

PASSPORT

Your Guide to Business and Leisure Pursuits at Omni Ambassador East

May/June 1991

From the General Manager's Desk

On your next visit to the Omni Ambassador East, I encourage you to explore our neighborhood. The hotel's location in heart of the residential Gold Coast provides plenty of pleasant diversions for both business and leisure travelers.



If you enjoy historic architecture, you will want to spend some time on the Gold Coast's tree lined streets, a showcase of the city's most stunning residential architecture.

For an unparalleled view of the city's skyline, you can walk the short two blocks to the lakeshore. The seawalls along Lake Michigan are perfect for a leisurely stroll or a brisk morning or afternoon run.

The Omni Ambassador East is also just five blocks north of Oak Street, the city's most exclusive shopping corridor, as well as numerous acclaimed cafes and restaurants.

Our concierges will be happy to answer any questions you have about our neighborhood or recommend a destination.

As always, I invite you to contact me personally if I may be of service. Guests' comments give us the opportunity to improve our services or to pat an employee on the back for a job well done. From outside the hotel you may reach me directly at 312.787.3613, and within the hotel, I may be contacted directly by dialing extension 7111. I would be pleased to hear from you at any time.

Best wishes,

David J. Colella

Ursula Sleep: A familiar face at the Omni Ambassador East

It is not uncommon for Ursula Sleep, the Omni Ambassador East's chef concierge, to greet guests with a hug at check-in.

"At first, guests are surprised when I remember them from past visits," she says. "But making guests feel at home in an unfamiliar city is a very important part of being a concierge. Guests are delighted to see a friendly face when they walk in the door. They remember the personal attention."

Ursula's job entails more than greeting guests and making dinner reservations, however. She has honored some unusual requests during her 10 years as a concierge, from loaning out her black pumps to obtaining the very specific items on a shopping list given her by a visiting Argentinean businessman.

She has even tied bow ties for distraught businessmen on their way to formal functions.

"My job is to keep phone contacts and numbers, to be discreet, to remain level-headed when a guest is frantic and to know how to get seventh-row center theatre tickets to a sold-out production in London," she says "One time I lent a guest my husband's tuxedo when he realized, after all the stores were closed, that he didn't have anything to wear to a black-tie event. I work for the guests and can accomplish things they may



Ursula Sleep

think are impossible. However, I believe that nothing is impossible."

"Ursula gives her best attention to all our guests," says David Colella, the hotel's general manager. "Ursula and her staff work beyond the basics. With Ursula's national and international connections, there are no limits."

Ursula is one of just 16 Chicago concierges who have attained membership in Les

Clefs d'Or (LCDI), an elite international society of 2,000 professional hotel concierges in 25 countries. Participation in the organization allows Ursula Sleep to capitalize on her relationships with concierges around the world as she handles guests' requests. The crossed keys she wears on her lapel symbolize LCDI's commitment to service and professionalism.

At LCDI's annual meeting of North American concierges, held recently in Chicago, Ursula was re-elected national treasurer for a second term.

"This is my network," Ursula says. "By just picking up the telephone, I can make dinner arrangements for a guest at an exclusive restaurant half a world away. My connection with other concierges around the world allows all of our guests the opportunity to participate in the network."

Furry tails wag in style thanks to OAE's new VIPets program

With the Omni Ambassador East's new VIPets program, an amenities package for pets, the furry friends of hotel guests will be treated to a level of service comparable to that of their human companions.

Hotel founder Ernie Byfield would have approved. Originally an avowed dog hater, Byfield enforced a strict no-pet policy. However, it was he who broke the rules when a small gray French poodle wandered into his room, jumped into his lap and stole his heart. Byfield lifted the animal restraint the next day and drafted a "canine code of behavior" for the pets of his many celebrity guests.

"With VIPets, we are formally reestablishing a policy that originated decades ago," says David Colella, hotel general manager. "In the 1940s and 1950s, many guests, including Alfred Hitchcock, brought their pets to the hotel."

Today VIPet guests "check in" with a paw print and receive a "doggie bag" of gourmet treats. The hotel provides feeding bowls, portable kennels, identification tags, dog walking and pet sitting services, litter boxes and

scratching posts. Animal grooming can also be arranged by appointment.

All rules and regulations for these four-footed guests are detailed in "Canine and Kitty Code of Conduct," rules to ensure a happy visit for the pets as well as the hotel's other guests.

Colella has set aside specific rooms for those guests who travel with their pets. "Our housekeeping department takes special care to thoroughly clean and disinfect these rooms for the comfort of all our guests," he says.

A portion of the nightly rate of \$15 per pet is donated to Leader Dogs for the Blind, a Michigan-based organization that specializes in training leader dogs to guide the seeing-impaired. This program involves the blind recipient of a leader dog in the animal's training. Since its founding in 1939, more

than 8,600 teams have graduated.

Celebrities including Michael J. Fox, Frank Sinatra, Yul Brynner and Shelley Hack have visited the hotel with their pets.

The hotel will make special arrangements on request. For additional information about VIPets or to make a reservation for you and your pet, call 312.787.3545.



VIPets provides deluxe hotel accommodations for pets traveling with their owners. David J. Colella, general manager of The Omni Ambassador East, greets guests at check-in.

Pump Room the site for Third Annual Chicago Film Critics Awards

The stars came out in the afternoon on March 7 at Chicago's renowned Pump Room for the Third Annual Film Critics Awards. Celebrities, dignitaries and local radio and television film critics gathered to witness the presentation of the Chicago Flame, Chicago's version of the Oscar, to those chosen as best actors, directors and screen writers by local judges.

Hosted by home-grown comedian **Tom Dreesen**, the event drew a star-studded cast of award winners and presenters.

Famous faces at the event included British actor **Jeremy Irons**, who accepted a Chicago Flame for best actor in "Reversal of Fortune," and **Nick Pilegge** who received the award for best screen play for "Good Fellas." **Penelope Ann Miller** accepted a Chicago Flame for most promising actress for her role in the "The Freshman."

Award presenters included **Billy Zane**,

best known for his appearances in "Dead Calm" and "Memphis Belle," his sister **Lisa Zane**, star of "Bad Influence," and **Tim Kazurinsky**, an alumnus of "Saturday Night Live."

Chris Columbus, director of the runaway hit "Home Alone," accepted the most promising actor award on



David J. Colella and Penelope Ann Miller at the Film Critics Award.

behalf of child star McCaulay Culkin.

Chicago celebrities included **Mike Nussbaum**, currently performing in the acclaimed local production of "Prelude To A Kiss," Chicago Sun-Times film critic **Roger Ebert**, and **Roy Leonard**, film critic for WGN-TV and radio.

A special "Commitment to Chicago" award was presented to former **Governor James Thompson** by Chicago's First Lady **Maggie Daley**.

The Chicago Film Critics Association is composed of Chicago-area radio and television critics.

For decades, the Omni Ambassador East and the Pump Room have been the destination for stage and movie stars, entertainers and celebrities, making it the logical site of the annual awards ceremony.

Chicago's Best

Recommendations for a Spring weekend in Chicago

Chicago comes alive in the Spring! If you are planning a weekend in the city during May or June, the critical word is "outdoors." The Omni Ambassador East is located within walking distance of many shops, parks, restaurants and outdoor activities. Make the most of a beautiful Spring weekend by contacting our concierge desk at 312.787.7200, ext. 7161, for more information about these and other Chicago leisure activities.

PERFORMANCES & ATTRACTIONS

Les Miserables

This widely acclaimed and beautifully staged dramatic musical has returned to the Auditorium Theater, 50 E. Congress Pkwy. Open run.

Museum of Science and Industry

"Blue Planet," showing at the Omnimax Theater in the Henry Crown Space Center, offers a breathtaking view of Earth from outer space.

Prelude To A Kiss

The much-discussed adult fairy-tale about a man and a woman who fall in love and test their relationship with frightening obstacles. At the Wellington Theater, 750 W. Wellington. Open run.

Shear Madness

The long-running comedy whodunit that invites the audience to play detective. At the Mayfair Theater in the Blackstone Hotel. Open run.

John G. Shedd Aquarium

Be sure to visit the most talked-about destination of the season, the new Oceanarium. The world's largest indoor marine mammal pavilion features Beluga whales, Pacific white-sided dolphins, penguins and false killer whales.

SPORTING EVENTS

CHICAGO CUBS, at Wrigley Field

5/24-26 Montreal Expos
5/27-29 New York Mets
6/4-6 San Diego Padres
6/7-10 Los Angeles Dodgers
6/11-13 San Francisco Giants
6/28-30 St. Louis Cardinals

CHICAGO WHITE SOX, at Comiskey Park

5/17-19 Toronto Blue Jays
5/28-30 California Angels
5/31-6/3 Oakland Athletics
6/14-16 Kansas City Royals
6/18-19 Cleveland Indians
6/20-23 Texas Rangers
6/24-27 Seattle Mariners

SUMMER FESTIVALS IN GRANT PARK

June 8-9 Chicago Gospel Festival
June 14-16 Chicago Blues Festival
June 27-July 4 Taste of Chicago

OUTDOOR DINING

Cafe Ba-Ba-Reeba! 2024 N. Halsted
Sample tapas, wonderful appetizers of a variety of Spanish dishes, at this favorite Chicago restaurant.

Cafe Brauer at the Lincoln Park Zoo

Recently restored to its original charm, this eatery overlooking a gentle lagoon is a good choice after a day at the zoo.

Johnny Rockets, 901 N. Rush

Enjoy a flash from the past with Cherry cokes, old-fashioned burgers and 1950s hits on the juke box.

La Locanda Tutto Bene, 334 W. Chicago

Enjoy a romantic evening in this quaint spot of only 16 tables. The house specialty is risotto, a Northern Italian rice dish. Outdoor facilities will be completed at the end of May.

Sweet Bean Cafe, 112 N. State

The central-Gold Coast location of this delightful cafe, serving gourmet coffees, specialty sandwiches and salads, makes it perfect to people watch.

Topo Gigio, 1437 N. Wells

The secluded brick courtyard, complete with umbrella-ed tables, only enhances the quaint charm of this authentic Italian eatery.

OUTDOOR CHICAGO

Contact our concierge at 312.787.7200, ext. 7161, for assistance in making outdoor plans and reservations while in Chicago.

Walking Tours

Tour the city's Loop or its neighborhoods by foot, bike or bus led by knowledgeable guides from the Chicago Architecture Foundation.

Boat Tours

See the city from a different perspective—the lake. Or for a romantic evening, take a dinner cruise.

Lincoln Park Zoo

Visit one of the nation's oldest and few remaining free zoos, just a quick hike from the hotel. Be sure to look up the new zoo babies.

Bicycle/Rollerblade rentals

Try your hand (or foot) at Rollerblades, the latest exercise rage in Chicago. Bicycles and rollerblades can be rented along the lake shore, near the Lincoln Park Zoo and Grant Park.

The Beaches

Join a game of volleyball at North Avenue Beach, just north of the hotel on the lake front—it's a Chicago tradition. Or simply take the opportunity to soak up some sun.

Star Gazing

Guests at the Omni Ambassador East have encountered an astonishing cast of celebrities, sports figures and authors in the hotel during the early months of 1991.

Among the recent guests are screen stars **Robert Conrad** and **Ann Jillian**, in town filming the made-for-television movie "Mario and The Mob." Actor **Mark Harmon** and Academy Award nominee **Marlee Matlin** stayed here while filming "Reasonable Doubts." And **Peter Coyote** and **Anthony LaPuglia** were guests while filming "Keeper of the City."

Actors **Bryan Brown** and **Brian Dennehey**, co-starring in "FX II," the sequel to "FX," hosted a press preview of the film at the hotel in the Gold Coast Room.

Other celebrity guests included Olympic skating medalists **Katarina Witt** and **Brian Boitano**; **Larry Manetti**; best known as Thomas Magnum's pal Rick on "Magnum, P.I.," and pop singer **Edie Brickell**.

British actor **Albert Finney**, **William "Captain Kirk" Shatner**, and former voice of the Chicago Cubs **Jack Brickhouse** all dined recently in the Pump Room.

The Omni Ambassador East's prestigious Authors' Suite has housed numerous prominent authors including **Hank Aaron**, *I Had A Hammer*; **Bill James**, *Baseball Book, 1991*; **Tommy John**, *T.J.: My 26 Years in Baseball*; **Bishop John Shelby Speng**, *Rescuing the Bible from Fundamentalists*; **A. Whitney Brown**, *The Big Picture*; **Mickey Mantle**, *My Favorite Summer 1956*; **Claire Sterling**, *Octopus*; **Gish Jen**, *Typical American*; **Matthew Fox**, *Creation Spirituality*, and **Marsha Sinetar**, *Developing a 21st Century Mind*.

John Hughes' most recent film "Only the Lonely," starring **Ally Sheedy**, **John Candy**, **Anthony Quinn** and **Maureen O'Hara**, is now showing in theaters across the country. When you see the movie, notice that portions of it were filmed in and around the Omni Ambassador East.

An excellent choice for trade show accommodations

Meeting planners know that spring is the season for trade shows and conventions in Chicago. The Omni Ambassador East's quiet Gold Coast location and reputation for excellent service make its accommodations uniquely suited for trade show attendees.

"The Omni Ambassador East is smaller than many Chicago hotels, so the atmosphere here is less likely to be a continuation of trade show chaos," says Sonja Feloutzis, who coordinates group reservations for trade show and convention attendees. "Guests return from a day at the show and find a peaceful and elegant setting."

The hotel's 52 suites also create ideal settings for small sales meetings and hospitality events. "Guests often entertain clients and vendors in conjunction with trade shows, and invariably they end up in our part of town. Some of the city's best restaurants and nightspots are located on the Gold Coast, so it makes sense to hold meetings and cocktail parties at the Omni Ambassador East, which is in the heart of the Gold Coast," says General Manager David Colella.

"We provide shuttle service to McCormick Place for most major shows as well as the airport," he adds. "Our goal is to make meeting and doing business in Chicago as easy and profitable as possible for our guests, and offer a little sanctuary at the end of the day."



OAE RESERVATIONS NUMBERS

ESP Reservations

312.787.3545

Conference and Group

Reservations

312.280.0067

Omni Profile:

Sweet southern hospitality at the Omni Royal Orleans

For business travelers as well as Mardi Gras revelers, the Omni Royal Orleans' old world charm and impeccable service combine to offer the most delightful accommodations in New Orleans.

With Bourbon Street just steps away and Royal Street's renowned antique shops at the doorstep, the Omni Royal Orleans, the Omni Ambassador East's sister property, is located in the heart of the French Quarter just three blocks from the city's Central Business District.

The Omni Royal Orleans' striking exterior captures the flavor of the original property, the St. Louis Hotel. It was carefully designed to blend both the Spanish and French influences of the French Quarter.

Destroyed by a hurricane in 1915, the hotel was rebuilt in 1960 to reflect the grandeur of its predecessor.

During its 31-year history, this 351-room hotel has been host to kings, heads of state and celebrities. Eight languages are spoken by the hotel's staff, assuring travelers from every corner of the globe a warm and friendly stay.

Guests at the Omni Royal Orleans can choose from a variety of entertainment, food and beverage outlets that reflect the true elegance and spirit of the community.

The award-winning Rib Room features an exquisite prime rib meal, a French

rotisserie and excellent seafood in an Old English setting.

La Riviera, a restaurant and bar on the hotel's rooftop garden, is located next to the hotel's pool and overlooks the French Quarter.

The Touche Bar, a sidewalk cafe, offers light food and beverages to local patrons as well as hotel guests.

And the elegant, drawing room-like Esplanade Lounge, serving up gourmet coffees and French pastries, is perfect for afternoon tea or early evening cocktails.

For reservations or additional information, please call 1.800.THE OMNI.



OMNI AMBASSADOR EAST

1301 North State Parkway
Chicago, Illinois 60610