



Singapore's Shangri-La To Open April 15

Takanawa Prince Opened In Mid-March

TAKANAWA PRINCE

THE Takanawa Prince Hotel in Tokyo celebrated the opening of its new, 14-story tower annex on March 18.

In combination with its present 5-story main building, the hotel now offers 500 luxuriously appointed guest rooms and suites.

Though located in one of the world's most crowded cities, the Takanawa Prince is situated on a hilltop surrounded by one of the largest and most attractive hotel gardens in Japan. Included in the hotel's facilities are a swimming pool, a golf driving range and parking for up to 500 cars. Its various restaurants feature Japanese, French and American style cuisine and each has open views of the spacious and serene hotel gardens. The Takanawa Prince stresses gracious friendly guest service and the most modern facilities. It also boasts the only computerized check-out system in Japan.

ALL of the handsomely decorated guest rooms are provided with air-conditioning, color televisions, refrigerators and bathroom telephones. The hotel's several, fully equipped meeting halls and banquet rooms are centralized on the first basement level and away from the main lobby and guest traffic areas.

Manager for the Hotel is **Tanihiro Yamamura**.

Western International Hotels maintains a marketing and reservations affiliation with both the Takanawa Prince and Tokyo Prince Hotels. Both are members of the Prince Hotel chain, the largest in Japan.

What Is It Like . . .

during those wildly hectic last few weeks and days just before a hotel opens? For one observer's impressions, read,

THE BIRTH OF A WIH HOTEL

beginning on page 5.

SHANGRI-LA

THURSDAY, April 15, will herald the opening of the magnificent Shangri-La hotel in Singapore.

The strikingly handsome, 520-room, 25-story tower property will offer what is undoubtedly the most complete and luxurious hotel facilities in all of Singapore.

Its location, set within 12-1/2 acres of lush tropical gardens, edges fashionable Orchard Road and Singapore Island's major business, shopping and entertainment district.

Within the gardens is a half-mile of walkways winding through tropical trees; tennis courts; a 3-hole golf course; croquet greens and two swimming pools.

A six-lane driveway leads to the hotel entry and to parking areas at the front, side, and below the hotel where 350 cars can be accommodated.

GUESTS will be impressed with the tasteful grandeur of the hotel lobby highlighted by green marble columns and the originally created chandeliers, by Vinini of Rome, suspended from its 3-story high ceiling.

EXCITING DINING

The public dining and entertainment rooms are particularly exciting and imaginative in theme and decor. The exquisitely detailed **Golden Peacock** atmosphere dining room promises sophisticated service and a continental cuisine the like of which Singapore has never seen.

The more exotic **Shang Palace** dining room specializes exclusively on a menu of Cantonese specialties. Here guests can dine in the privacy of cozy pavillions or in the larger room area that suggests a palatial Chinese courtyard.

The charming **Coffee Garden**, situated on the ground level, offers round-the-clock service. Its massive floor-to-ceiling windows overlook the hotel's gardens.



Artist's rendering of Shangri-La



Mock-up of Takanawa Prince

MOST intriguing, is the hotel's unique basement discotheque, the **Lost Horizon**. Guests will "sail" through a night of music, dancing and entertainment on their choice of Chinese junks, Portugese fishing boats, a French man-of-war or gay Venetian gondolas. The dance floor itself is the main deck of a Chinese junk. Complex lighting effects and an ever-changing set keeps the voyage "going" as Venetian scenes, birds on the wing, racing clouds

(Continued Page 9)

front!

A monthly publication for the employees of

Western International Hotels

Editorial, Offices

The Olympic, Seattle, Washington 98111

Gabe Fonseca.....Editor

LITHO IN U.S.A.

COMINGS AND GOINGS

In-Hotel

Rosemary McIntyre is promoted to Assistant Manager of the Cafe Plaza at the Antlers Plaza . . . at the Continental Plaza, Roy Mariani is appointed to the position of Manager of the Consort restaurant from Assistant Manager . . .

Transfers

Former Reservations Manager of the Century Plaza, Stanley Soroka, is named Executive Assistant Manager for the Cosmopolitan . . . Robert Bushman is named Director of Sales for the Olympic Hotel from Regional Sales Manager, Washington, D.C. . . . Bruce Lucker is named Director of Sales for the Crown Center Hotel in Kansas City from National Sales Manager of the Century Plaza . . . Bruce Mumford, former Director of Sales for the Olympic, joins the WIH staff as Assistant to the General Sales Manager . . . Named Banquet Manager of the Century Plaza is Dieter Schramm, formerly Director of Restaurants at the Winnipeg Inn . . . former Olympic Management Trainee, Gerald Clark, is named Assistant Manager of the S. F. Miyako Hotel . . .

New

Roger Smith joins WIH as Regional Sales Manager for the Washington, D. C. Regional Sales Offices . . . Gary Mabee joins the staff of the Olympic as Sales Manager . . . Paul Barrett joins the staff of Western Service and Supply as a Job Captain . . .

International Division

Heinz Bauert transfers to the staff of the Shangri-La as Sous Chef from Sauce Cook at the Dusit Thani . . .

Crown Center . . . It's Official

WESTERN'S 750-room hotel property now under construction in Kansas City, Missouri has now been officially named the "Crown Center Hotel". It takes its name from the 85-acre Crown Center development of which the hotel is a part.

The hotel is scheduled for a Spring 1973 opening with Dick Ferris as the property's General Manager.



Executive Offices Report:

Within a period of six weeks of each other, Western celebrates the opening of three very exciting hotel properties.

On March 4, in Houston, Texas, the 406-room Houston Oaks Hotel became a fully operating member of our WIH family.

Half-way around the world, in Tokyo, Japan, the 500-room Takanawa Prince opened its doors on March 18.

And in South-East Asia, in Singapore the 520-room Shangri-La Hotel readies for an April 15 opening.

All together these three new properties represent a combined room count of over 1400 additional guest rooms for Western International Hotels. Further, function and meeting room facilities will also have been proportionally increased.

Western's sales and reservations offices, as well as other related departments and outside agencies, have been directing efforts towards promoting individual guest and group business for these new hotels. This is, of course, among their direct responsibilities.

But those of us not as directly involved with this sales function can also contribute our efforts towards the success of these newest members of our Western family.

Each of these properties represents the ultimate in quality accommodations within their respective communities. We can recommend them with the same sense of pride as we would any other WIH hotel property to our interested hotel guests and others. These people will not only appreciate your interest in their behalf, but we will be gaining new friends for these new hotel properties.

It is a small effort that, as it is reciprocated, can benefit all of us.

LYNN P. HIMMELMAN

Chairman and Chief
Executive Officer

GORDON BASS

President

Correspondents

This is the list of *Front!* correspondents. Please get in touch with your correspondent if you have any news for your paper:

Anchorage-Westward, Winston Cook; Antlers Plaza, Marilyn Crawford; Avila, Mrs. S. Guzman Blanco; Bayshore Inn, Art Davies; Benson, Nelvia Turner; Bonaventure, Leona Dureau; Caleta, Michael Hayes; Calgary Inn, Linda Abercrombe; Camino Real-San Salvador, Ana Elena Steiner; Century Plaza, Charlene Chabin and Sue Davis; Continental Plaza, Audri Adams; Cosmopolitan, Arcele Schiermeyer; Houston Oaks, Pat Sells; The Ilikai, Roberta Watson; Imperial Inn, Russ Revoy; The Miramar, Edward Y. Hsu; Miyako, S.F., Jackie Jones; Northern, Con Carter; Olympic, Fran Vitulli; Palace, Y. Yoka; St. Francis, Jane Dillon; Space Needle Restaurant, Sandy Rogers; Washington Plaza, Connie Wilson; Winnipeg Inn, J. Sandy Irwin; WIH de Guatemala, Rita de Rubio; WIH de Mexico, Alfredo LaMont; WIH Executive Office, Ruth McCloy; Western Service, Rose Shaffer; WIH Credit and Accounting, Irene Gelus.

Winnipeg Inn Hosts Posh Cattle Auction



It's a bull! It's a cow! It's a filet mignon on the hoof! F&B Director, Dino Georgalas and Winnipeg Inn General Manager, Arthur Oades admire a prize Charolais before auction begins.

AT 7 P.M. the chattering, smartly-dressed crowd in the Winnipeg Inn's plush Grand Ballroom suddenly grew silent . . . expectant.

All eyes were focused on the center ring. They watched intently as Beatrice, an 1,800-pound plus French five-year-old, sashayed in with the practiced indifference of a fashion model. The spotlight intensified the gleam of her heavily hair-sprayed white coat.

Then, amid exclamations of admiration from the crowd, the bidding began.

The occasion was the Grand Ballroom Sale of the Canadian Charolais Cattle Association which held its meeting and cattle auction at the Winnipeg Inn on February 11.

HELD in a specially-constructed auction ring amid the luxuriant carpeting and glittering chandeliers of the Inn's main ballroom, the sale is reported to be a world's first. Undoubtedly, such an affair has never before matched the elegance of the setting.

Nineteen bulls and cows, of the exotic Charolais breed imported from France, strutted in and out of the cattle auction ring for a total of some \$150,000 in sales. Bidders in attendance had come from all over North America and the auctioneer for the occasion was reputed to be the best livestock auctioneer in the continent.

THE hair-spray? As one cattleman explained, "It helps to make the hair stand out a bit and makes the cattle look fuller and chunkier. Also, it enables brushing hair over the bald spots cattle sometime get from rubbing against a fence".

And that's no bull!

Williams Appointed To New WIH Offices Post

GEORGE WILLIAMS, formerly Executive Assistant Manager of the Benson Hotel, has been appointed to a new position with the company as Director Management Information Services.

The appointment announcement was made by L. P. Himmelman, Chairman and Gordon Bass, President of WIH on February 19. Williams assumed his new post at the Seattle offices effective as of March 1.

Responsibilities of the new position will include the coordination of activities involving electronic data processing for the company. He will assist in the development of new systems and procedures and the analyzation of present systems on both a hotel and corporate level. One of his first assignments is the coordination of studies with United Air Lines on in-hotel communications systems relating to reservations and front office activities. George is directly responsible to C.R. Lindquist, Senior Vice-president Operations.



OLYMPIC'S ECOH Officers from left: Bill Phillips, Treasurer; Bev Varon, Secretary; Shirley Campbell, President. Not shown is Vice-president, Martha Blackie who was on vacation when photo was taken.

Olympic Employee Group Is "Going Concern"

PROMPTED by the hotel's management, a group of Olympic employees got together in early January and formed the nucleus of what has become an active, fast-growing employee council.

It was coordinated by Personnel Manager, Walt Major, who worked through the department heads. Representation of at least one member from each department was encouraged.

At their first meeting the group selected the name, ECOH, (Employee's Council of the Olympic Hotel) and elected their first slate of officers. Housekeeping's Shirley Campbell was elected President, and Martha Blackie (Banquet Dept.) as Vice-president; Bev Varon (Piccadilly Corner) Secretary; and Bill Phillips (Engineering) Treasurer.

THE Council's initial goals, as established at the first meeting, were to improve employee working relations interdepartmentally and to resolve minor grievances; to promote social activities using all the talents of the Olympic's "family"; to improve work areas; and to set up an Emergency Distress Fund for the benefit of fellow employees.

Activity plans in the works call for a bake sale to raise operating funds, a summer picnic and the organization of recreational and hobby groups of particular employee interest.

AMONG the most active committees already established is the "Sick-distress" Committee formed to assist in any crisis that might befall any employees or their families.

"This initial period is a very crucial one in our development," says President Shirley Campbell, "but it is becoming a 'going concern'. Getting to know the people better from other departments and discovering their hidden talents has been a lot of fun and a great experience for all of us", she added.



CHEF "PAPABURGER"—Among the many conventions hosted by the Bayshore Inn in January was one for a national food franchise group. Above, Bayshore Executive Chef, Everett Miller, tries a "Papaburger", one of the food franchise items exhibited at the show.



BUSINESS AS USUAL—The new ballroom addition to the Miyako Hotel in San Francisco continues underway on construction schedule. Set for an August 1 opening this year, the new room will seat 550 for banquets, 750 for meetings and 1,000 for receptions. A ballroom hallway entrance from within the present building will take up the space formerly used by the Accounting offices. Above, Accounting Department employees Kyoko Yamasaki and Jennie Liter continue "business as usual" in the uncompleted area designated for their new office location.



CAPITAL CREW—Representing WIH through our Regional Sales and Reservations offices in Washington, D.C. are from left: Bob Bushman, Regional Sales Manager (recently appointed Director of Sales for the Olympic Hotel in Seattle); Kuulei Enos, Reservationist; Mildred Haynes, Reservationist; Jan Armstrong, Secretary; and Bill Hall, Sales Representative. This photo was used in their recent office newsletter promoting WIH de Mexico properties to travel agents.



WIH, UAL, SKI—A Colorado ski resort promotion developed into an unexpected WIH-UAL tie-in. The Grand Junction, Colorado Jaycees, in cooperation with United Air Lines, inaugurated a "Skiers Of The Week" promotion in which a skiing couple, selected from United's skiing passenger lists in various cities, would be presented with an all-expense ski holiday in Grand Junction. The first lucky winners were Mr. Phillip Davis, Vice-president of an electronics firm, and his wife, Mary Jo of Los Angeles. At the Century Plaza, Mary Jo works as Secretary to Resident Manager Brent MacDonald. Above, Ed Brunner of the Grand Junction Jaycees welcomes the Phillips upon their arrival.



SHIP SHAPELY—A nautical theme promotion and banquet at the Georgia hotel sponsored by a local radio station involved appropriate costuming by staff members. The pretty "sailors" of the Georgia Pub are Waitresses, Barbara Garczyk, Beverley Chouinard and Diane Stoldt.

NEWS-PICTORIAL

CASH FOR LIFE—Medic I, the Seattle Fire Department's unique lifesaving emergency unit, put out a call earlier this year for fund contributions in order to continue its operations. Among those citizens answering were Olympic Hotel catering staff members who raised a total of \$100. Right, Seattle Fire Chief, (right) Gordon Vickery, accepts the hotel's cash donation from employees; (from left) Marie Engom, Banquet Waitress; John Bellour, Catering Manager; Wilma "Scotty" Medgard and Mae Swafford, Banquet Waitresses; Chief Vickery; and Margaret VanHoy, Banquet Waitress. Other Olympic department groups contributed a similar amount to the Medic I cause.



Those wildly hectic last few weeks and days just before the hotel opens.

THE BIRTH OF A WIH HOTEL



Within the past few years, Western International Hotels has averaged three hotel openings a year including those of our International Division.

The entire process, from initial concept through the various stages of planning, design, construction, and staffing to actual opening may take years in development.

Each new project benefits from previous opening experiences and the "know how" tested by several decades of quality hotel operation.

It involves the combined talents and contributions of a great many of our WIH people of all levels of responsibility in addition to that of the management and staff of the new hotel itself.

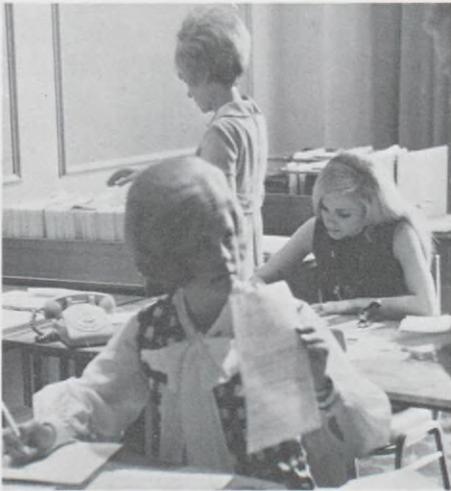
Perhaps one of the most exciting stages in the birth of a new hotel are those whose wildly hectic last few weeks and days just before the hotel's completion and opening date.

For the most part its exterior form is complete. Interiors are showing ample evidence of its promised fulfillment. The department heads are beginning to operate as an interacting staff unit and most of the department personnel have been selected and are in their various stages of training.

We had the privileged experience recently of visiting the Houston Oaks Hotel in just about this period of its pre-opening development. Preceding us at the hotel by several days, was a "back-up" crew from the Seattle offices and from various WIH properties in the United States and Canada. This pre-opening team, each member particularly qualified in the various areas of a hotel's operations, were lending their professional experience, staff training abilities, and whatever assistance necessary towards its opening success.

The article that follows describes some of our impressions and personal observations resulting from this brief visit. In a follow-up story next month, we will report on an interview with Houston Oaks General Manager Jim Kent, with further insight on the various stages of the hotel's staff development.

While this article applies to a particular hotel's pre-opening activities, the procedures and activities are much similar to those that might be experienced at this stage with any WIH hotel opening.



To fill staff requirements, prospective employees are handed application forms before they are interviewed and screened by the hotel's personnel office.



Those that are selected are required to attend indoctrination and training classes.



In formal and informal groups they listen and learn.



In larger group "classroom" training everyone participates.

IT WAS about 10 days before its official opening when we arrived at the Houston Oaks. The completed hotel's exterior, though yet unmarked by an identifying sign, was easily recognizable as it towered serenely above the handsome Galleria complex. (It is topped only by the neighboring Post-Oak office tower.)

As we stepped through the entry's automatic glass doors and wandered through the lobby area we were immediately surrounded by a scene of tremendous and bewildering activity.

Workmen with their tools and equipment were everywhere. Intent on their various tasks were carpenters, rug layers, painters, electricians, elevator men, laborers and the craftsmen of a dozen other specialized trades.

Through it all weaved a steady traffic of hotel staffers and "back-up" people, outside callers on business appointments, and an occasional curious visitor who had wandered in from the Galleria Mall entrance.

TRAFFIC FLOW

Most of this traffic flow was in and out of the nerve center of all this pre-opening activity—the hotel's administration offices and the offices of General Manager, **Jim Kent** and Executive Assistant Manager, **John Schultz**, in particular.

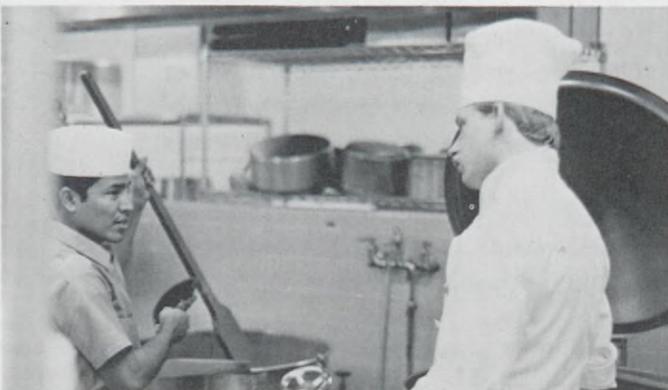
Both Kent and Schultz, however, were more often to be found almost anywhere



Housekeeping staffers learn proper bed-making techniques.



Room Service Waiters get pre-opening practice in filling a room service order.



In the kitchens, new employees become acquainted with equipment and duties.



Coffee shop Waitresses confer with the Cook and Room Manager on menu items and service procedures.

else within the hotel as they made their constant rounds, checking activity progress and conferring and assisting wherever needed.

Although much of the hotel's staff had been hired by this time, the Personnel Offices were still busily interviewing... mostly for staff replacements and for a few remaining specialized positions. Some basic training and indoctrination classes for newly formed department groups were being conducted by department heads and/or back-up assistants in the various meeting rooms.

For other departments—such as housekeeping and in the kitchen—staffing and early training exercises had been completed for some time. Now, as their department areas were nearing completion and most of the equipment installed and operating, “dry run” practice and actual on-the-job training progressed.

FINISHING TOUCHES

Throughout the day, and those that followed, as the workmen crews applied their finishing touches to the various areas and the furnishings and decor items were installed, the strikingly beautiful shape of the hotel's interior rapidly emerged.

Close behind came housekeeping staffers, busily cleaning, polishing and dusting.

The various restaurants and lounges opened for food service on pre-established schedules. This provided a good opportunity for pre-opening staff training practice and for a general evaluation “feedback” by the hotel personnel diners.

Promptly at 5 p.m. each evening all department heads along with Kent and Schultz gathered in a meeting room for a daily conference. Each department head presented his day's progress report, problems were aired and ironed out, specific assignments, where necessary, were added to the next day's schedule, and any new policies and procedures were announced.

EXPERIENCED . . . WELL-OPERATED

The stress by Kent throughout these meetings was to the effect that when the Houston Oaks opened within a few short days, it should have the look and feel of a long experienced and well-operated hotel.

We left the Houston Oaks just three days before it was to hold its first pre-opening function. Even though there was still a lot of workmen and equipment around and dozens of final details yet to

be handled by the staff, everyone was confident that it would all fall smoothly into place by opening date.

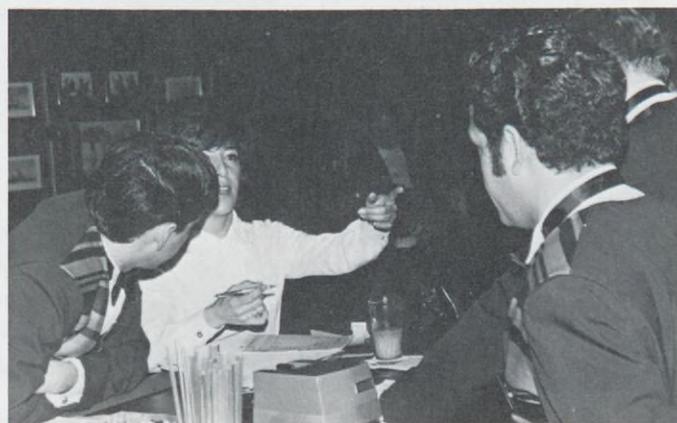
Later, after his return to Seattle following the Houston Oak's opening, we checked this out with the hotel's Project Director, **Chuck Comstock**. He admitted that there were a few minor finishing touches needed, though not noticeable to the average visitor. As to the overall effect by the evening of the first opening function, Chuck enthused, “It looked like a million dollars—everything went off beautifully! A lot of credit has to go to the staff. Their great spirit, attitude and professionalism were tremendously impressive”.



In the hotel's administrative offices it's the busy activity of desk work and ringing phones.



The Accounting Department gets assistance setting up and putting into operation their accounting procedures.



Barmen receive instructions on the processing of bar checks and cash register operations.



The various uniforms for each department and public room employee are issued.



Then, every evening promptly at 5 p.m., all department heads meet for a daily review and individual progress reports . . . and it's another day closer to opening.





Interior Designers aided by workmen, arrange furnishings and decor items in the public areas.



The Project Director re-checks some details with a group of carpenters.



Outside, at the hotel's entry, the final finishing touches are applied.



Housekeeping staffers dust and clean areas recently completed by workmen.



For the hotel's General Manager and his Assistant, it's a constant round of inspection, "corridor conferences", mental and written notes and on-the-spot decisions.

MEANWHILE, elsewhere throughout the property, workmen, the hotel's management and staff and the back-up assistants wrap up final finishing details. And a watchful eye is kept on the calendar as it races towards opening day.



Color food shots are taken for kitchen reference.



Maintenance—preventive or emergency—stands ready.



And the fully-completed and invitingly attractive guest rooms await the approval of the first hotel guests.

FRONT! INTERNATIONAL



ACAPULCO—Alfred Freudenthaler, Vice-president for WIH de Mexico (sixth from right standing), poses with the management and department heads of the Acapulco Malibu, Western's newest resort property in Mexico. The 80-room luxury hotel joined the WIH de Mexico family as of February 1 this year. It is located on the beach of Acapulco Bay and immediately across the street from the Acapulco Golf Club. The Acapulco Malibu has its own private swimming pool and features a variety of food and beverage rooms including the El Palmar Terrace; the formal Voisin dining room; a night club, El Cazador; and an outdoor bar, the Malibar. Each of the guest rooms, and the seven master suites are air-conditioned and each has its own terrace.



HONG KONG—An on-the-spot check of the engineering progress on the Miramar Hotel addition is made by hotel Manager, Rudy Choy and General Manager, C. W. Young, above. The big hole in the ground at right is where the Miramar's 180-room extension will rise later in the year. At last report the builders have struck solid granite which has slightly complicated the pile-driving operation.



SHANGRI-LA TO OPEN

(Continued from Page 1)

and thunderstorms flash by. Guests are ushered to their craft by two girl greeters, clad, naturally, in nautical gear.

THE rooftop Tiara lounge and supper club, scheduled to open at a later date, will offer entertainment and splendid views within magnificent surroundings.

Expected to become a popular meeting place for hotel guests and Singaporeans alike, is the sunken lounge area located at one end of the lobby.

CONVENTION COMPLEX

According to General Manager, Bill Ellis, the Shangri-La will offer the most ambitious convention complex ever offered by a hotel in South-East Asia. Including the **Island Ballroom**, there are a total of twelve—and all are adjustable—meeting rooms. The Island Ballroom is capable of accommodating 1400 persons theater-style; 1000 for banquets; and up to 1800 for cocktail parties. It is divisible into three areas. It has its own private entrance and car parking. All convention aid facilities are available including projection booths, and the most modern of multi-lingual translation equipment.

GUEST rooms and suites have private lanais and balconies and all are equipped with televisions, direct-dial phones, and individually controlled air conditioning. Five highspeed elevators service the hotel.

Adjacent to the function rooms on the mezzanine floor is the shopping concourse where a variety of shops will include hairdressing and sauna salons for men and women.

FRONT! joins with the rest of the WIH family in welcoming the Shangri-La to Western's world of great international hotels and salutes its opening on April 15.

SINGAPORE—(Left) To promote her link with United States air carriers, Australia's Qantas Airlines recently flew United Air Lines stewardess, Linda Lee Caris from San Francisco to Singapore where she promptly visited Western's Shangri-La Hotel. Here, Linda "takes flight" at 447 feet above sea level in what will be the Shangri-La's rooftop Tiara lounge and supper club.



BANGKOK—(Far left) Film actor, Trevor Howard, enjoys an extended visit and the "good life" of the Dusit Thani Hotel earlier this year. Howard was in Bangkok to promote the release of the film, "Ryan's Daughter", in which he has a starring role. He is pictured above with attractive hotel employees, Apantree Prayut-sensee (left) and Fleurette Montpetit.



FRONT FAMILY FEATURES

LIKE IT IS

(This column is a new FRONT! reader service. Your LIKE IT IS Answer Man guarantees to give some sort of answer to questions submitted. Send yours in today. Remember, no question is too dumb for the Answer Man.)

Dear Answer Man:

Recently I accidentally spilled a bowl of tomato soup on a guest's tie. He was very annoyed as he had ordered the split pea. So I snipped off his tie and took it back to the kitchen. (The cook agreed the split pea would have looked better on his tie). Did I do right?

WOBBLY WAITRESS

Dear Wobbly:

Since your job with us has been terminated and you left no forwarding address I don't feel obligated to answer that question. (Further more, I haven't as yet gotten my tie back from the kitchen!)

ANSWER MAN



Dear Answer Man:

This is the third time this has happened and with the same guest. Everytime I take his bags up to his room he starts to tip me then says the smallest he has is a five-dollar bill. He then asks me for five ones, gives me two of them, and keeps the other three. He's a nice person and such a big tipper that I hate to remind him that he never gives me the five in exchange for my ones. Do you think he is just absent minded?

BROKE BELLMAN

Dear Broke:

Yes.

ANSWER MAN

The Amateur Gourmet

AFTER-DINNER DRINKS:

Liqueurs or Cordials

A liqueur or cordial—the terms are synonymous—is an alcoholic beverage prepared by combining a spirit (often brandy) with certain flavorings, and then adding sugar syrup in excess of 2-1/2% of the volume for sweetening.

Although many liqueurs are used as cocktail ingredients and flavoring for foods, they are more often served as an after-dinner drink. They are usually served in stemmed liquor glasses of various types or in brandy snifter glasses.

The liqueur family is divided into two main branches. These are the natural-colored or "fruit" liqueurs and the "plant" liqueurs which are colorless (if they have color, it has been added.)

SOME of the principal fruit liqueurs marketed are those made from apricots, berries of various kinds, cherries, peaches and plums. In this same category are the fruit-flavored brandies (such as apricot brandy, blackberry brandy, etc.) Fruit brandies, in the United States at least, must by law be prepared from a brandy base.

Leading examples of plant liqueurs are: anisette (principally from aniseed), creme de cacao (cacao and vanilla beans), creme de menthe (principally peppermint and other varieties of mint), curacao (dried orange peel from the island of Curacao), Kummel (from caraway seed) Triple Sec (a white Curacao) etc.

PLANT liqueurs very often require more than one flavoring agent to balance or bring out the desired flavor. Most notable of these are Benedictine and Chartreuse. Each requires a combination of a number of herbs and plants in their preparation. The formulas for both these liqueurs were originated by religious orders in France centuries ago and they still remain closely guarded secrets. More recently, the makers of Benedictine have combined a mixture of Benedictine and brandy which is marketed as B&B.

Chartreuse is available in two types: yellow (86 proof) and green (110 proof)

Recipes I Like Best



MONTANA "born and bred" Armin Reichenberg has been the Executive Chef of the Northern Hotel since June, 1970. However he has worked in the hotel's kitchens for some ten years previous to his Chef's appointment.

Chef Reichenberg's natural interest and talent for cooking began at an early age. After spending four years in the Marine Corps during World War II, he decided to master his ambition and attended a culinary trade school.

He followed this with a variety of kitchen experiences in dinner clubs, restaurants and night clubs in Montana before joining the Northern staff.

Being a Montanian, Armin enjoys two of the most popular outdoor activities this "big sky" country offers . . . hunting and fishing. His favorite indoor hobby is the study of electronics and recently he satisfactorily completed a correspondence course on the subject.

Here is one of his favorite recipes:

PEACH OR SPICED PEAR SYLLABUB

2-1/2 Cups Heavy Cream, Whipped
Combine the juice of: 1 Orange and 1 lemon

1 Cup Sugar

3 Tablespoons Brandy

3 Tablespoons Sherry

3 Tablespoons White Rum

Gradually fold the mixture into the cream.

Chill the syllabub for at least six hours.

Then place peach halves or spiced pear halves on Syllabub and serve.

Liqueurs are also made from a whiskey base. Drambuie, for instance, is made with a base of Scotch malt whiskey.

AN interesting, and very colorful, drink that mixes two or more liqueurs is the pousse-cafe. This drink layers the various beverages in one glass so that they remain separated. Since liqueurs vary in density, the lighter item floats upon the heavier. (Also required in its preparation is a very steady hand!)

HAPPINESS IS...



... remembering the last hotel picnic for Century Plaza employees Jim Johnson, Laundry Manager and Mike Cherry, Engineer.



... receiving the Anchorage-Westward's Thurston-Dupar Award for Housekeeping's Yoland Voysest and not knowing whether to smile or cry. Making the presentation is the hotel's Executive Assistant Manager, Dave Paulon.



... a delighted Margaret (Maggie) Clarke, Executive Secretary, who receives the Winnipeg Inn's Thurston-Dupar Award from her boss, General Manager, Arthur Oades.



... meeting and working with people for newly appointed Personnel Director of the St. Francis, Sharon O'Rielly.



... putting in a busy day for active Cosmopolitan Reservationist, Marsha Stephens.



... finishing up his paperwork so he can get back to the "real world" of tinkering and repairing for Calgary Inn Maintenance Foreman, John Moysey.



... the two Busboys at the Northern-Leonard Rodell and Richard Morgan—who spent a great deal of their spare time and money to help develop a lightshow and to assist in its operation as an auxiliary to dance bands performing at the hotel.



... the friendly atmosphere of the Georgia's Accounting Department that is further brightened by the smiles of Pay Clerk, Isabelle Pine and Controller, Bill Roddie.

PHOTO ALBUM



... gathering together during an employee function and swapping stories for Bonaventure Doormen, Roger Landry, Andre Daze and Victor St. Louis.

FRONT! VISITS THE...

The LONDON GRILL

OF THE ANTLERS PLAZA

CAN a small city like Colorado Springs offer great dining of the quality normally associated only with top "big-town" restaurants?

Just ask any guest who has experienced the dining style of the Antlers Plaza's superb London Grill restaurant. In the four years of its existence, the London Grill has developed a reputation that compares favorably with many of the Nation's finer restaurants. Its recognition along with that of the hotel itself, includes a 4-star rating ("Outstanding") from the authoritative MOBILE TRAVEL GUIDE.

CURRENT Room Manager, **Walter Ortwein**, attributes the Room's excellence to "good food and good service in an attractive atmosphere". An obviously winning combination, but the Grill also offers at least one other very important ingredient contributing towards its success. For the guest this might be expressed as an assured feeling of always "being in good hands".

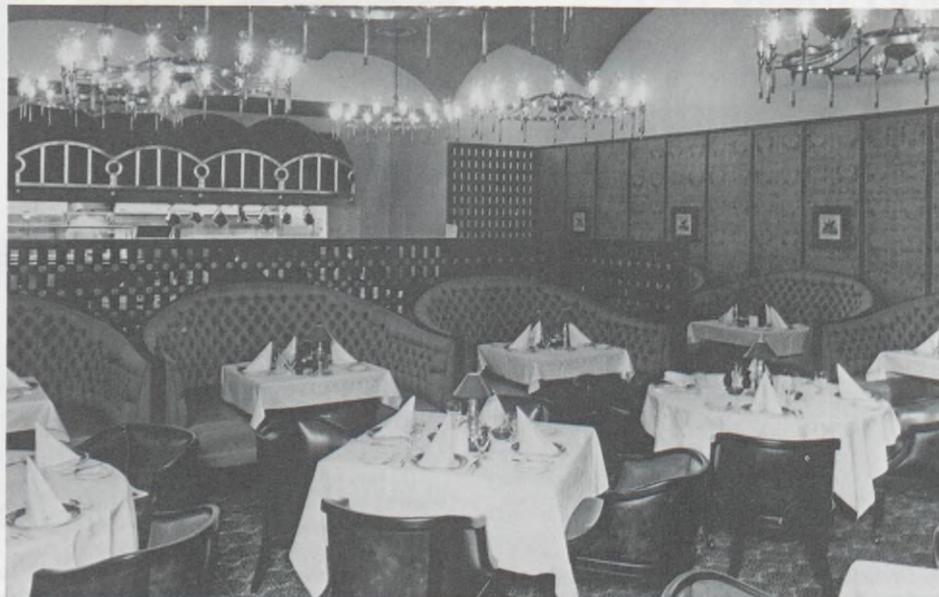
"GOOD HANDS" FEELING

It is a feeling that begins the moment a guest steps through the elaborately carved double-doors and is warmly welcomed by Ortwein or gracious Room Hostess, **Gertrude Lee**. It is further heightened by the manner with which he is promptly escorted to his waiting table and is greeted by his Captain.

The service throughout his meal by the alert staff is courteous, knowledgeable, and efficient without being obtrusive... the ultimate assurance of being in the "good hands" of professionals.

THE Room's atmosphere radiates a pleasant glow of comfortable elegance that is conducive to fine dining. Tables are set with gold linens; decor colors run towards warm earth tones; dark wood paneling and rich wall coverings are used extensively; and the subtle lighting highlights the gleaming table crystal and silverware. It is a Room to complement dining enjoyment!

The Room's luncheon and dinner menus feature a continental cuisine offering an interesting and varied selection. Each dish is prepared under the direction of Executive Chef, **Serge Louzon**, and each is most attractively served.

The Assured Feeling Of Always Being In "Good Hands"

The London Grill is located off the hotel lobby and within the "Little London" dining and entertainment complex. This also includes the Cafe Plaza coffee shop and the Piccadilly Bar entertainment Lounge. The Grill itself is open for lunch service from 11:30 to 2 p.m. Mondays through Fridays.

In addition to its regular items, the luncheon menu features a different meat and fish specialty daily. For the most part, the luncheon guests represent members of the business community and officers of the various military establishments from around the Colorado Springs area as well as hotel guests.



ROOM MANAGER, Walter Ortwein... "Good food and good service in an attractive atmosphere".

The restaurant re-opens for dinner at 6 p.m. with service until 10 p.m. (Until 11 p.m. during the summer months) every night. Dinner clientele is varied and will include hotel guests, many top ranking military people, and of course local residents out for an evening of fine dining. The dinner menu is ala carte and, in addition to its gourmet selection, also features a meat and a fish specialty item that changes daily.

THE various stations are served by a team of four... a Captain, two Waiters, a Front Man and a Kitchen Man (or Runner) and a Busboy. Each team works as a single close-knit unit and is fully responsible for its station. Assistant Room Manager, **Hyung Kyu Son**, will also assist as a

Room Captain wherever needed. As the room specializes in table side cookery and flambe dishes, both Son and Ortwein will often assist in their preparation. Room Manager Ortwein, while spending some time attending to the guests at the door, (though he depends heavily on his Room Hostess for much of this responsibility) prefers to circulate about the Room assisting wherever he can and, generally, keeping a practiced eye on the entire operation.

PRACTICED EYE

And Walter Ortwein's eye is a well practiced one indeed! Though he has been London Grill Manager for only six months, his entire working career has been in food and beverage in both Europe and the United States.

WALTER was born in Dusseldorf, Germany, where he attended culinary trade schools. His early apprenticeship took him to Switzerland and eventual advancement to hotel restaurant Maitre 'd. From here he migrated to the United States and found employment in a Washington, D.C. hotel for the next two years. Pressing Westward, Walter went on to Colorado Springs ("the mountains remind me a great deal of Switzerland") where he worked at the Broadmoor hotel as both a Room Captain and Wine Steward. This was followed by a brief stint at the Brown Palace Hotel in Denver.

In August, 1968 he joined WIH and the staff of the Antlers Plaza as a Waiter-Captain at the London Grill. Later he was promoted to Assistant Room Manager, then served as Bar Manager of the Hotel's Piccadilly Bar. In March, 1970, Walter was named Manager of the London Grill.