



Energy conservation can cost but WI Building contributes its share

Conserve energy. It's easy to say. But it's not always easy to do — whether the building is under construction or already operating. The reason? Simply, cost.

Technology today provides the tools for a wide variety of energy conservation systems, but for many of these systems, the initial cost is still as high as the skyscrapers they go into, and the pay-off period can be several years down the road.

The new Western International Building, now about eight months away from completion, will have several energy conserving systems incorporated into its 34 stories. While most of these systems are not as visible or dramatic as, say, a bank of solar heating panels on the roof, they are currently more cost effective.

To understand these systems, we must first understand how a building's heating/cooling system works. Basically, large commercial buildings, because they generate so much heat, need to be cooled all year — even in the dead of winter. Heating is normally only required in areas adjacent to outside walls. So the main supply of conditioned air must be cooled to about 55° F in order to keep the offices at a comfortable temperature.

There are basically three energy-saving systems that will be taking care of all this in our new building. They are Variable Air Volume (VAV), evaporative cooling, and special windows.

Pat Collins, WIH director of energy management and engineering, explains how the VAV system works: fresh outside air is mixed with re-circulating inside air and is blown through freon cooling coils by fans. The warm mixed air going in one side of the coils comes out cooled to approximately 55° F.

Then a series of thermostatically controlled motorized dampers will regulate the volume of cooled air that is allowed into any given office area. When less cooling is desired, the dampers will automatically reduce the volume of supplied air. Heat would be provided by electric strip heaters whenever

necessary. But in most instances it's the volume of air — not its warmth — that controls room temperature.



Several energy conservation systems are going into the WI Building.

And it is through this system, and a somewhat baffling law of physics (called the "fan laws"), that an amazing electrical savings is realized. For example, when there is a call for less cooling, the VAV dampers might reduce the volume of air flow by 10 percent and achieve a 27 percent reduction in fan motor energy. A 20 percent reduction in air flow would save almost 49 percent. The savings add up.

The evaporative cooling system, "fueled" by three rooftop cooling towers, will provide cold water to be used to condense the spent freon gas from the freon cooling coils.

Under certain weather conditions, this cold water will be diverted from the condensers into cooling coils in the air ducts. When this happens, the approximately 68 cooling compressors can be turned off, providing still more energy savings.

To further minimize the building's cooling load, windows will be double-paned solar bronzed glass which reject

the heat of the sun's rays in summer and retain heat in winter. Also, because the windows are narrow and set back between vertical marble mullions, they will be exposed to less direct sunlight.

According to Collins, there are a multitude of energy saving systems that can be used in all of our properties, but available finances and priorities do not always allow for their implementation.

"Because we are neophytes in implementing energy conserving systems, most of our efforts have been relatively simple, inexpensive and have sometimes provided paybacks in as little as two or three months," Collins explains.

"As the easy and less costly approaches are adapted, we'll then need to take a harder look at the more costly opportunities and their cost effectiveness." For example, today's costs for energy and material could not generally justify solar energy systems. However, as energy costs escalate and material costs descend, solar systems' cost effectiveness will become much more attractive.

Update on the Washington Plaza

The Benjamin Franklin is gone, and the new twin tower should be taking shape soon; excavation for the base began in October.

There's also some changes materializing inside the existing tower in the form of two new restaurants. The Plantation Bar, located where the old Trader Vic's lounge used to be, opened the end of September. It takes the place of the Oak Room, which makes way for an expanded kitchen. The restaurant features an airy southern decor, and a hot buffet lunch menu of Louisiana and Creole dishes, a cold buffet of make-it-yourself sandwiches, hot hors d'oeuvres and specialty drinks. And there's evening entertainment Tuesday through Saturday.

The High Bay Lobby is giving away to a fine dining establishment to be called The Orpheum, slated to open in June 1981. Decor and menu details have not yet been announced.

Flash your pass (and open sesame) at The Olympic

If you are planning a jaunt to the executive offices still located on the twelfth floor of the now closed Olympic hotel, you will need to show your pass (and a smile would be nice, too) to the security guard to gain admittance.

If you know of an associate, visitor or outside supplier who needs to conduct business on O-12, please call ahead to either Warren Sakai or Christi Smith. They will, in turn, give the security people that person's name for clearance.

Learn more through AH&MA

Want to further your education in the hotel business? One avenue toward that goal would be through correspondence courses provided by the American Hotel & Motel Association's Educational Institute.

Although the local AH&MA chapter is not now offering classroom study in Seattle, you will be able to take a correspondence course, for which WIH reimburses the fee of \$61.50 — upon completion with a passing grade. If you receive a "B" or better you get a \$25 bonus.

Students must complete the course in four months and receive a score of at least 69 percent to pass.

If you are interested in an AH&MA correspondence course, contact Teresa Keller in Personnel, ext. 5160.

Mark your calendar

November 20 or 21: NW Management Institute seminar "Management is Communication: The Control of Organizational Performance." Dr. David Berlo. 9 a.m.-4 p.m. Washington Athletic Club. Contact Reed Sehon, 3157.

November 27 & 28: Thanksgiving holiday. All Seattle corporate offices closed.

COMING UP:

December 11 or 12: NW Management Institute seminar "Managing Change." Contact Reed Sehon, 3157.

December 25 & 26: Christmas holiday. All Seattle corporate offices closed.

For that perennial gas pump pain...

Watching those dollars and cents whiz by on the gas pump meter makes you dizzy — or ill — or probably, both. You hope maybe the gas gauge is off — that maybe the tank isn't as empty as the needle tells you it is.

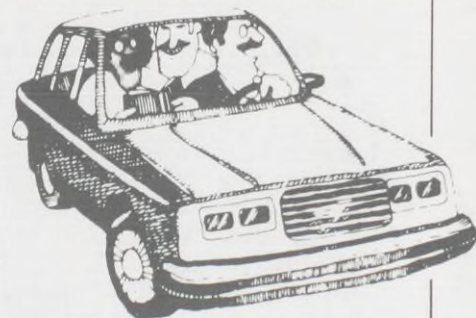
But it's inevitable. The gas tank gets empty and the gas price goes up.

So, with the reality of \$2-a-gallon gas looming before us, we may think a little harder and more hesitantly about driving to the store that's only a half-mile down the street. And we may be thinking more seriously about rounding up a ride to work with someone else. Or taking the bus.

Western International is concerned about the problem of energy conservation—and has instituted several programs "to do their thing," as the clever energy conservation television commercials advise. The company now offers monthly Metro bus passes and ticket books at discounted rates to employees, to encourage the use of public transportation.

But when you have to drive the car to the store, or get the kids to Little League, the U.S. Department of Energy can offer you a few energy-saving guidelines that may help ease that chronic gas pump pain.

We've included those guidelines as an insert in this issue of HOMEFRONT; they include some good "did you know's" and some good reminders.



So go ahead, read these suggestions —they may even be worth re-reading another time.

Especially when gas prices hit \$2 a gallon...

Letters to the Homefront Editor...

(Letters to the HOMEFRONT editor are welcomed and will be printed as space permits. Letters must be signed, but names are withheld upon written request. Send to HOMEFRONT, COMM. The decision to publish letters and the right to condense them rest with HOMEFRONT).

Dear Editor:

I have experienced great difficulty in trying to take advantage of what I believe to be the best benefit WIH employees have.

Every time I apply for a comp room through normal procedures I get an answer saying "No comp available. Please try another date." I sent a room request in six months in advance of the requested date and received an answer saying "Please re-submit in January, 1981." Unfortunately plans have to be made and this response is unsatisfactory, especially if they decide to turn me down in three months.

Maybe a solution to the problem might be that if a request is denied the hotel should be required to give alternate dates when comp rooms are available.

Please see if you can find out anything more about the new posters regarding complimentary rooms and redefined procedures mentioned in the June 27, 1980, Open Line response from Mr. Mullikin.

Name withheld upon request

Dear Name Withheld:

We have passed a copy of your letter along to Cherie Ohlson in Personnel and she will get back to you with answers to your concern. As far as the new comp room policy poster is concerned, personnel has distributed these to the various departments to be posted in coffee rooms. However, only the poster's format has been revised; the policy is the same as before.

HOMEFRONT editor

Dear Editor:

WIH and Channel 9 need volunteers.

We are again underwriting an evening of programming for Channel 9 December 5 and need 30 or 40 men and women to answer telephones at the station that night. This particular membership/fund drive is especially important, since funding for the station has been cut, and KCTS will need even more public contributions to maintain quality programming.

If your readers can volunteer, they should call Marion Kopp, ext. 5076. Thanks.

Peter Blyth,
Project Officer

DRIVING SKILLS

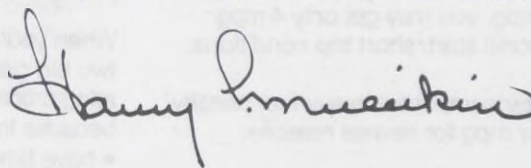
TRIP PLANNING TIPS

ROUTES TO FUEL ECONOMY

By offering employees Metro bus passes and ticket books at discount prices, Western International is contributing to the gas conservation effort by encouraging the use of public transportation.

And, by practicing some of the driving hints outlined in this pamphlet, we can all do a good deal more to save fuel — as much as 40 percent, says the U.S. Department of Energy.

I encourage you to read — and save — this pamphlet and to share it with your family and friends. If each one of us can cut back even five or ten percent on gasoline consumption, resulting savings can be tremendous — not only in fuel but in our out-of-pocket cash as well.



President and Chief Executive Officer

WESTERN INTERNATIONAL HOTELS



Every day, you make countless decisions that affect the amount of gas you need to buy.

- Why, when, and how you travel
- How you drive your vehicle
- What vehicle you buy and
- How you maintain that vehicle

determine how much fuel you need.

The U.S. Department of Energy thinks you can save 5 to 10% of the fuel you're using now by following the tips in this booklet. By making some changes in your travel habits, driving techniques, and vehicle type and maintenance, you could save as much as 40% of the fuel you now require.

Gasoline prices undoubtedly will continue to go up. By following these tips and techniques, your fuel requirements undoubtedly will go down.



TRIP PLANNING TECHNIQUES

If you're like most drivers, you'll make about 1,400 trips this year and consume 800 gallons of gas. Your automobile expenses will represent about 15% of your household's total expenses.

With minimum effort, you can plan for more efficient travel and save gas, time, and money.

The Short Trip

Every day, the most frequently made vehicle trip is only 1 mile long. Trips of 5 miles or less make up 15% of all miles driven every year. But these 15% of all miles driven yearly consume 30% of all gasoline used by automobiles.

Why are short trips so expensive and so fuel inefficient?

The Cold Start and MPG

A vehicle operating from a cold start, say on a 4-mile trip, will probably achieve only 20% of the fuel economy possible after all parts of the vehicle are warm. That means if your car is capable of 20 mpg, you may get only 4 mpg under cold start/short trip conditions.

Cold starts impose a heavy fuel penalty on your mpg for several reasons.

• Tire Resistance.

When your tires are cold, they resist motion. Tire resistance decreases only after you've driven your vehicle for a while.

• Engine Resistance.

Engine lubricants are designed to reduce resistance. They perform best only after they have warmed up.

• Vehicle Resistance.

All the parts of your vehicle resist motion at first. So all your vehicle parts must be lubricated properly. This occurs only after resistance is lower—after you have driven your vehicle about 15 miles.

If you combine several short trips into one longer one, you can diminish cold start penalties. Your initial fuel inefficiency could be offset by the average mpg achieved by using your vehicle for one longer trip, where your car can reach its maximum potential for fuel efficiency.

Vehicle Idling

The relationship between vehicle idling and fuel economy is misunderstood by most drivers. A 30-second warmup, followed by operating at slow to moderate speeds, is what's best for fuel economy.

Few of us ever think of the fact that when a vehicle is idling and not moving, it's getting its worst fuel economy—0 mpg.

A good rule-of-thumb is this: If the engine is warm and you expect to idle 30 seconds or more, it's more efficient to turn the engine off and restart it when everything is ready to go.

Idling can save gas if you take your foot off the gas pedal the moment you expect to slow down or stop. Lift the throttle to idle speed and coast. Your vehicle's momentum will generate the speed you need to drive safely.

Combine Trips

Planning travel can pay off in savings of gas, time, and money. The more trips you can combine, the more you can save.

When you combine trips, you'll reduce two big gas-eaters: cold starts and operating a cold vehicle. You save gas because the car's parts:

- have time to warm up.
- stay well lubricated for 15 to 20 minutes after individual stops.
- stay warmed up for 3 to 4 hours after stopping.

And if the trip is well planned, you will drive fewer miles.

How to Combine Trips

You can combine—

- trips that need to be made in the same time period, e.g., the morning.
- trips to the same general area or in the same direction.
- trips that can be plotted on a round-trip course.

If you can combine your trips—

- you'll spend less time behind the wheel.
- you'll find that some trips aren't necessary at all.
- you'll drive fewer miles to meet your travel needs.
- everything will get done—but at a lower cost.

Route Selection

Route selection applies to *all* trips. When planning your routes, you should:

- minimize your stops.
- maintain fuel-efficient speeds.

If necessary extend your route to avoid stop lights, traffic tie-ups, and stop-and-go driving situations. It's better to drive a slightly greater distance if you can drive smoothly and steadily in a fuel-efficient speed range.

Vehicle Loads

Cargo and passenger weight affect fuel economy. Weight causes mpg to drop. In fact, every 100 pounds of weight can penalize fuel efficiency by 3 to 6%.

It's also important to use the right vehicle for that load. A station wagon wasn't built to carry one person fuel efficiently. A compact wasn't designed to pull a trailer.

Loads should be carried inside the car—not outside—to reduce drag. Dead weight (the snow tires in your trunk) penalizes fuel economy mile after mile.

Travel Alternatives

Hopping in the car isn't always the best way to get what you need. Consider these alternatives:

- Ridesharing, mass transit, vanpools, carpools, and Amtrak with their high load factors can reduce personal costs and save time.
- Walking, bicycling, riding a moped or motorcycle can be especially efficient for short single-purpose trips.
- Many personal and work objectives can be met with a phone call. Call ahead to see if people are available or that stores have what you want.
- Use scheduled deliveries. If there's no real hurry, why worry about picking up and/or delivering something yourself?
- Shop by mail. More and more people are shopping with catalogs and doing business by mail. Often you can place your catalog order by calling a toll-free number.

DRIVING SKILLS

In Fuel-Economy-Challenge rallies sponsored by the U.S. Department of Energy, 80% of the participants achieved a higher mpg than the fuel economy estimate for their vehicle: You can, too, if you use fuel-saving driving techniques.

Thirty-Second Warmup

Remember, after you start up, idle for only 30 seconds before driving off.

After the 30-second start-up idle, drive at speeds of 25-35 mph for the first few blocks and the rest of your car will warm up. Only when it's very cold will you have to drive a longer distance than usual for your vehicle to warm up.

Moving Out from a Stop

When getting underway from a full stop, the most fuel-efficient thing you can do is to accelerate briskly and steadily (without flooring it). Once your car is traveling in the speed range where your engine operates most efficiently, your car's momentum will work for you—and your fuel economy.

Moving Up

By accelerating just before you begin to climb a hill, you'll get better speed for less gas than if you accelerated against the resistance of the grade. Near the top, ease off on the gas, allow your car's momentum to carry it over the crest, and cruise within the speed limit down the other side.

Maintaining a Fuel-Efficient Speed

All vehicles have a speed range in which they achieve their best fuel economy. This range varies, but most vehicles are more efficient at speeds between 35 and 45 miles per hour.

If your vehicle gets 22 miles per gallon in its fuel-efficient speed range of 35 to 45 mph, you can expect to get only about 20 mpg at a speed of 30 or 50. At 10 and 70 mph you'll get 14 to 15 mpg, you'll use a *third* more fuel than you would at 45 mph.

Changing directions or speed any more than you have to wastes time *and* gas. The slightest pressure on the brake or

gas pedal costs you. Pumping the gas pedal is especially wasteful when you are starting your vehicle, getting underway, going up a hill, or trying to maintain your driving speed.

Smooth and steady does it!

Anticipating Traffic Conditions

Fuel-efficient response to anticipated traffic conditions can save more gas than any other driving behavior, particularly in city driving and rush hour.

Anticipating requires an alert driver who looks well ahead.

To maintain a fuel-efficient speed and flow smoothly through traffic, you've got to anticipate changes in conditions far in advance.

How far is far enough?

When you're looking about 12 seconds ahead, you can easily avoid unnecessary braking and acceleration and the small but wasteful changes in speed and steering.

In the city, looking 12 seconds ahead means anticipating changes in conditions for about a full block. On the highway, it means checking out and responding to changes in conditions up to a quarter of a mile away.

Observe the traffic conditions to the side and rear also. You need that information so that you can change lanes more smoothly when there are slowdowns ahead.

The Buffer Benefit

Anyone who wants to drive fuel efficiently will keep a buffer of space *all* around their vehicle.

Creating a buffer zone of about 2 seconds in front (on all sides if possible) pays off in four ways:

- More relaxed driving;
- More room to maneuver;
- More of a margin for safety;
- More time to react to conditions around you.

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It's also important to use the right vehicle for that load. A station wagon wasn't built to carry one person fuel efficiently. A compact wasn't designed to pull a trailer.

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Sharing Rides

Statistics indicate that few people think of sharing rides. In fact, studies show that more than 73% of workers drive *alone*. You may enjoy riding to work alone at times, but you could save substantially by sharing rides just two or three times a week.

You can also share rides while you're doing family business or on your way to a social event. You'll save on fuel costs, parking fees, vehicle maintenance costs, and tolls.

Ridesharing has other benefits. As fewer vehicles use the roads, look for:

- a reduction in congestion as well as in air and noise pollution.
- a reduction in the time it takes to drive from one point to another, particularly in densely populated areas.

People who rideshare get the best return on their transportation investment.

VEHICLE SELECTION

Choosing which vehicle to buy is the most important fuel-economy decision you can make.

Many factors affect your vehicle purchase decision. These include vehicle:

- Style
- Performance
- Make
- Safety
- Comfort
- Economy
- Dependability

But if you want to make the wisest vehicle purchase decision, you must ask:

- What are you going to use the vehicle for every day?
- Do the occasional special purpose uses justify the car-life expense?

The Fuel-Economy Framework

With fuel-economy considerations providing the framework upon which your vehicle selection will be based, you'll have to look at:

- **Miles driven.** The total miles you drive really influences gas purchase and vehicle operating costs. The way to reduce operating cost is to buy a high-mileage vehicle.
- **Type of trip.** Will your vehicle be used for a lot of short trips? Then mpg will be a major factor.
- **Number of vehicles.** If you own two vehicles, do they meet different needs? Is one of them more fuel efficient?
- **Common load.** How many people and how much cargo will be carried in the vehicle—every day?

Keep the answers to these questions in mind when you're looking at vehicle design, weight, engine size and type, fuel efficiency, and option efficiency.

Determining Size

Which vehicle size meets your transportation needs the best? The classes of vehicles include: two-seater, mini-compact, sub-compact, compact, mid-size, large, small station wagon, mid-size station wagon, large station wagon, small pickup and standard pickup truck, van, and special purpose truck.

Once you've established what size vehi-

cle you need, review the mpg estimates and information in the *Gas Mileage Guide* for that class vehicle. The *Guide* is available, free by law, at new car dealerships. Key comparative mpg information is also displayed by law on every new car.

What to Expect from Estimates. *Mileage Guide* estimates assume that the vehicles are broken in and are driven in warm, dry weather on level roads. The tests for all the vehicles are done under exactly the same conditions and represent average driving conditions.

You may not get the mileage estimated for any particular vehicle. Many factors, including your driving habits, road conditions, the type of trips you make, and vehicle condition, influence your mpg.

You should study the *Guide* to select a vehicle with the highest mpg that meets your other important purchase considerations.

If a mid-size is indispensable for your travel needs, then select a mid-size from among the most fuel-efficient mid-size vehicles.

Specifications for Fuel Economy

Other vehicle specifications must be considered when choosing a vehicle for the greatest possible fuel economy.

The major ones include:

- Vehicle weight
- Load
- Aerodynamic design
- Vehicle axle
- Engine size and type
- Tire selection
- Vehicle transmission
- Power options

Vehicle Weight

Vehicle size is secondary to vehicle weight for fuel economy.

As a general rule, fuel economy is reduced from 1 to 5 miles per gallon for every 500 pounds gained in vehicle weight.

Load

That "small is beautiful" is not an inflexible fuel-economy maxim.

A small station wagon that must pull a trailer frequently may have to work so hard that your fuel economy is sacri-

ficed. And if that's the load your vehicle will need to carry often, then a mid-size station wagon may be your best bet.

Aerodynamic Design

The smaller the frontal area of a car, the better gas mileage it will get. When air resistance is lowered, fuel economy increases.

But take into account your travel habits. If most of your driving will be at moderate (45 mph or slower) speeds, the effect of frontal design on gas mileage will be minimal. If most of your driving will be at highway speeds, frontal design could be a factor.

Engine Size and Type

Selecting the smallest engine that meets your needs and matching it to your model choice is the best idea. A small engine in a small car is usually most economical, but it's not as economical if loaded down with heavy power options.

So figure on comparing the fuel-efficiency ratings of your model choice and options with engine size to get the combination that gives you the best mpg. Usually it's a four-cylinder engine for a small car, a six-cylinder for a large one, and an eight-cylinder for a car that has to carry heavy loads nearly every day.

Diesel or Turbo-Charged Engines

Diesel or turbo-charged engines are other energy-saving alternatives.

A vehicle powered by diesel fuel is capable of getting 25% or more mpg than an identical gasoline-powered vehicle.

With a turbo-charger, a smaller engine has the power of a larger engine on demand, but it allows more efficient normal driving with efficient extra power available.

Vehicle Transmission

It used to be a fairly firm rule that a manual transmission was more fuel efficient than an automatic. The newer automatic transmissions are lighter, and improvements such as torque converters and lower gear ratios make them more fuel efficient than they used to be.

With all other factors equal, a conven-

tional automatic transmission, compared to a standard, can use more fuel. But an unskilled driver of a manual transmission may consume a greater amount of fuel by stalling the engine, running in the wrong gear, or revving the engine while shifting. So if you drive mostly in the city, are not a smooth shifter and are not willing to become one through practice, it might be more fuel efficient to go with an automatic.

Vehicle Axle

The rear-axle ratio is defined as the number of times the drive shaft must rotate to turn the wheels one time. A low rear-axle ratio is normally more efficient than a high ratio because the engine must power the drive shaft fewer times to turn the wheels once.

So, the lower the axle ratio, the better the mileage. And the less wear on the engine.

Tire Selection

When you buy radial tires you are probably making your most important fuel-economy purchase decision—aside from selecting the basic vehicle itself. Radial tires can provide a substantial 3 to 7% improvement in your mpg over conventional bias-ply tires in highway conditions.

Radials are built to minimize rolling resistance. And while they may cost more than other tires, they tend to last twice as long and help improve vehicle handling.

Power Options

Power options will increase your vehicle's power requirements in two ways: by using power themselves and by adding weight.

If you own a small car, power options will penalize your gas mileage even more than on a larger car, because the added weight and power requirements are an added strain. Most power options are not necessary on a small car.

If you want "something extra," choose luxuries like super sound equipment or plush leather seats that add to your enjoyment without subtracting from your mpg.

Air Conditioning

Some air-conditioning units can add as

much as 100 pounds of weight to a car and in city driving, can cause a 1 to 3 mpg reduction in fuel economy.

Designers are creating more efficient air-conditioning equipment all the time, so the penalties aren't what they were. It's how you use the air conditioner that makes the difference.

The most fuel-efficient cooling is with windows up and flow-through ventilation on. If you must adjust the temperature in the vehicle, use moderate settings.

VEHICLE MAINTENANCE

Regular vehicle maintenance helps to prevent breakdowns and is an important aspect of fuel economy and driver safety.

Many maintenance tasks for fuel economy are simple to do and can be done at little or no cost to you.

Tires and Fuel Economy

The rolling resistance of any tire is greatly increased if it's not inflated properly.

Many drivers fail to keep their vehicle tires inflated to the maximum recommended level. If you are one of those drivers, you can expect a fuel economy loss of 1% for every 2 pounds your tires are below their recommended pressure.

Check your tire pressure during your pre-drive and service routine.

- Glance at your tires. Do any of them appear low?
- At least once a month, check your tires with a good tire gauge.
- Check troublesome tires (those that seem to lose air) more frequently.

Make these checks *before* driving. Tire pressure increases with the heat produced from driving, which can give you a high reading.

Keep these tips in mind:

- All vehicle tires should be properly inflated.
- Proper inflation for fuel economy means inflating tires to the *upper level* of the recommended range.
- Incorrect inflation causes unnecessary tire wear and affects vehicle handling.
- Tire wear and vehicle handling can be affected by *just one* low tire.
- Underinflated tires impose a fuel-economy penalty.

Gas and Oil

For the best price and fuel economy:

- Only buy the octane level gasoline your vehicle needs.
- Use the new high-mpg motor oils.

Octane levels are usually displayed on the pump and the correct level for your vehicle should be listed in your owner's

manual. A practical guide, however, is to use an octane level just high enough to prevent engine knocking or "pinging" during normal driving conditions, or engine "run-on" when you turn the engine off.

Using a higher-octane gas than you need *does not* improve a car's mpg. Nor does it make up for a lack of maintenance.

An engine oil that is too thick will resist flow and increase friction among engine parts. And the more resistance your engine must overcome, the more gas you will have to use. So it's wise to use a multiple viscosity oil such as 10-40 or 10-50 oil which changes thickness in response to temperature changes.

While many factors influence a vehicle's mpg, reports indicate that the newer slippery oils may improve mpg by as much as 3 to 5%.

Maintenance Checks

You can prevent costly repairs by making some simple maintenance checks on your vehicle. It can help save you a little gas at the same time. A quick glance at your owner's manual will show you which checks to make.

Tune-up Requirements

It will help you get your best mpg if your vehicle is in tune and running well.

If your car is running poorly, a simple tune-up can improve your vehicle's fuel efficiency anywhere from 4 to 12% in most cases. For a vehicle that has been badly neglected, a tune-up can improve mpg up to twice that much.

The suggested schedule of tune-ups for your vehicle is discussed in your owner's manual. Of course, there will be times when your car won't need a complete tune-up. And if your car is running well and has no apparent problems, you should probably leave it alone (aside from routine care).

Testing for Efficiency

There are several signs and tests which indicate that your vehicle needs a tune-up. If your mpg has started to slip gradually, a tune-up could be the answer.

And before you decide on a tune-up,

check your tires. Low and/or uneven tire pressure in some vehicles can penalize your mpg as much as if your engine needed a tune-up. Here are some ways to test your car for proper operating conditions.

- Your engine should perform smoothly (no sputters, coughs, or hesitations) and be responsive in normal driving situations.
- A tuned car should pull away—without stalling—after only a 30-second warmup.
- In order to pinpoint specific problems, take your vehicle to a diagnostic center. Diagnostic testing can eliminate unnecessary repairs. And by learning the problems *before* taking your vehicle to be serviced, you can give the mechanic some real guidance.

Maintenance Schedule

Planning maintenance according to the manufacturer's suggested schedule will help ensure good gas mileage and reliability over the life of your car.

Periodic maintenance checks will help keep your vehicle in its most fuel-efficient operating condition.

The frequency of your maintenance depends on your driving habits, road conditions, and what kind of vehicle you own. A car driven on rough roads or under adverse weather conditions will require more maintenance than another car driven under more ideal conditions. Some cars, because of engine design, need more maintenance than others. You have to consider your car as an individual—and treat it that way.

Records Talk

Keeping vehicle maintenance and gas-mileage records will help you judge your car's needs. And these same records will tell you just how much you are saving on gas.

What to Expect

Many factors determine how much your car's maintenance will cost you, including your *own* expectations. If you want better safety, more gas mileage, more for your trade-in, and more life out of your car, you may have to maintain and adjust it more frequently. Good care will definitely show a pay-off in the long run.



'Open Line' opens communication lines

Would you please clarify...?
Would you explore the possibility of...?

I would like to suggest that...

If you have a question or concern that echoes these phrases, then you might have a question that should be penned in an "Open Line" letter.

Open Line, established in May 1979, was designed to give employees a direct — and anonymous — pipeline to "the person with the answer."

To date, about 150 Open Line responses have been received in Personnel.

The program was really a by-product of the employee opinion survey conducted just over two years ago. That survey allowed employees' input in various subject areas, and Personnel, in turn, coordinated feedback on much of that employee input, explains Cherie Ohlson, Open Line coordinator in Personnel.

Once the survey had served its purpose, Personnel thought it would be a good idea to institute a vehicle to keep those kinds of questions and input coming in. And the responses going out. Open Line was that vehicle.

No subject is taboo for Open Line, says Cherie. "You may not get the answer you are hoping for, but you will get an answer."

All Open Line letters are encouraged — the slogan printed at the bottom of the form says, "Thank you for caring enough to tell us."

Often Open Line questions or comments are those which the employee can't get from a supervisor, or feels reluctant to ask, Cherie explains. But there's no need to feel reluctant in an Open Line letter; the employee's identity is completely anonymous.

The lower tear-off portion is never seen by the person who answers the question, and once the employee has received a response, Cherie destroys the name section of the form.

If the item is of general interest, and the employee would like to share the question and answer with others, a Feedback bulletin may be sent out to all employees.

Open Line forms and envelopes have been distributed to all divisions. In most cases you'll find them in the coffee rooms.

The brown bag alternative...

Got a bad case of brown-bag boredom? Want to join the out-to-lunch bunch but don't know where to go?

Or, are you already eating out more and enjoying it less because even the expense account-priced eateries give you an Alka Seltzer aftermath?

Take heart—not heartburn. There IS some good eating out there — even at fairly reasonable prices.

A number of HOMEFRONT correspondents have taken a quick poll of their fellow out-to-lunchers to find some of their favorite eateries.

Ramona Erickson, Development: *Rainier Bank Tower* 12th floor cafeteria. "Inexpensive, fast and pleasant atmosphere." **Robert Pauls,** 6th Ave. across from W.A.C. Cafeteria with take-out service. Fairly inexpensive for amount served. Sandwiches, soup, salad bar.

Ray Sylvester, Rooms: *Maximilien's*. Pike Place Market. Likes to eat breakfast there. European-type bistro with pastas, quiches and soups for lunch. Table service at breakfast; cafeteria-style for lunch. About \$3.50.

Debi Briest, Financial Services: *B&B Delicatessen*. Time Square Building. Good corned beef and reuben sandwiches.

Fran Wada, Marketing: *Earl's*. 1506 Westlake. Small. Call ahead for take-outs. Sandwiches, soups and salads. "Good, plentiful, fresh ingredients."

Rhonda Tande, O-12: *Casa Espinoza*. 5th & Pike. "Great. Reasonable prices and food is delicioso!"

Carol Ford, Credit: *The Snug*. 2nd Ave. across from Penneys. Excellent soups, salads and sandwiches. All bakery items homemade.

Reed Sehon, Personnel: *City Picnic*. 5th & Spring. Delicious homemade bakery items. Quiche, sandwiches, soups, \$3-\$5 for lunch.

Lynn Rice, WS&S: *The Haven*. 1522 3rd. Good soup, salad and super

sandwich selection. Fresh fruit and carrots with each entree. Food, service and prices good.

Lu Schildmeyer, Hank Lo, Bob Rieflin, WS&S: *Lotus East*. Virginia, between 4th & 5th. It's close, everything is good —and reasonable.

Marion Kopp, F&B: *E.A.T.S. UAL Bldg.* Cafeteria-style. One of several eateries rating repeated accolades. "Good selection with a flexible price range."

Shannon O'Reilly, O-12: *Soupourri*. 1305 3rd. Homemade soups, breads; good salad. Pleasant atmosphere. Call ahead for take-outs. *Brunos*. 1417 3rd. Cafeteria-style Mexican and Italian. "Mmmmm good."

Chuck Brown, Development: *The Lime Green Grocer & Deli*. 5th & Seneca just inside YWCA. Take-out. Reasonable. Variety of sandwiches; bagels.

Bob Graves, Credit: *Guadalajara Cafe*. 4th between Pike & Union. "Good, spicy and inexpensive Mexican food." Another of the more popular lunch spots; employees repeatedly mentioned this restaurant in their ratings.

Lois Webb, O-12: *Odette's*. Ground floor IBM Bldg. Cafeteria style. "The price is right." Hot entrees, soup, sandwiches, fruit. *Gold Coin*. 1100 5th. Chinese. Fast, good and reasonable.



"Excellent pasta..."



"...quality."

unless you're careful, but good quality." **Delores Jensen, Credit:** "Homemade soups, good salads and entrees. Unusual foods."

Not mentioned, but worth mentioning: the **Washington Plaza employees' cantina**. You may purchase meal tickets — 5 meals for \$10 and 22 for \$44 from the cashier. The tickets may be redeemed any time and you may select from any of the available menu or entree items.



"...Fresh ingredients"



"...delicioso!"

Profile Brief

Cozette Sattler — she helps pay the doctor bills



If you have a question about an insurance claim — any question at all — Cozette Sattler, WIH's claims administrator, is the person who can give you the answer.

A former nurse, Cozette has been handling claims in the Group Benefits Department for two years now, and she's your expert when it comes to all you ever wanted to know about insurance claims.

Cozette processes about 60 claims during an average day — a load that gets much heavier toward each year's end.

Where does the process begin? With you — and a correctly filled-out claim form. Cozette stresses the importance of filling out the forms completely and correctly — and if you aren't sure about something, to call her. If the form is not complete or correct, she'll have to return it, since only the employee is authorized to fill out claim forms.

Cozette then goes through her "checklist" of steps which finally produces your check. She first date-stamps every claim and goes through each one to assure it is as it should be — correct information and your signature at the bottom. One of the important pieces of information that often gets left off the forms is the "diagnosis."

Once she has checked her impressively expansive card files to make sure the claimant is indeed insured, she mails off the claims to the Connecticut General office — WIH's insurance company.

Processing at Connecticut General takes about two weeks. Then the checks are sent back to Cozette and she makes sure that all the amounts are correct. Normally, the turn-around time for a claim — from the day it reaches Cozette's desk to the day the check reaches yours — is three to four weeks.

Because claims seem to rise during recessionary periods — and at the end of the year — Cozette expects the

number of claims to be very high in November and December. She suggests you wait at least four weeks before calling on the whereabouts of a check.

"This is where employees can help us out," she explains. "If they would send me their claims one at a time, as they receive them, there wouldn't be such a crunch at year's end."

And Cozette has some more suggestions for employees that will help speed up their claims. Once an employee has submitted a medical claim form during the current year, whatever the nature of the claim (except dental), only the bills need to be submitted after that. But with those bills, employees must be sure that the diagnosis is listed, and the name of the insured.

"I've played sleuth a few times, trying to guess who a claim belonged to, with no name and no signature," Cozette smiled. "I'm getting pretty good at recognizing handwriting."

For dental claims, a form must always accompany the bill.

And for eyewear claims, Cozette needs the bill itemized, since the insurance pays differently for different items, i.e., frames, lenses, etc.

If you have any questions about your coverage, don't hesitate to call Group Benefits, Cozette stresses. Better to have everything correct the first time around. Cozette's extension is 5069.

Transfer how-tos

To answer some recent inquiries about job posting procedures, here's a recap:

Because Western International prefers to promote people from within, all job openings classified under the Corporate Office Salary Administration Program and openings covered under the Base Salary Plan (up to and including grade 15), are posted five days on all corporate office bulletin boards.

To be eligible for a transfer, an employee must have been in their present position a minimum of six months and be performing satisfactorily on that job. They may then obtain a transfer request form from Personnel which both the employee and their current supervisor must complete. Personnel will then verify qualifications and, if appropriate, arrange an interview. Internal department candidates have first consideration for job openings.

Any questions? Call Teresa Keller, ext. 5160.

Moving in— Moving on

WELCOME TO...

Sandy Burrill, secretary in D&C.

Joyce Collins, general supplies coordinator in WS&S.

Yvonne Grissom, secretary/receptionist in Marketing.

Eileen Norris, assistant in Employee Administration System.

Martha Perschbacher, project administrator, contract sales department, WS&S.

Delia Rafael, data entry operator in Corporate EDP.

Carrie Seydel, secretary in Personnel.

Mike Swan, draftsman in D&C.

AND MOVING ON...

Debi Briest, from secretary to W.H. Ellis to relocation program assistant in Hotel Services.

Trish Randolph, from general supplies to secretary for contract sales, WS&S.

Correspondents



HOMEFRONT correspondent for Western Service & Supply is Nancy Newman. You can reach Nancy with any *HOMEFRONT* news items at extension 5245. (Those not in WS&S should contact the correspondent in your department or division listed below.)

Credit
Development
Insurance
Financial Services
Food & Beverage
Marketing
0-12
Personnel
Real Estate
Rooms
WS&S

Carol Ford
Ramona Erickson
Jean Robeson
John Olafson
Marion Kopp
Frank Rodriguez
Margie Watkins
Nancy Barthlow
Merla Moody
Dee Zellers
Nancy Newman

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