **Valery Satin**. Washington Plaza, **John Poquette**. Williams Plaza, **Al Wrinkle**. Winnipeg Inn, **Penny Brookes**. WIH Executive Offices, **Dorothy Stauffer**. WIH Financial Services, **Bob Graves**. WIH Reservations Center, **Andy Gyure**. WS&S, **Nancy Newman**.