



WESTIN HOTELS

SEPTEMBER, 1982

Front!

Hotelympiads "top cookie" winners

(Story, page 2)



NEWSFRONT

Moving on Moving up

Mark Boydston, from office manager of The Westin Hotel, Seattle, to director, front office operations, corporate Rooms Division.

Didier Calvez, from director of F&B at The Westin Chosun Beach, to director of F&B at The Westin Galleria, Dallas.

Tanis Clark, from management trainee at the Century Plaza, to assistant director of F&B at The Westin Bonaventure, Los Angeles.

Serge Delage, from executive sous chef at The Westin Hotel, Chicago, to executive chef at The Westin Hotel, Vail.

David Dolquist, from assistant manager/front office at The Westin Hotel, Seattle, to assistant manager/front office at The Westin Peachtree Plaza.

Glenda Forbes, from director of housekeeping at the Williams Plaza, to director of housekeeping at The Westin Galleria, Dallas.

Alan Harrison, from director of front office operations, corporate Rooms Division, to senior assistant manager at The Westin Galleria, Dallas.

Robert Keith, from internal auditor at the corporate offices, to controller at The Westin Galleria, Dallas.

Nancy Lebrecht, from director of personnel at the Williams Plaza, to director of personnel for The Westin Galleria, Dallas.

Gus Newbury, from director of engineering at The Westin Hotel, Renaissance Center, to building superintendent for The Westin Hotel, Seattle.

Susan Picht, from corporate housekeeper, Rooms Division, to senior assistant manager for The Westin Hotel, Vail.

David Shepherd, from management trainee/housekeeping at The Westin Hotel, Toronto, to laundry manager for The Westin South Coast Plaza.



The Westin Baysshore's cheerleading champs strut their thing with a First-Class flair. (From left): Pat Shields, public relations secretary; Bruce Calen, journeyman cook; Leslie Finlayson, cocktail server; Grant Skinner, host/Garden Restaurant; Ellie Spence, steward; John Ralf, chef apprentice.

HOTELYMPIADS

Bayshore's First-class act sweeps events

For the second year in a row, The Westin Bayshore was "top cookie" in the annual British Columbia Hotelympiads.

Competing in this year's games, held in Vancouver in mid-July, were sixteen area

hotels. The events—Obstacle Course, Sandwich Making, Cheerleading, Bed Making and the Dunk Machine.

The hotel won first place in the first three events and took fourth in the last two.

Actually, it was the fourth time in as many years that The Westin Bayshore carried the Obstacle Course event. In this event, participants, wearing outsized slippers and carrying a tray laden with four wine-filled glasses, had to jump, climb and squeeze through various obstacles to reach the finish line. Race time and the amount of wine still left in the glasses determined the winner.

The fleet of foot and steady of hand winner was Nancy White, swimming pool lifeguard.

Winners of the Sandwich Making event was the team of Lil Collins, manager of the hotel's Garden Restaurant and Lim Tong, sous chef. The trick here was for hotel team entrants to put together as many sandwiches as they could

Martinelli named VP

Lou Martinelli, most recently managing director of The Westin Chosun, Seoul, has been named a vice president for Westin Hotels with a responsibility for overseeing the operations of six Westin hotels in the Pacific Rim.

Martinelli began his hotel career with Westin in 1962 as a management trainee at the Cosmopolitan Hotel in Denver. From 1970 on, he held the position of resident manager or general manager with Westin's hotels in Hawaii, Washington, D.C., Singapore, Michigan and Oklahoma. He has been managing director of The Westin Chosun, Seoul since 1979.



COVER: The Westin Baysshore's triumphant Hotelympiads team proudly displays their winner trophies and their individual cookie medallion "gold" medals.

Front!

A monthly publication by and for employees of Westin Hotels

Gabe Fonseca,
Publications Editor
The Westin Building
Seattle, WA 98121

Printed in U.S.A.

within a specified time limit. Not much of a challenge? Try it—as the rules specified—while wearing boxing gloves!

Drawing the biggest cheer, at least from the hotel's on-looker staff, was the hotel's first-place win in the Cheerleading competition. As a result of that win, all six members of the cheerleading team have been invited to Toronto, expenses paid, to attend Canada's Grey Cup Week festivities in late November. The group will be guests at a number of pre-game functions, ride the B.C. Tourism Association float in the pre-game parade, as well as attend the Grey Cup (Eastern vs. Western Canada) football classic itself.

The winning cheer was an abbreviated version of Westin's winning employee song, "Being the Best".

Reports Monica Hayes, director of public relations for The Westin Bayshore and the hotel's Hotelympiad coordinator, "Making the song work as a cheer was a real challenge. The rules specified no music and a 60-second time limit which meant we really had to condense the lyrics and still make sense. But the cheer group, each dressed in a different hotel uniform, really made it come off with the help of some snappy choreography and a lot of vocal enthusiasm."

Certainly First-Class performances by The Westin Bayshore crew, but what's this about being "top cookie"?

Well, in addition to the presentation of traditional team trophies, individual winners were also presented with traditional Olympic medals.

Untraditional, was the composition of these medals. The Hotelympiad medals were in the form of large gingersnap cookies, suspended from neck cords with prize ratings tastefully imprinted in colored icing.

GROUP SHARING

Key to Loss Control Workshop success

From some hotels, they signed-in under the position title of Loss Control Manager. For others, attendee titles ranged from personnel manager to F&B director.

But whatever the title, the 14 representatives from as many Westin hotels had gathered in Windsor, Connecticut in mid-July for three days of enlightenment and mutual interaction on matters for which each attendee carried a major responsibility at their respective hotels.

The subject — safety and loss control. And it was the various aspects thereof that packed the three-day agenda of this, the second annual Westin Hotels Safety and Loss Control Workshop.

This year's event represented

a joint effort of the Corporate Risk Management department, the Johnson & Higgins Co. (Westin Hotels primary insurance broker) and The Aetna Life and Casualty company (worker's compensation, and general liability insurance carrier for Westin) and at whose headquarter offices training center in Connecticut was site for the workshop.

Workshop objectives focused largely on professional training in the fundamentals of safety and loss control. Conducting the training class sessions were Aetna training personnel assisted by Johnson & Higgins people and, from Westin, Erwin Mallernee, corporate risk manager, Herb Poulson, corporate loss control manager, and Jean Robeson, corporate claims manager.

Sessions ranged from accident investigation and hazard management to claims management and ideas for implementing more effective loss control programs at the hotel level.

But as instructive as the formal sessions were, an equally important Workshop benefit,

according to Mallernee, was in participant interaction — the opportunities to share problems, successes and ideas for controlling losses. During one session, this exchange was further emphasized when participants made mutually benefiting presentations on the safety and loss programs existing at their hotels.

As to the worth of the Workshop from the attendees' viewpoint, that might best be expressed in this comment from Maury Mortensen, loss control manager at The Westin Ilikai, who, in a memo to Herb Poulson noted, "Where else in such a short amount of time could a person share one-on-one their ideas and programs with Loss Control counterparts and with representatives from Westin corporate, Aetna and Johnson and Higgins." Mortensen went on to add, "Westin's commitment to guest and employee safety were clearly exemplified by the Workshop..."

Among the most valuable Workshop highlights were the life safety systems lab classes that included this fire bazard demonstration as related to the explosion of gases and the spreading of poisonous vapors.





Selecting from a wide range of Product Room display pieces, Jacques Bourgeois (right) corporate F&B director, consults with Westin Service assistant purchasing managers Rick Jones (center) and Steve Alger on a new table top concept for a proposed restaurant renovation.

PRODUCT



PRESENTATION ROOMS

A new service from Westin Services

Ralph Van Noy glanced around the room and with a pleased smile commented, "You might say it's like the difference between mail-order and department store shopping."

Van Noy, a Westin senior vice president and president of Westin Service, was referring to two new services recently introduced by the Westin Hotels subsidiary company.

One of these is the Westin Service Product Room located just around the corner from his office on the fourth floor of the Westin Building.

The Product Room showcases many of the F & B and Rooms "products" that hotels can or have ordered through Westin Service purchasing. Among them are a variety of patterns and styles of china, glassware, silver and flatware as well as such guest room standards as

sheets, towels, pillows and vacuums.

"Now, people from our hotels, when visiting Seattle offices, can personally view and evaluate items they may want to order. And because we can display a selection of similar type items, comparison decisions are a lot easier to make," Van Noy noted.

For the prospective buyer of table top items, decisions as to colors, styles and patterns are particularly easy to make.

A number of small tables have been placed in the Product Room upon which a variety of table setting combinations of china, silverware and crystal can be arranged and compared. Additionally, each table setting combination can be displayed upon a choice of linen colors.

Guest room products such as bed pillows, sheets, bath mats and vacuums are also available for evaluation. These items, Van Noy notes, have all met Westin's quality standards

testing and are on the "recommended list" for use throughout the company.

He also noted that because of volume purchasing, all items displayed in the Product Room can be ordered through Westin Service at often very substantial savings to the hotels.

Across the hall from the Product Room is the Presentation Room, also recently completed. This room was designed exclusively for interior design presentations and decor decision making.

Done in neutral floor and wall tones, the room is specially equipped to simulate most types of lighting conditions from filtered and full window-wall sunlight to various night lighting effects.

Then, rather than relying on small swatch scheme boards, large areas of rug, upholstery, drapery, etc. material can be displayed in various combinations and lighting conditions to achieve a truer visualization of end product expectations.

The room is also equipped to display or use such visual aid supports as scheme boards, rendering displays, mock-ups and slide projections.

"The concept of the Presentation Room," Van Noy explains "is to make it a lot easier for designers and hotel clients to make the best possible decisions whether it's for single room renovation or the total interior design of a new property."

Separately, or together, these new Westin Service services offer hotels a more professional approach towards satisfying their product and decorating needs, Van Noy noted.

Following is an update on some of the hotel construction projects under way around Westin's World:

DALLAS—Things are looking very well, indeed, for The Westin Hotel, Galleria Dallas. As a matter of fact, construction is ahead of schedule and it was recently determined that approximately 250 rooms of the 440-room hotel will be available for occupancy by January 1, 1983.

Two restaurants, Zucchini's and the Grill, will also be opened at that time with Blom's, the specialty restaurant, the Galleria Roof and all remaining guest rooms completed by the end of January. By Mid-February, all meeting rooms and hospitality suites are expected to be completed.

CHICAGO—The Westin O'Hare, Chicago is progressing on schedule with eight of the 12 floors laid by the end of August. The 534-room property is scheduled for a January, 1984 opening.

BOSTON—The Westin Hotel, Boston is moving along on schedule. Work on the first guestroom floor—the seventh floor—began in mid-August, with a schedule established to add a floor every four working days. Each guestroom floor of the 36-story hotel will have 28 rooms. The July, 1983 projected opening continues to hold.

Notes Bodo Lemke, general manager for The Westin Hotel, Boston, "Group bookings continue to be fantastic. So far we have over 63,000 definite bookings logged, with 180,000 tentative booking indications."

CONSTRUCTION

Update



Topping off

OTTAWA—Tuesday, August 17 brought out His Honor the Mayor of Ottawa to The Westin Hotel, Ottawa site to preside over brief but festive ceremonies marking the hotel's topping off.

Now attention is being focused on closing in the hotel so that the interior work can be completed over the winter and the projected opening date of fall, 1983. Currently, however, trade strikes are causing some construction delay.

The photo shows the Rideau canal in the foreground on which opposite side is located the Canadian Parliament Buildings.

Open and posh

JOHANNESBURG - The Carlton hotel in Johannesburg recently opened its super showcase addition to the hotel, the 10-story Carlton Court.

The 70-room Carlton Court, connected to The Carlton by escalator and skybridge, is treated as a separate entity with its own manager, John Rothman, and its own specialized staff.

It has its own reception area, which is decorated in traditional style featuring leather furniture and a fireplace. On the tenth, or top, floor is the Clubroom, (pictured) offering dining and bar facilities for the exclusive use of Carlton Court guests.



All rooms are luxuriously appointed to include such special amenities as fully-stocked mini-bars and Jacuzzi baths with massage showers. Considerable care and attention has also been paid to fixtures and furnishings throughout. In its ambience it's more like a residential club than a hotel.

"We are aiming to offer the privacy and exclusiveness of a 'small' hotel in the European tradition where the emphasis is on superb service in tasteful surroundings," notes Pat Burton, general manager of The Carlton. "Not only will the Carlton Court offer the most luxurious and best equipped accommodations in the country, it will also seek to satisfy the individual needs of each of our guests."

PHOTONEWS



Wine machine

HOUSTON—Diners visiting Delmonico's in The Westin Galleria, Houston can now sample some of the world's finest wines thanks to the arrival of La Wine Machine. The unit allows wines to be poured from any bottle without air intake to cause oxidation spoilage.

"There are many people who would love to taste a \$1,000 bottle of wine, but don't want to spend that much," said Len Wolman (pictured), Delmonico's manager. "Now, with La Wine Machine we can offer our customers a rare Chateau Lafite-Rothschild, for example, by the glass—even by the ounce—without their having to order the whole bottle."

Coast's hosts

CHICAGO—"East Coast-West Coast-Gold Coast" was the theme and soft-sell focus of a gala reception at The Westin Hotel, Chicago for area corpo-

rate clients, association executives, travel agents and meeting planners in late June. Sales members and top management of three Westin properties—The Plaza (East Coast), The Westin St. Francis (West Coast)

and The Westin Hotel, Chicago (Gold Coast) hosted the event which included elaborate food stations featuring specialties indigenous to the three regions, continuous screen projections depicting each of the hotels and their city's attractions and various promotional materials. Guests were presented with Westin tote bags containing appropriate mementos of each of the hotels and drawings for prizes, including the grand prize of a week for two at Westin's Hawaiian hotels, were held.

Among the reception's Coast hosts were (from left): J. Philip Hughes, managing director of The Plaza, Robert Wilhelm, managing director of The Westin St. Francis and Jack Gaines, formerly general manager of The Westin Hotel, Chicago, and now vice president for Westin Hotels.



Courtesy ambassadors

HONG KONG—Five Shangri-La employees were nominated by overseas visitors to Hong Kong as Hong Kong's Courtesy Ambassadors in a Tourist Industry Courtesy Campaign promoted by the Hong Kong Tourist Association. At ceremonies held at the Hong Kong city hall earlier this year, the super courteous five were each presented with a gold brooch, a Courtesy Ambassador T-shirt and Certificate of Commendation.

Three of the Courtesy Ambassadors are pictured here (from left): Edward Wa, VIP Floor butler; Christina Carpio, convention and tour coordinator; and Eric Tsang, room attendant. Not shown: Peter Au, senior sales manager, and Johnny Lo, superintendent of guest services.

The Queen gets a warm welcome

LOS ANGELES—Queen Beatrix of the Netherlands is welcomed to the Century Plaza by William Quinn, vice president and managing director. The monarch, her royal party, and a 40-member team of the Economic Trade Mission of the Netherlands stayed three nights at the hotel while on a recent visit to the United States. The visit was part of a celebration marking the 200th year since diplomatic and trade relations were established between the two countries.



All-Stars host

MONTREAL—The 1982 Major League All-Star Game, as all baseball fans know, was held in Montreal. It was the first time that sports event was ever held outside the United States. Appropriately, an all-star hotel, The Westin Bonaventure, Montreal was selected as the headquarters host for the all-star players of both the Nation-

al and American League, as well as for the visiting dignitaries, sports writers and sports personalities. Among the visiting dignitary baseball fans was Canada's Prime Minister Pierre Elliott Trudeau, seen here being welcomed by Liam Lambert, executive assistant manager and Susan Stogel, director of sales (left), and event festivities members.



The Veep attends a luau

HAWAII (Big Island)—U.S. Vice President George Bush is surrounded by employees of the Mauna Kea Beach Hotel who entertained him and his party at a special luau (Hawaiian feast) during his stop-over at the hotel on his way back from the Far East.

The talented employee group who provided the "right from the heart" singing, dancing and musical entertainment (from left, front row): Lani Olsen, Darrell Kapeliela, Marie Soloman, Stella Akana, Margaret Kaoo Chew, Michael Fernandez, Jeremiah, Kaholoaa, and Bette Pasco. (From left, back row): Lorna Lim, Kena Kapeliela, and Elmer Lim, Jr.

Cake day

TORONTO—Canada Day (July 21) was cake day for The Westin Hotel, Toronto which celebrated that nation's anniversary with a huge cake representing the Canadian flag as a lobby display and to serve to hotel guests. The hotel's restaurants featured Canadian specialties and a special Canada Day drink, "The Canadian Constitution."

Here, David Wynd, assistant front office manager, dressed as Canada's first prime minister, Sir John MacDonald, attends to cake serving duties.



Balloon stampede

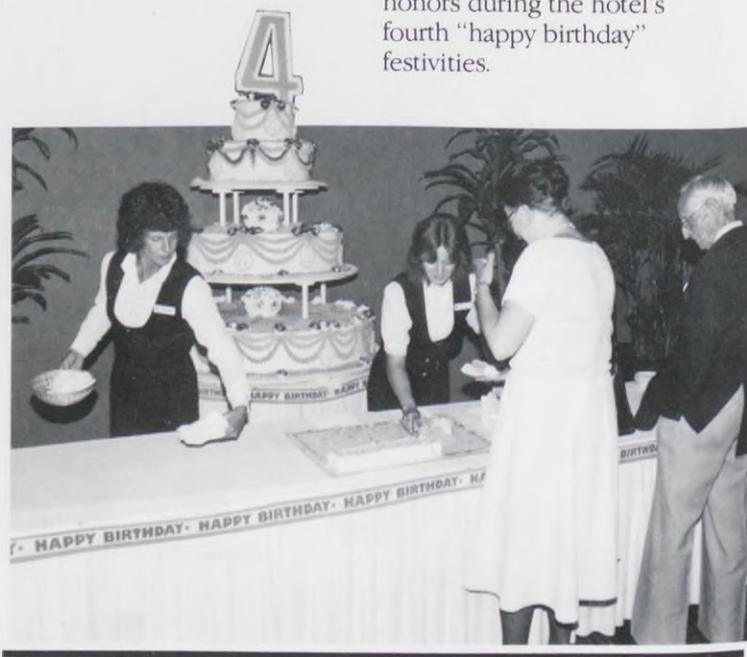
CALGARY—Calgary's annual Stampede Week activities got off to a flying start this year with the release of 75,000 helium-filled balloons. That set off a stampede of its own, since many balloons carried valuable coupon prizes for lucky retrievers.

Employees of The Westin Hotel, Calgary, including (from left) Joan Smart, Janet Hart and Blair Reekie, got into the spirit of things from the start by assisting with the balloon release event.

And for their show of spirit, which continued throughout Stampede Week, some special recognition from Stampede judging committee officials who awarded the hotel top honors for "the hotel showing the best Stampede spirit and participation."

Big four

TULSA—A birthday meant free cake and coffee to passersby in the Williams Plaza lobby in early July. Roxanne Heath (left) and Charlotte O'Donnell, room service food servers, do the honors during the hotel's fourth "happy birthday" festivities.





Jazz search

DETROIT—It was a jazz lovers paradise at The Westin Hotel, Renaissance Center where twenty Detroit-area jazz groups took part in the "Search for the Stars" audition party. Here, resident manager Jack Skinner listens to one of the participants. Ten finalists were chosen to compete in the "Local Talent Hour" which preceded five Renaissance live jazz concerts at The Westin in August.



Face lift

SINGAPORE—Following a complete from-the-floor-up face lift, the Coffee Garden restaurant at the Shangri-La, Singapore recently re-opened to an overwhelming guest acclaim for its delightful decor and striking garden terrace atmosphere. The over \$2 million (Singapore) renovation, according to Michael Kalyk, general manager, was one phase of the hotel's overall upgrading program to heighten the Shangri-La's reputation as one of Singapore's premier hotels.



Japan? Yes

TOKYO—Nineteen members from 13 Westin hotels, Westin's Marketing Division and the Tokyo Regional Sales Office took part in the recent Westin Expo in Japan attended by some 250 travel agents in Tokyo and Osaka. Earlier, in Seoul, Korea, the group hosted 300 travel agents at a luncheon at The Westin Chosun.

The group, pictured at a Tokyo press conference, from

left (front row): Miyuki Nakazawa, Tokyo RSO; Kris Engle, The Westin St. Francis; Mariko Jones, The Westin Ilikai; Hartmut Ballin, The Plaza; Dave Evans, Westin Marketing Division; Bob Hutchinson, Philippine Plaza. (Second row): Shjin Asai, Tokyo RSO, Dan Lee, The Westin Chosun; Don Berger, The Westin Benson; Addison Wong, Shangri-La, Hong Kong; Noboru Takano, The Plaza; John Meissner, The Westin Bayshore; George

Helmstead, Raffles City Hotels; Jim Knauff, The Westin Hotel, Seattle; Creighton Casper, The Westin St. Francis; Joe Hickman, The Westin Bonaventure, Los Angeles; Hans Basse, The Plaza; Robert van Meurs, Shangri-La, Singapore; Taki Monguchi, The Westin Chosun Beach, Pusan; Kiyoshi Nakane, Shangri-La, Singapore; Ato Silvano, Philippine Plaza.



Japan? No

SAN FRANCISCO—No, these Westin employees are not vacationing in Japan. The costumes are all part of a sales blitz developed by the Westin Miyako sales staff to promote their Summer Break Meeting Package to top corporate accounts in the Bay Area. Teams of three people each wore happi coats with one member dressed in full formal Japanese wedding attire to make their calls.

The group (from left): Larry Alexander, general manager; Gary Zodrow, sales; Kerstin Bertram, sales; George Nakamura, sales; Anna Vides, sales; Kim LePera, sales; Lynn Sandoval, resident manager; Tetsuo Nichihira, F&B director.

WESTINPEOPLE

Seattle stopover

SEATTLE—While on a sales trip to Canada and the United States in July, Charlotte Winkle (left), sales manager for the London Regional Sales Office, stopped over in Seattle for an orientation with the Marketing Division staff. Here, Winkle consults with Fran Wada of the Travel Industry Sales department.



Caption winner

SEATTLE—What did one Westin office worker say to the other Westin office worker about the monk scribe in their midst. Well, according to Gabe Fonseca, Westin Hotels publications editor, it was, "He's O.K., but his more First-Class than thou attitude kinda' bugs us."

For that line, Fonseca was selected as the company-wide winner of the third First-Class Caption Contest and is eligible for the grand prize award of \$1,000 to be awarded one of the five winners of the five cartoon caption contest series.



Safety team

CINCINNATI—Guests and employees at The Westin Hotel, Cincinnati are resting easier these days. A nineteen member volunteer Safety Inspection team has been carefully checking the areas they and their peers work in for safety and health hazards. The inspections have resulted in several im-

provements and increased safety awareness in the hotel.

The eagle-eyed Safety team from left (front row): Jill Deters, Gina Simpson, Lynn Dewey. (Middle row): Bruce Talbert, Sandy Wetling, Debbie Klosterman, Sally Furness. (Back row): Bob Shields, Mark Matterson, John Brown, Steve Tiemeyer.



Top apprentice

EDMONTON—Ghalib Rama, an apprentice chef at The Westin Hotel, Edmonton was recently recognized as the top third-year apprentice in Edmonton by the Edmonton Chef's Association. Rama bested more than a dozen other apprentice chefs in the competition. With the hotel since 1978, Rama began his Westin apprentice chef training program in 1979.

Moneymaker

ORANGE COUNTY—When all the pledge monies from this year's Walkathon had been tallied for Orange County, it was a Westin employee who headed the list. The Westin South Coast Plaza's Sharon McIntosh pledge collection of \$1,638.08 topped all other individual collections for Orange County. That sum also placed McIntosh in fourth place for all of Southern California.



The Westin South Coast Plaza employee team of 36 members did themselves proud also, in placing fourth among all Orange County teams.

Joe Callahan

A look back and ahead

"I was 16 years old, living in Boise, Idaho, and looking for a job.

"Though I'd never been inside a hotel before, I decided to try at the Boise Hotel, which was then a Westin property.

"The hotel manager acknowledged the possibility of an opening for a busboy and did I think I could handle the job.

"Eagerly, I assured him I could. I told him that I had lots of experience in driving a car, and certainly, I could learn to drive a bus in no time!"

Though that response provided the manager with a good laugh, the busboy position did not materialize. However, a few days later the manager called Callihan and told him that there was a definite opening for a bellman if he was interested.

Shortly after he took the job, Callihan's next move was to marry his finance, Patricia Ann Compton. The year was 1943.

As he looks back over the intervening 39 years with the company, Callihan firmly avows, "Going to work for Westin and marrying Pat were the two most fortunate decisions I've ever made."

A year after Callihan began his hotel career at the Boise Hotel, he went into the Navy for a two-year stint. His return from the service was also a return to the hotel business. But this time it was with another Boise hotel new to Westin's management, the Owhyee. And this time it was a new position as assistant in the purchasing department.

In 1953 came the first of many subsequent moves, when he was appointed food and beverage director at the then Westin managed Newhouse Hotel in Salt Lake City.

A year later, the move was to Seattle as executive assistant manager at the Benjamin Franklin (site of the present

Westin Hotel, Seattle), then two years later, at the age of 29, came his first appointment as hotel manager at the Rainbow in Great Falls, Montana.

Over the next decade, he served as manager of the Northern Hotel in Billings, Montana, and as general manager of The Westin Benson in Portland. While still at The Westin Benson, 1965, he was appointed director of food and beverage for the company, a post he held for the next nine years.

In 1966, it was back to Seattle, this time to the corporate offices as a vice president. Six years later, in 1972, he was named senior vice president for the company.

While Callihan looks back over his hotel operations years with a great deal of fondness, he admits to his corporate years as being among the most personally satisfying. He refers to two areas in particular.

First, in his contributions toward the development of the company's food and beverage operations during its most formative years. And secondly, in the period beginning in the late 60's, when he had taken on the supervisory assignment for the Canadian properties and saw this group of hotels blossom as a major generator of profit for the company.

"Among my greatest satisfactions as I look back," Callihan says, "has been watching the literally dozens of people whom I've had the pleasure of working with over the years advance to positions of great responsibility. But even more rewarding was to have had the opportunity to assist many of these people along in their careers, especially in the growth and development of many of the key people in our Canadian operations."

But he's also quick to acknowledge those who have contributed to the success of his own career. Heading that list is his wife, Pat, who he



Photographs of the Canadian hotels, of which he expresses a special fondness, took prominent display in Joe Callihan's office.

credits as "... a constant source of quiet encouragement," and former Westin Hotels CEO Edward E. Carlson, who during Callihan's early years in particular, served as a "... great source of inspiration to me in good and bad times, and whose personal conduct and integrity I greatly admired and had a good deal to do with the foundation of my own philosophies."

A couple of months ago, Cal-

lihan opted to take early retirement to pursue an opportunity for utilizing his almost 40 years of hotel experience as a consultant for a small, developing hotel group.

There is a mix of regret and nostalgia in his voice as he says, "I'm really going to miss Westin and particularly all those wonderful folks I've worked with for so many years."

Officers reassigned hotel supervisory roles

As a result of the early retirement of senior vice presidents Joe Callihan (September 1) and Joe Mogush (January 1, 1983), Westin CEO Harry Mullikin has announced a reassignment of officer hotel supervisory responsibilities.

The following officer responsibilities were effected after the first of September. However, those properties listed below as assigned to Mogush will be reassigned to vice president Bill H. Ellis by December 31.

Lou Martinelli, vice president: the Westin Chosun, Seoul; The Westin Chosun Beach, Pusan; Philippine Plaza, Mauna Kea Beach, The Westin Ilikai, The Westin Wailea Beach.

Bob McCauley, vice president: The Westin Hotels, Calgary, Edmonton, Toronto, Winnipeg; The Westin Bonaven-

ture, Montreal; The Westin Bayshore; Hotel Scandinavia, Copenhagen; Hotel Scandinavia, Oslo.

Bill Quinn, vice president and managing director Century Plaza: Century Plaza; The Westin South Coast Plaza; The Arizona Biltmore; The Westin Hotel, Renaissance Center Detroit.

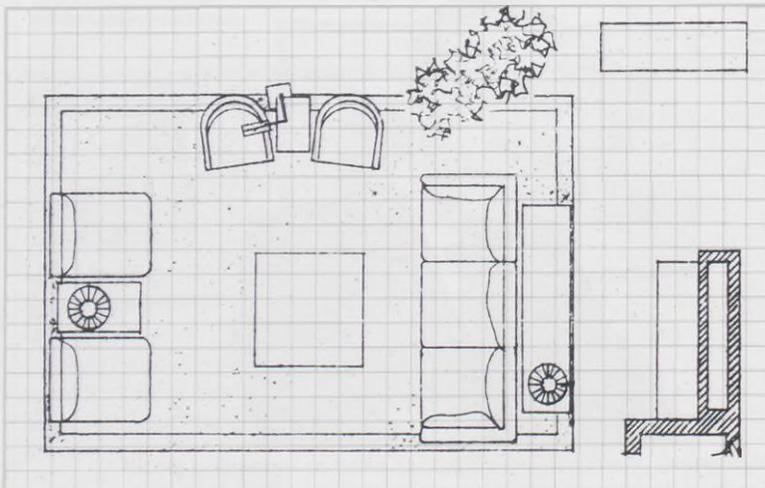
Jim Durham, vice president and managing director The Westin Crown Center: The Westin Crown Center; The Westin Hotels, Chicago, and Cincinnati; Williams Plaza.

Jack Gaines, vice president: The Westin Hotel, Seattle; The Westin Benson; The Westin Galleria; The Westin Oaks; The Carlton; Cherry Creek Inn.

Joe Mogush, senior vice president: The Westin Bonaventure, Los Angeles; The Westin Peachtree Plaza, The Westin Miyako; The Westin St. Francis, HOCASA.

Bill H. Ellis, vice president: The Plaza, Bellevue Stratford.

FIRST-CLASS FAMILY FEATURES



DESIGN rather than DECORATE

To *design* is to express graphically or bring into being a total mental concept. To *decorate*, on the other hand, is to furnish or embellish interiors.

What I would like to offer here are a few rules-of-thumb about designing, about expressing yourself in the place in which you live. Of course we all know that some startling and pleasing effects can be gained by "breaking" design rules—but understanding the rules first gives you the added pleasure of controlling your space and obtaining the effects you want.

The cardinal rule is **THINK IT THROUGH BEFORE STARTING!** Best results are only achieved if the entire project is designed in your head or on paper before any purchase is made or any work done. Never think of just one area or item at a time. Rather, realize how it all will look together just as you would approach buying a tie or scarf as part of your entire dress outfit.

Now, some general rules to think about before you begin:

Examine how the space can be best used to suit you — ignore how it is now desig-

nated. For example, a dining room might be better utilized or double as a library with lots of shelves and cupboards. A large table can be used as a desk or for formal dining as needed.

Select what furnishings you want or must save — then locate where you want the large pieces to go first. A word of warning here: don't throw anything out until you are sure it won't work somewhere. For example, a hall chandelier might look great in the kitchen, or Auntie Mame's cut glass bowl could add a touch of class in the bath.

Forget one style and be eclectic — that is, pick the best of what is available to you and combine to make your own style. Avoid the "store window look" where everything matches and nothing has personality or character. The best rooms are those that have grown with you and reflect your changing interests. If the International Style (Industrial Look or High Tech) is "you" and all you have is Early American hand-me-downs, then use some of these pieces for room accent interest.

Color will pull your act together — so choose one for the background that is flattering to you. Your basic wardrobe color is apt to be appropriate for walls, then build on it with a continuity from room to room. Off white, warm grey and peach are great, but if

your style is more dramatic, you might choose such colors as pewter, brick red or chrome yellow. Always check your colors at night, as well as daylight, to avoid surprises.

Pattern or texture — one or the other should be dominant. If it's pattern, then use a lot of it as in the English Country House look. If it's texture, use many variations in natural fibers such as wool, cotton, linen and silk. Then contrast with the smoothness of leather or lacquer.

Group any collections — china, door knobs, trophies or plants. Put them together rather than string them out on separate shelves or corners. When they are grouped, they tend to compliment each other and become a more important statement. For example, the *New York Times* can look a mess strewn all over, but is

quite impressive when neatly stacked!

Most important of all — "go for it!" Decide what design you truly want and then build toward it. Don't ask your friends what they think; they'll redecorate to fit THEIR personalities, not yours. And that's what it's all about, designing a space to compliment and express YOUR individuality. Then add a bit of whimsy. After all, no "home" should be without a smile.



by JOHN JONES
Senior Interior Designer,
Westin Service



Your architecture with its heavy usage of decorative concrete block is unique . . . but then your design has been inspired by one of the world's greatest architects.

Your expansive grounds are superb with its 18-hole golf course, tennis courts, swimming pools, game areas and all interspersed with beautiful floral landscaping . . . but then you are recognized as one of the world's leading playground resorts.

Your accommodations, service and staff are impeccable . . . but then for 23 consecutive years you have been recognized for that by winning the prestigious Mobil Five-Star award for excellence and by the countless guests that have passed through your doors since you opened in 1929.

You are tops under the sun. You are the _____ whose design was inspired by architect _____.