

JOURNEY WESTIN

The Westin O'Hare celebrates 25 years of serving the Chicago area in 2009

It doesn't seem so long ago that Michael Jordan started his unprecedented basketball career, or that football hero Walter Payton was shattering rushing records. It was just yesterday that *The Breakfast Club* began production around the corner and the Chicago Blues Festival brought iconic musicians together in celebration for the first time. But it was 25 years ago.

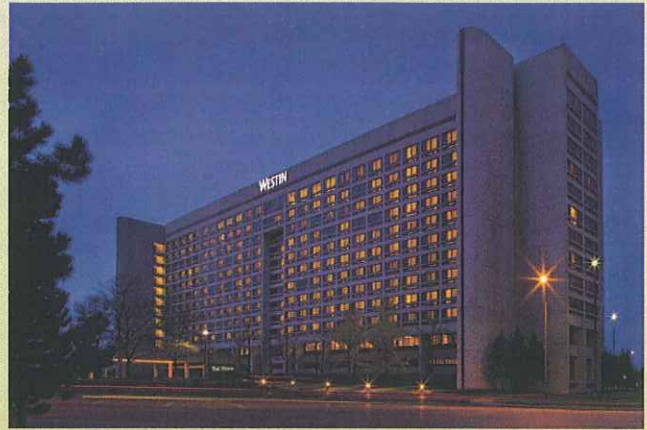
Because of the history of rich culture, entertainment and sporting events, Chicago remains one of the top travel destinations in the world. Millions of people come to Chicago each year, looking for an experience; not just to go to a Cub's Game or to see the Sear's Tower. They want to make memories and the Westin O'Hare has been helping people make memories of Chicago, at its finest, for 25 years!

The Westin O'Hare Hotel opened its doors on January 6, 1984, serving Rosemont and Chicago-land area. Quickly becoming one of the leaders in the Hospitality Industry, the Westin O'Hare offered more than just a place to stay; it offered guests an experience. The Westin O'Hare continues

this tradition today and the history of the Westin O'Hare lives on through the team members who are still on board today...25 years later!

Jennifer Sweetman, Payroll Administrator, was brought on board December 27, 1983 as a cashier in the Bakery Café. About a year later she moved to the accounting department, where she has remained ever since. Jenny has many stories of the hotel throughout the years, including the time the entire cast and crew of *The Breakfast Club* stayed at the hotel for the duration of filming. The cast liked to socialize with the staff, but stay in character while doing so. The movie, *Planes, Trains and Automobiles*, was partially filmed in this area, and John Candy was a guest for a few weeks. Mr. Candy is memorable for many reasons, but at The Westin O'Hare he is remembered for being so wonderful with the staff and other guests!

25 years may seem like a long time, but to John Bolum, Chief Engineer, it seems like just yesterday. John has been serving the hotel for over 25 years. Not only has John monitored and maintained the hotel, he was actually involved in the



construction and development of the project from the beginning! Another defining project for John was when President Bill Clinton stayed at The Westin O'Hare. All employees who were to have contact with President Clinton had to be screened by the secret service, and snipers were all over the building as he was taken through the lower levels.

Today, The Westin O'Hare is still a place for relaxation and renewal, whether you are staying for business or pleasure. From the moment you walk in the front door and take in the whimsical scent of white tea, (the signature scent of The Westin) to the moment you check-out with the assistance of friendly front door attendants, you can feel the exceptional service this hotel provides...it's all part of the experience. You can't stay at this hotel and not come in contact with a team member who has been here for less than 20 years. Here, a typical stay is outlined:

You arrive to The Westin O'Hare and make your way to the front desk while the security department, including three members who have been with the hotel for 20, 22, and 23 years respectively, keep an eye on your car in the parking lot. You check in at the front desk and have an

This is how it should feel.SM

urge for a cup of coffee after smelling the wonderful Starbucks aroma coming from the Bakery Café. Laura Turner, who has been with the hotel for 24 years, whips up a latte for you in seconds. You hop on the



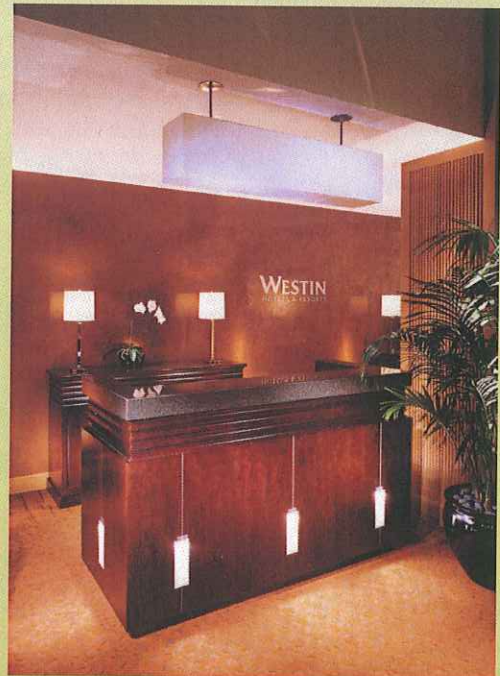
Bakery Café located on the Lobby Level

newly renovated elevators and head up to your spacious guest room. There you find that it is spic and span thanks to the housekeeping department, and its eight attendants that have paid special attention to this room for 20+ years each. After unpacking and settling in, you find yourself hungry for dinner, but not wanting to leave your room. You call in-room dining, who have three 20+ year team members, and order a California Cobb salad that our culinary department (with three 20+ members of their own) pays special attention not to put onions on, per your individual request. After your fulfilling meal, you settle in early as you have a big corporate meeting in

the Grand Ballroom in the morning. The alarm goes off at 6am, and after dressing you decide to check out the luscious breakfast buffet in the Benchmark restaurant, where there are four 20+ year veterans of the hotel waiting to serve you. After breakfast, you head to the ballroom early to see the layout and meet up with a few co-workers. As you walk in, you see Bill Borhauer and John Bolum (who have 50 years of combined service in the engineering department) hanging the last banner with the meeting planner. Your meeting gets underway, and before you know it, the meeting breaks for lunch. You are lead to our LaSalle ballroom where a replenishing lunch buffet has been set up by our infamous Banquet department, where there is about 283 years of experience between 12 expert members of our banquet team. At the end of the buffet table you notice the spotless china, not normally something you would pay attention to, but because of five stewards who have been here for virtually their entire career have been so attentive to take care of it, you do notice on this particular day. After your rejuvenating break, you head back to the Grand Ballroom and finish your meeting on an especially high note because when you had forgotten an important docu-

ment, the front desk manager made sure your office could fax it via our secure accounting department fax machine. Sonia Gomez, a 23 year veteran of the hotel brings the document from her office in accounting straight to you in the lobby. As you check out later that evening, you realize that your stay was rejuvenating and your meeting successful - thanks to the service levels and staff at The Westin O'Hare.

Why, you ask? Because with 42 employees that have been with the Westin O'Hare for 20 plus years, and a total of 2444 years of service by their 281 employees, they are dedicated to providing service that goes above and beyond all others; guests don't simply stay at the Westin O'Hare, guests get the experience of a lifetime!



Above: Registration Desk located on the Lobby Level.



Left: Executive Forum located on the Lobby Level. This unique meeting space seats 218 people, and is a distinctive feature to this hotel.