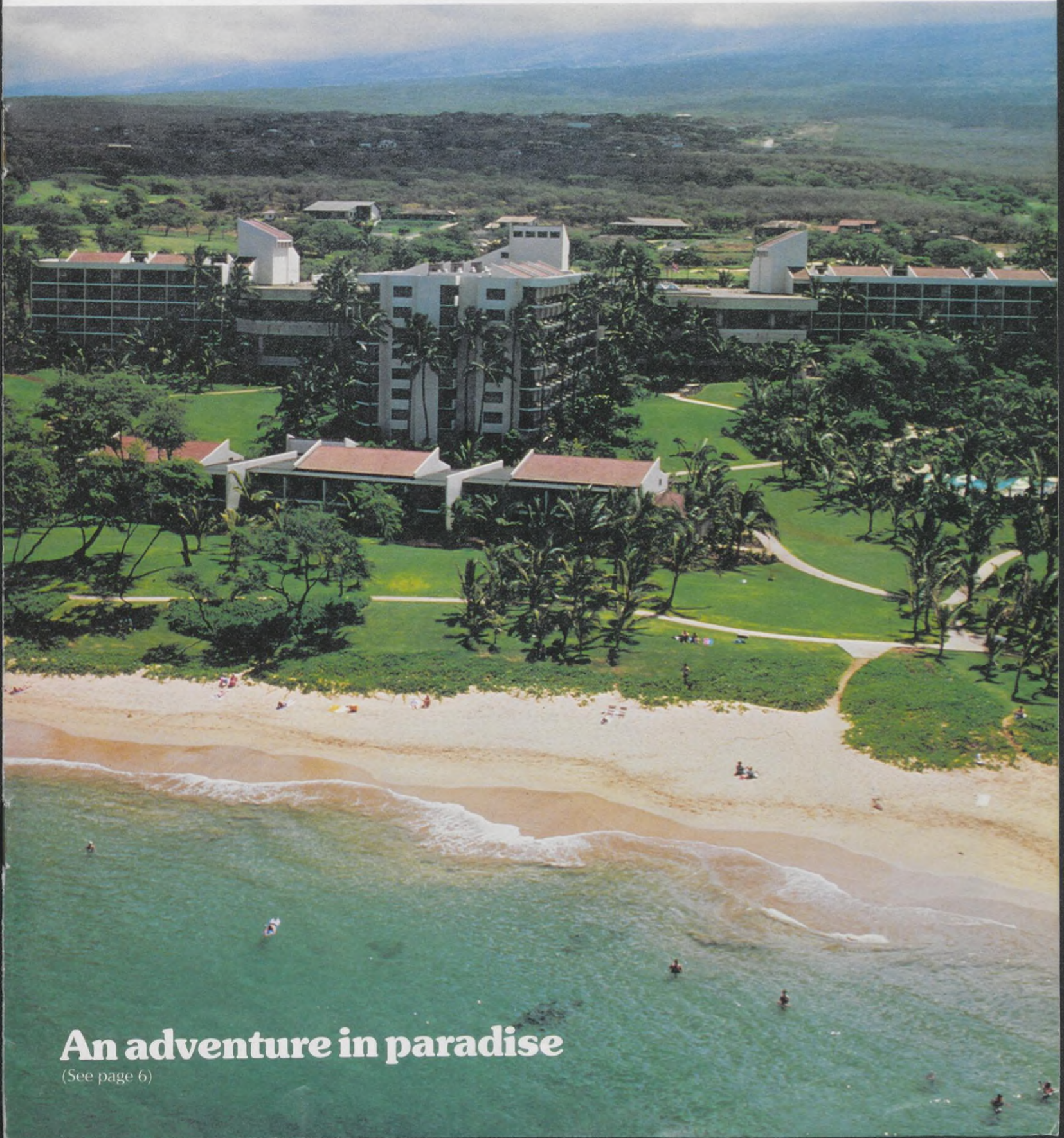


Front!

March, 1980

WESTERN INTERNATIONAL HOTELS



An adventure in paradise

(See page 6)

Growing together

Western International Hotels has embarked on an expansion course which, we anticipate, will result in one of the greatest growth periods of our history.

In the next few years, that expansion will reach into many new major destination cities around the world. Western International currently has distinctive hotels in such cities as Mexico City, Montreal, San Francisco, and New York. We plan to continue our growth in cities of equal prominence.

We have planned boldly for this course, knowing that we have the three vital resources for meeting our expansion goals.

First, we have the support and confidence of the shareholders of our parent company, UAL, Inc.

Second, we have experience. The experience of 50 years of know-how and innovation that have gained us our forefront position in the worldwide hospitality industry.

Finally, we have the most important resource—our people.

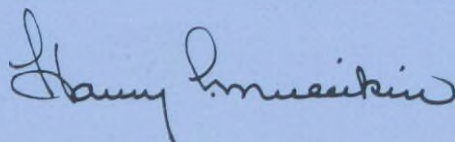
In fact, people are such a critical resource in meeting our expansion goals that employee development ranks among the top company goals. During the next six years alone, we project that we will have opportunities for hundreds of people to move into key management positions.

At this year's Management Conference, your hotel managers were challenged to become more fully involved in selecting, training, and developing their personnel.

New approaches to employee training programs are being implemented throughout the company. The WIH Career Development program is being upgraded. And I encourage your participation in company-supported job-related classes, such as the various AH&MA courses.

This is a time to think about your goals, your skills, your interests, and your training needs. The opportunities for growth for you, as well as for your company, are practically unlimited.

Let's grow together.



HARRY MULLIKIN
President and Chief Executive Officer

on the move

WERNER GLUR from executive chef, Continental Plaza, to executive chef, Los Angeles Bonaventure.

MAURICIO JAUREGUI from sous chef, The Mayflower, to executive sous chef, Williams Plaza.

KRISTINE RANKIN from assistant manager, Detroit Plaza Hotel, to front office manager, Crown Center Hotel.

CHRISTIAN RASSINOX from executive sous chef, Century Plaza, to executive chef, South Coast Plaza Hotel.

R. BRANDON RUSSELL from front office manager, Washington Plaza, to administrative assistant—special projects, Chosun Hotel (Seoul).

KEITH SCHAFFNER from director of food & beverage, Williams Plaza, to assistant director of food & beverage, Hotel St. Francis.

DELL SCHOOLEY from national sales manager, The Olympic, to director of sales, Williams Plaza.

HART E. SUGARMAN from assistant manager—Terrace Grill, Hotel Toronto, to front office manager, Calgary Inn.

LINDBERGH VALENTIN from employee relations manager, Hotel St. Francis, to director of personnel, Houston Oaks.

HILKE VISSER from director of housekeeping, Hotel Scandinavia-Copenhagen, to director of housekeeping, Los Angeles Bonaventure.

NANCY WENDLER from FF&E coordinator, The Arizona Biltmore, to project administrator, Western Service & Supply.

COVER: Following the "great storm" in early January, the Wailea Beach Hotel basks in its normal tranquil, sunny splendor—a fun-filled paradise for visitors from around the world to this premier resort on the island of Maui, Hawaii.

Front!

A monthly publication by and for employees of
Western International Hotels

GABE FONSECA Editor
Carol Suess Associate Editor

The Olympic
4th & Seneca
Seattle, WA. 98111

They're playing our song **New facility makes a big splash at The Bayshore**

For fifty years we've been
doing it right,
For fifty years every day and
night,
For fifty years it's been lots
of good fun,
But the best fifty years are
yet to come!

That's one verse of a new hit song with a catchy Broadway musical beat, that greeted Management Conference attendees at the Galleria Plaza in January.

Fittingly titled, "A Salute to Western International Hotel's Fiftieth Anniversary," the song was commissioned by Ron LaRue, director of advertising and public relations, especially for the company's golden anniversary conference.

The musical tribute to the people of Western International and the achievements the company has attained over its 50-year history, was written by the corporate advertising agency, Cole & Webber.

It was professionally recorded in Hollywood in three versions.

In addition to the Anniversary version reprinted here, there is a second vocal version with words for more general occasions, as well as an instrumental version.

Tapes of all three versions were sent to all hotels in late February. The tapes will be available for use at employee meetings, general meetings, or for any special hotel occasion.

As the anniversary song says:

The time has come, time to
celebrate.

We've made our golden
anniversary date.
So blow the trumpets and ring
the bells;

We're Western International
Hotels.

For fifty years we've been
keeping the inn,
For travelers and business
people and their kin.

We love our guests and we treat
'em well:

We're Western International
Hotels.

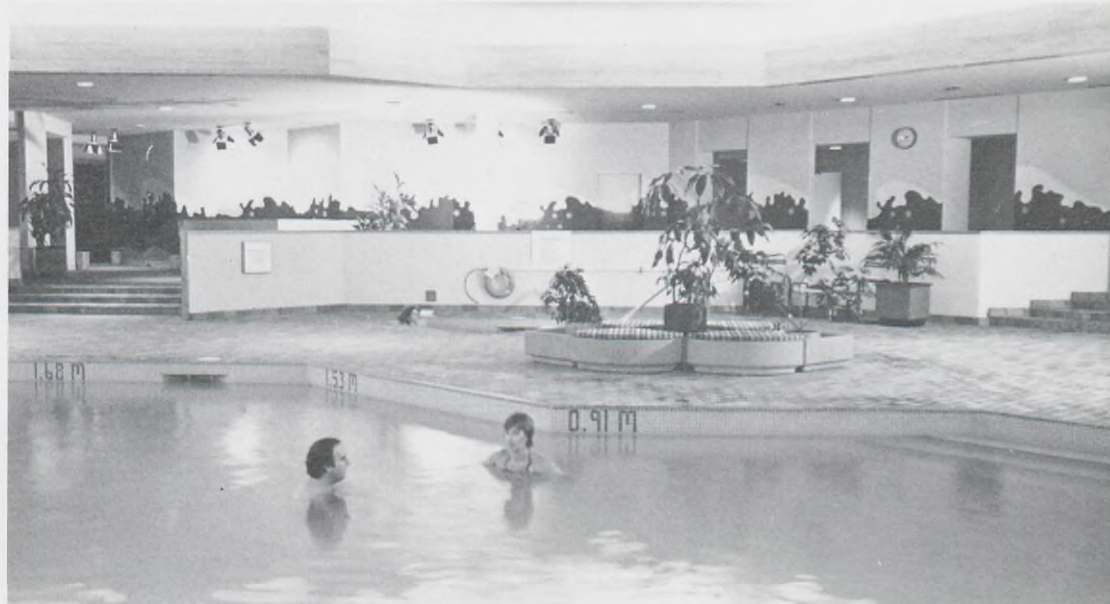
For fifty years we've been doing
it right,

For fifty years every day and
night,

For fifty years it's been lots
of good fun,

But the best fifty years are
yet to come!

Seattle to Maui to Mazatlan,



The Bayshore's sumptuous, indoor "swimmin' hole."

Now guests of **The Bayshore** can take their pick of "swimmin' holes" — indoors or out.

Opened in early January, and complementing its long-established outdoor pool, is the resort hotel's sumptuous new indoor swimming pool and health facility complex.

The facility, located in the area formerly occupied by the Bayside/Stage Door entertainment rooms, features a large swimming pool, a whirlpool, saunas, exercise room, massage room and dressing rooms for men and women.

Also featured is a pool-side refreshment area specializing in a light health-oriented food menu and full beverage list.

A window wall along one side of the pool offers a sweeping view of Vancouver Harbor, Stanley Park and the spectacular Northshore mountain range. Sliding glass doors lead directly out

from the pool area into the hotel's marina, which is now under construction.

This new facility is the latest accomplishment in a multi-million dollar construction and renovation program designed to make The Bayshore one of the premier year-round resort hotels in the Pacific Northwest.

Already completed is the stunning renovation of the hotel's Grand Ballroom and a totally redesigned Garden Restaurant that now brings the outdoors indoors. Also completed is the renovation of all guest rooms.

Scheduled for completion within the next few months is a spacious new lobby lounge that will overlook the outdoor pool and garden area.

The marina project, which will cater to watercraft-arriving hotel guests, will also include a seawall and a walkway leading to Stanley Park.

New York to Manila to Edmonton,
Atlanta to Norway to Singapore,
We're all these places and a
whole lot more.

Oh we're the people who hold
the keys,
We carry the luggage, we aim
to please,
We cater the banquets, we make
the beds,
We're first class hotel people
born and bred.

We check 'em in and we check
'em out,

We know what our business is
all about;

It's friendly hospitality we
sell:

We're Western International
Hotels.

From Plaza to Plaza and coast
to coast,

Across the country the perfect
host,

Around the world, yeah, we're
here to tell,

We're Western International
Hotels.



Pledging the take

New York—The U.S. Olympic Team is \$1,500 richer, thanks to a pledge made by WESTERN INTERNATIONAL HOTELS and United Airlines at the American Society of Association Executives annual convention held in St. Louis last August. Both companies pledged to donate \$2 to the Olympic Team fund on behalf of every national or regional association whose meeting planner filled out a form on future meeting plans at the WIH/United convention booth. Gathered under the poster-sized reproduction of the donation check are (from left): Mike Houghton, United manager—sales & support services; Archie Holeman, WIH regional director of sales; Melba Keaton, United national manager—convention marketing; Edwin Mosler, national chairman of the finance committee for the U.S. Olympic teams; David Evans, WIH vice president.

Flags 'flag' births

Edmonton—The occasional raising of a pink or blue flag at the EDMONTON PLAZA's entrance may puzzle passing Edmontonians. But for the hotel's staff, the flag-raising signals a very important occasion for one of their members—the birth announcement of an employee's child. Amid cheers and congratulations from his fellow department members, proud pop Firoz Gangji, the hotel's credit manager, raised a pink flag announcing (aw, you guessed it) the birth of his baby daughter.



Double 'Cloud Buster'

Atlanta—When the PEACHTREE PLAZA's F&B director, Art Beaulier, originated the idea of a hotel replica beverage glass as a drink promotion, it prompted an employee name-the-drink contest. The winning name, "Cloud Buster," was independently submitted by two employees—Andy LaShier (left), executive steward, and Philip Whitmire (right), Sun Dial restaurant host, pictured here as they toasted each other from Cloud Buster glasses. For their efforts each winner was presented with a dinner for two at the hotel's Terrace Room.

Welcome arch

Manila—To welcome delegates to the recently concluded Pacific Area Travel Association (PATA) Conference, the PHILIPPINE PLAZA put up a spectacular "welcome arch" near the hotel's entry. Arch pillars were decorated with such locally-made handicrafts as native hats, plates and fans. The hotel's executive assistant manager, Paul Ross (left), chief engineer, Jess Jamangit (center), and general manager, Jeffrey Flowers (right), pose before the arch during its construction.





Personal portrait

Seattle—During a recent four-day orientation program for new hotel directors of personnel held at corporate headquarters, participants gathered in the executive offices library for this informal group portrait. The group (from left): Mari Day, Wailea Beach Hotel; Ann Kobashigawa, The Benson; Dick Blewett, WIH Personnel Division; Ken Melton, Peachtree Plaza; Bruce Tegman, Mauna Kea Beach; Dennis Dunsford, The Space Needle Restaurant; (seated): Sue Eckley, Central Reservations Office; Jeannette Jacobs, The Plaza; Jerry Gunderman, WIH Personnel Division.



Twenty-five times 'yes'

Phoenix—For the 25th consecutive year, Aerospace Industries said "yes" to holding its annual Board of Governors and Membership Meeting at THE ARIZONA BILTMORE—a group meeting record for the resort property and, perhaps, for WIH. Looking forward to a continued "yes" relationship over the next 25 years are (from left): Sam Wright, Aerospace Industries vice president; Becky Hopking, The Arizona Biltmore's director of convention services, and Cecil Ravenswood, general manager.



Welcome Rams

Costa Mesa—Superbowl week was an especially exciting time at the SOUTH COAST PLAZA HOTEL, headquarters for the Los Angeles Rams during the football classic. Posters, pennants, and banners of welcome and support for the team blossomed throughout the hotel. Included was this huge "Go. Rams. Go." sign suspended above the front desk. Among the Rams' most avid fans (foreground)—Jan Saldivar and Claudia Dutton, both from the hotel's sales department.

Internal Audit—a key ingredient to effective hotel management



At The Mayflower, internal auditors Al Anderson (right) and Mary Young (second from right) review the hotel's operating reports with general manager Jerry Wolsborn (left) and controller Leon McCrimmon (second from left).

Western International's staff of seven hotel auditors do a lot of out-of-the-suitcase living.

Their home base, the Internal Audit department, is at corporate Financial Services Division headquarters in Seattle. But 60 percent of the time they're out of town working at one or another of their assigned hotels.

Working in teams of two or three auditors—and occasionally alone—these seven men and women are charged with conducting 40 hotel audits each year.

Each auditor makes 10 to 12 audit trips during their 11 traveling months (they stay in Seattle during December). Their average hotel stay is two weeks.

Those hotel stays are extraordinarily busy ones.

Says auditor Al Anderson, "A ten-hour day is normal. Often it's a lot longer than that."

The focus of the auditors' attention is the system of hotel procedures known as "internal controls."

"Internal controls," says senior auditor, Carl Parker, "are measures that split up the responsibility for handling money or supplies. Internal controls apply to cash, credits, purchase orders,

checks, requisitions, actual supplies, timekeeping for hours worked—anything of value within the hotel."

Split responsibilities

"Splitting up the responsibility helps prevent discrepancies, of course," Parker added. "But it is also a protection for the employees.

"For example, when a restaurant closes for the day, the cashier must carry the money from the cash register to the accounting office. Internal controls require that a security guard accompany the cashier. That protects the cashier in two ways: first, it deters robbery attempts while the money is being carried. Second, if any question about the deposit might later arise, the cashier has a witness who saw him or her actually make the deposit. In fact, the security guard signs a 'witness sheet' after seeing the deposit."

Internal controls also help catch mistakes or operations inefficiencies.

Long-distance telephone call charges are a good example. Whenever a guest makes a long distance call, a telephone company operator comes on the line and asks the caller's name and room number.

As soon as the call is completed, the telephone company reports that infor-

mation to the hotel, giving the caller's name and room number, the time the call was made, the number called, and the charges.

These messages are sent by telecopier to the hotel accounting office.

Telecopying is a speedy process, and normally the hotel should be able to record the long-distance charge on the guest's account within the hour.

Error in charges

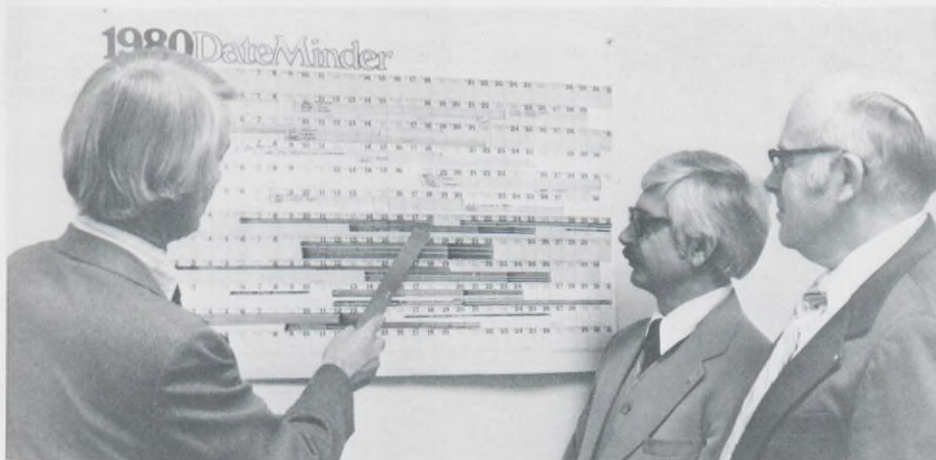
Unfortunately, sometimes the telephone company's reports are delayed for several hours. When this happens, and unless the accounting clerk is careful in checking the guest's name and occupancy status, the charges may be simply assigned to the room number. If the guest who made the call has checked out, and a new guest has checked into the room, a problem arises.

The charge will appear on the new occupant's room bill. That means trouble. When the guest discovers the error, a rebate is made, of course, but the guest may be left with an unfavorable impression of the hotel.

Internal controls require that such rebates be examined. If a pattern emerges indicating that these errors



Internal auditor, Carl Parker (left), verifies storeroom inventory count with Detroit Plaza assistant purchasing agent, Kurt Fraczkowski.



Paul Matteucci, director of internal audit (left) discusses the charted hotel visitation assignments with internal auditors Carl Parker (center) and Jim Swanson (right) at the Seattle offices.

were related to the hotel's processing, then efforts are made to correct the procedure.

If the mix-up in charges is due to telephone company lateness in sending the charge messages, then the telephone company is charged for the non-collectible guest calls.

Sound complicated? It is! Paul Matteucci, director of internal audit, points out that the auditors must know the whole complicated flow of all types of activity in virtually every hotel area, from the reservation of a room, through different types of guest payment. And from the tremendous number of items purchased to run a hotel, to the complicated procedures related to payroll procedures, based on different union contracts.

The auditors painstakingly check the hotel's accounting records for the year. They work with the controller, the accounting staff, food and beverage cost analysts, restaurant managers, beverage managers, purchasing and storeroom personnel, the personnel director, senior assistant manager, and the general manager. In every case, they review the internal controls required by Western International corporate policy, and note how the controls are functioning in the hotel.

Findings discussed

At the end of the two-week visitation, the audit team meets with the general manager and the controller to discuss the audit findings. If weaknesses have been identified, they discuss measures that will bring controls back in line.

Jerry Wolsborn, general manager of The Mayflower Hotel, stresses the hotel's reliance on the internal audit function. "The annual internal audit is the primary mechanism the general manager uses to ensure that his or her hotel's internal accounting procedures are in compliance with standards," he points out, adding, "Even though the audit is required, the relationship of the audit team to the individual property is a healthy and positive one."

Back at their Seattle headquarters, the auditors face more long hours of paperwork, including an audit summary report. The report is sent to the hotel's general manager and to the involved corporate officers.

Within a week or two, the auditors have again packed their suitcases, and are back on the road to their next hotel assignment.

"It's almost like having 10 or 11 different jobs," comments Valerie Yarborough, the newest internal auditor. "Each hotel is different, each audit is different, and they all have their special challenges. That's what makes the job so interesting."

Auditor Jim Kennedy agrees. "One week you may be in a 400-room hotel, and the next week at one with 1500 rooms. The activity is different. The scenery is different. The people are different." He grins broadly as he adds, "About the only thing that isn't different is the long hours!"

'...the luckiest people on the island'

During the week of January 7 to 11, Tropical Storm Fred struck the Hawaiian Islands with a fury unmatched in the memories of the islands' oldest residents.

On the Island of Maui, torrential rains and howling winds, which at times gusted up to 80 miles per hour, uprooted trees, flooded roadways, and damaged power lines.

While nature raged outdoors, inside the **Wailea Beach Hotel** the atmosphere, in contrast, was one of calm orderliness. It was business as usual. At least, it seemed that way from the guests' viewpoint.

Behind the scenes, however, things were not quite "usual."

Reports from the Wailea Beach Hotel staffers who weathered "The Great Storm of 1980" provide this account:



Kathleen Ruse, general cashier, sports a "storm survivors" tee-shirt.



Security officer, Wendall Dean Maunalani Na Koa O'Ke Kai Paul Hood-Allen, donned a chef's hat and apron for his breakfast fry cook role.



Adelaide Lason (left), housekeeping inspectress, and Carazon Yadao, room attendant, distribute hurricane candles.

On Tuesday night, the first day of the storm, the first of two power outages plunged the hotel into total darkness.

The staff responded immediately.

The hotel's entire supply of hurricane candles—over 600 of them—were promptly rounded up and placed in guestrooms and other appropriate locations. A half-dozen lanterns lit the most-travelled public areas. Within minutes, the hotel sparked back to life, now bathed in a warm, candle-lit glow.

Meanwhile, charcoal braizers were quickly set up on the loading dock to heat water for vital uses—like making coffee.

A banquet for 90 guests in one of the function rooms went on as scheduled. Service, however, was by candlelight. (Fortunately, all the hot food had been prepared before the blackout.)

Morning found the power restored. But the storm had worsened.

A stretch of road about six miles from the hotel had become deeply flooded, and impassable to most vehicles. After being turned back by police three times when trying to get through in his own car, senior assistant manager, George Coates, finally rented a 4-wheel-drive vehicle. He made it to work, a little late, a little soggy, but triumphant.

Another employee persuaded a friend in the National Guard to use a Guard vehicle to tow his car across the deepest part of the flooded road, so he could get to work.

The hotel's pickup was put in service to shuttle home the night crew and return with those day-staff members who lived on the hotel-side of the flooded roadway.

Short Staffed

For the next two-and-one-half days, until the storm abated and the road reopened, the limited staff who had made it to the hotel carried on the hotel's business as usual.

Since both general manager, Tom Gurtner, and executive assistant manager, Volker Ulrich, were in Houston attending the WIH Management Conference, controller, Peter Quattrone, and senior assistant manager, George Coates, were in charge of operations.

The challenge they and their hotel team faced was not so much the occasional lack of electrical power, as it was the lack of manpower.

The hotel team met that challenge head on with such an enthusiastic, tireless, and unified effort that one guest was prompted to write:

"Under the most adverse conditions imaginable, we were treated in a manner I would not have believed possible. Everybody pitched in with very apparent good humor and did what had to



A stint on the bucket 'n mop brigade (from left): Maile Richards, catering coordinator; Gregg Nelson, front desk manager; George Coates, senior assistant manager.

be done. It was made clear to us on numerous occasions that the staff was glad we were there."

Everyone worked double shifts—or more. Some worked in their own departments. Others rotated from place to place, wherever they were most urgently needed.

Bellpersons Darrell Davis and Russell Suzuki, for instance, followed shifts of their regular duty with stints in the hotel laundry. The usual eight-member laundry staff had, at one point, narrowed down to one lone member, Gloria Ordonez.

A short-staffed kitchen sought help from every quarter. One morning Chef Neil Sint-Nicolaas's breakfast preparation crew included a steward, who cooked the oatmeal, a bellperson, who made the toast, and a security guard, who cooked the "sunny-side-ups" and "over easy" egg orders.

Four supervisors and six room attendants—instead of the usual staff of 20—raced the clock in their rounds of housekeeping chores.

Bucket Brigade

And, as if maintaining the hotel's routine operations wasn't enough, an extra storm-caused challenge was also demanding urgent staff attention. Rain, blown through the hotel's open, ocean-facing entry by heavy winds, was flooding the public areas.

Mopping-up became a full-time operation. Between other duties, employees automatically joined the endless bucket 'n mop brigade. The routine for some employees was to mop a few hours, return to their regular duty stations, grab a few hours' sleep, then mop some more.

Employees either slept in the ballroom, dormitory style, or bedded down in the few unoccupied guest rooms.

In spite of the long hours, exhausting work, and being isolated from their families, employees' spirits were very high. They looked upon the situation as a unique adventure, and approached each challenge with an equal mix of humor and dogged determination.

Most of all, they were resolved to maintain "business as usual" standards. The care, comfort, and consideration of each guest was top priority. To keep guests entertained, a pianist who lived near the hotel was brought in to play for guests at the Sunset Terrace for most of two days.

Guest Appreciation

The staff's unflinching attention to guests' needs did not go unnoticed.

Many appreciative letters were received by the hotel in the days following the storm. One letter writer echoed the sentiments of fellow guests who shared his experiences. He wrote: "... during the storm we were fortunate to be in the small group who were the luckiest people on the island—those of us who stayed at the Wailea Beach Hotel."

Appreciation for the staff's all-out effort was further expressed by general manager Gurtner, upon his return to the hotel.

On the evening of February 2, he honored all employees who had worked throughout the storm at a "Storm Shelter" party at the hotel. As a special thanks, each employee was presented with a plaque commemorating his or her efforts during "The Great Storm of 1980."



President's Award of Merit plaques are presented to Leon McCrimmon (center) and Earl Smith (left), by Jerry Wolsborn, The Mayflower general manager.

Employees give robbery suspects a 'bad time'

A little involvement plus a lot of courage have earned WIH President's Award of Merit recognition for two employees of **The Mayflower**.

The two—Earl Smith, door attendant, and Leon McCrimmon, assistant controller—were each involved in robbery attempt incidents within a few days of each other.

The first incident occurred one late Friday evening when Earl Smith, who was off-duty at the time, noticed what appeared to be a break-in at the hotel's street-facing jewelry store. A shop window was broken, as was a glass display case.

As he approached for a closer look, his shouts warned off the shop intruder

who ran out of the store and down Connecticut Avenue. Smith took chase, following the man down into a subway station.

Here, he fast-talked a subway security officer into joining him in the chase just as the suspect dashed back up the stairway to street-level. The pair was able to apprehend the individual as he was entering a cab.

They took him back to the hotel, where he was released into the custody of the police. While no stolen goods were found on the suspect, police did find a large knife in his possession.

The second incident occurred the following Monday evening.

Ready to close for the day, Leon McCrimmon stepped into the outer of-

fice interrupting a conversation between an office file clerk and a young male stranger. Apparently, the young man had been caught trying to enter a locked side door of the accounting office with his own key.

Questioned by McCrimmon, the stranger lamely explained that he was looking for the personnel offices.

McCrimmon escorted the man to the hotel lobby and proceeded to call the security office. Overhearing the call, the man fled from the hotel with McCrimmon in pursuit. He was apprehended about a block away and brought back to the hotel where he was turned over to the police.

A search of the man revealed a set of keys to various hotel offices. Also in his possession were a number of articles that had been reported missing earlier in the day by a guest attending a hotel function.

For their courageous actions, Smith and McCrimmon were each presented with President's Award of Merit plaques and a check for \$100 accompanied by a letter of commendation from president, Harry Mullikin.

The President's Award of Merit recognizes WIH employees for the "performance of an act which involves the attempt, successful or not, to save human life or to prevent property loss or damage."

A heroic thing happened on the way to the hotel

Terry Agarano stopped his car as he approached a section of the beachfront roadway. Ahead, the road was flooded by a turbulent river of water rushing out to sea.

It was around midnight. Tropical Storm Fred, which had begun that morning, had been raging for most of the day.

Though it was his night off, Agarano was on his way to the **Wailea Beach Hotel**, where he worked as a host at the hotel's Lost Horizon entertainment lounge. Because of the storm, he thought, extra help might be needed.

As he surveyed the scene, Agarano saw the headlights of a Mercedes approach from the opposite direction. As the car started to cross the flooded area, a sudden gush of water swept it off the road and out to the beach.

Close behind the Mercedes followed a second car, a Toyota. It too was picked up and carried out to the flooded beach.

Both cars swirled crazily as opposing currents battered them. As the flood of water from inland pushed the cars off

shore, giant waves from the ocean side pounded them back on to the beach again.

Meanwhile, a friend of Agarano's drove up behind him. Together, with the wind whipping full force around them, the two worked out a hurried rescue plan.

They tied together several lengths of rope, taken from their cars. Agarano took a firm grip on one end of the rope, as his friend tied the other end around his waist. Then they both waded out through the swirling waist-high water to the battered cars.

They worked their way to the Toyota first, attracted by screams for help from its two trapped occupants. The two rescuers pulled the couple from the car and helped them take firm grasp of the rope to pull themselves to shore. (Had they attempted to make it back without the rope to cling to, they would have been swept out to sea.)

Agarano turned next to the Mercedes, but found, to his surprise, that there was no one in the car. He at-

tempted to search the surrounding area, but between the fierce winds, the turbulent water, and the almost pitch-black darkness, the effort proved futile. (In fact, the car's occupants were never found.)

By the time the rescuers got back to their cars, the police had arrived and a road block had been set up—but not soon enough to stop a Mazda station wagon from trying to make the crossing. It also was swept off the highway by the rushing waters.

Yet again, it was "to the rescue" for Agarano and his friend. Their rope trick worked again.

Later, Agarano and his friend received a commendation from the local police department, as well as recognition awards from the mayor for their life-saving acts of heroism.

Agarano has been elected to receive the WIH President's Award of Merit for his heroic action.

At the Michigan Inn everybody is 'inn touch'

"Let's keep in touch" is not just a parting-shot pleasantry when expressed by the employees of the **Michigan Inn**.

It's what's happening. Every day.

It all started last fall, when general manager Steve Harper decided to put into practice his belief that open communications—the exchange of information, views and ideas—among the staff and between staff and management can largely determine the operations success of the hotel.

The result was the Michigan Inn "Inn Touch" program.

The program was introduced through a series of posters that appeared in the employee areas. They carried such teaser messages as, "Inn Touch is for you," "See you at Inn Touch," and "We'll be Inn Touch."

Employee curiosity was satisfied a few days later when an employee meeting was called to unveil the program.

As executive assistant manager, Larry Alexander, put it to the assembled staff,

"We are all on the Michigan Inn team, and in order to keep it a winning team, we must keep the lines of communication open.

"Expressing our problems, concerns, and offering suggestions is essential for the smooth and efficient functioning of our hotel. We want all Michigan Inn employees to keep in touch—to make and keep our hotel number one," Alexander said.

To each employee went "Inn Touch" information packets that contained, among other things, an update on all changes and other happenings taking place at the hotel.

In the question and answer session that followed, the employee audience was encouraged to voice their feelings and concerns on any issue, as well as to offer suggestions for improving communications.

Concluding the meeting, Harper said, "Even though we have different jobs in the hotel, we are all alike in our need

to feel that the work we do is appreciated. Too often we feel that our efforts go unnoticed. But, when we keep in touch, this will no longer be the case."

Since its inception, the on-going program has produced a number of positive results.

Those results include a much more active and involved employee council, the upgrading of the employee uniforms and dining room facilities, and more frequent departmental and other group meetings aimed towards a better interchange of information.

More recently, the Michigan Inn's employee publication has been redesigned and renamed INN TOUCH. Further, each employee has been assigned to be a reporter. The publication's two-way emphasis—on the employee as reporter as well as reader—is yet another way Michigan staffers are keeping "in touch."



A little more salt?

Atlanta—Most recent graduate of the WIH culinary Apprenticeship Program at the PEACHTREE PLAZA, Willie Greenwood (left), waits expectantly for the "taste-test" verdict from the hotel's executive chef, Waldo Burn (center) and the executive chef for Western International, Walter Roth. The culmination of his three-year training program, Greenwood's "finals" included written and oral examinations as well as the complete preparation of a seven-course meal which he served to a panel of special guests that included his wife, Liz.



Spotless rooms 'spotted'

San Francisco—Selected as the 1979 Employee of the Year for the HOTEL ST. FRANCIS, was room attendant Mary Williams, pictured here as she was presented with an honorary plaque and the congratulations of managing director Bob Wilhelm. Wilhelm commended Williams on her 23 years of service excellence and noted that many of the hotel's bellpersons claim that they can immediately identify any room Williams has cleaned—outstanding spotlessness has become her trademark.

inn basket

6 MONTHS TO THE LAST GOOD-BYE—September 31 has been set as the official date for the parting of the ways for Western International and **The Olympic**. Shortly thereafter, the hotel's new management company, Four Seasons, will close down The Olympic for an extensive redo that may take up to two years to complete. Though its days are numbered, the attitude among staff members, according to GM Jim Treadway, is to go out in the style to which guests have long been accustomed. Says Treadway, "Throughout its 25 years as a WIH family member, The Olympic and its staff have given Seattle a first-class operation all the way. We're going to keep it that way right down to the wire."

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15 MINUTES MAKES A HEALTHY BOD—Fitness is fitting into the agenda of groups meeting at the **Hotel Toronto** these days. The hotel is offering "Fitness Breaks"—15 minutes of muscle-toning, blood-circulating exercises—in lieu of coffee breaks as a special added service to health-conscious association executives and corporate meeting planner clients. The hotel's Health Club director will even custom design these twist-and-stretch sessions in consultation with the client prior to the meeting of his or her group. There have been lots of takers. As one meeting planner fitness user noted, "Coffee may keep 'em awake, but exercise keeps 'em alert."

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YEAR AND ONE HALF TO MOVE-IN—Yes, Virginia (or Virgil), there will be a **Western International Hotels Building** in Seattle as announced. Ground breaking work began in mid-February on the building site located adjacent to the 2000 5th Avenue Building and the United Airlines Building. Noted Harry Mullikin in a memo of construction reassurance to the corporate office staff, "Even though the construction start has been delayed, we are still advised that the move-in by Western International can be concluded during the second quarter of 1981."

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90 DAYS MAKES A DING-A-LING—Let's have three rings for Maria Lopez, PBX operator at the **Los Angeles Bonaventure**. She's first to make it as a member of the hotel's newly-formed Ding-A-Ling Club, and she couldn't be more pleased. Just as pleased is Shirley Amato, chief telephone operator, who initiated the Ding-A-Ling incentive program for the PBX department staff. The idea—any operator who completes 90 days of perfect time and attendance automatically becomes a Ding-A-Ling Club member. Along with a three-ring salute from department supervisors, newly-initiated Ding-A-Lings are rewarded with a complimentary dinner for two at the hotel's Top of Five restaurant on the evening of their choice.



From senior assistant manager, C. V. Healy, a Ding-A-Ling award for Maria Lopez.

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EDMONTON PLAZA-ites

FRONT! correspondent for the Edmonton Plaza is Joanne Cass. You can contact Joanne with news for FRONT! by dialing extension 325. (All other WIH people, submit FRONT! items to your local correspondent listed below.)

Hotel Alameda, **Fermin Trucios**. Bayshore Inn, **Gordon Stewart**. The Benson, **Debbie Spellacy**. Hotel Bonaventure, **Antoine Khoury**. Calgary Inn, **Michelle Wall**. Camino Real, Cancun, **Jose Tamayo**. Camino Real, Guadalajara, **Carlos Reyes**. Camino Real, Guatemala, **Raul Riviera**. Camino Real, Ixtapa, **William Godfrey**. Camino Real, Mazatlan, **Lupita Torres**. Camino Real, Puerto Vallarta, **Eduardo de Lima**. Camino Real, Saltillo, **Enrique Meyer**. Camino Real, San Salvador, **Ana Maria Vides**. Carlton Hotel, **Patricia Squires**. Carlton House, **Cynthia Durler**. Cherry Creek Townhouse, **Linda Dirkson**. Continental Plaza, **Audri Adams**. Crown Center Hotel, **Becky Gapp**. Detroit Plaza Hotel, **Mozelle Boyd**. 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**. The Ilikai, **Valery Satin**. Las Brisas, **Derek Gore**. Los Angeles Bonaventure, **Mary Jordan**. Mauna Kea Beach Hotel, **Stella Akana**. The Mayflower, **Joe Briglia**. Michigan Inn, **Bill Arthur**. Miyako Hotel, **Kerstin Bertram**. The Olympic, **Sue Brush**. Peachtree Plaza, **Carolyn Bryson**. Philippine Plaza, **Chiqui Ang**. Prince Hotels, **Vickie Mauritsen**. Shangri-La Hotel, **Jane Seet**. South Coast Plaza Hotel, **Judy Perry**. The Space Needle Restaurant, **Nancy Watson**. Hotel St. Francis, **Lindbergh Valentin**. The Arizona Biltmore, **Anne Mello**. The Plaza, **Suzi Forbes**. 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**.