

*A Historical Handbook
for the Employees of*

**MANY GLACIER
HOTEL**

*by the
Glacier Park Foundation*

May 2017

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Dear Many Glacier Hotel employees,

Welcome to one of the most historic hotels in the entire National Park system! This summer will add another chapter to an extraordinary tradition. We hope the material here will help you orient visitors to the hotel, and will enhance your own experience in working here.

The Glacier Park Foundation, which created this handbook for you, is a citizens' group primarily made up of former Glacier lodge employees. We have about 700 members, from all the lodges and from all eras. (Our oldest member, John Turner, drove a red bus in 1936, and helped fight the great forest fire of that year at Many Glacier!)

We seek to promote the public interest in Glacier, with an emphasis on historic preservation. We work cooperatively with Xanterra, Glacier Park, Inc., and the National Park Service. All of our directors and officers serve on a volunteer basis.

We publish a membership journal called *The Inside Trail*, which features articles on public affairs, Park history, and stories of Glacier. Past issues are posted on our web site, www.glacierparkfoundation.org. We invite you to join us through the web site. (We offer a complimentary annual membership to current Glacier employees.)

We look back with great pleasure on our summers in Glacier and cherish the lifelong friendships we made there. We wish you a delightful summer!

Sincerely yours,

The Directors of the Glacier Park Foundation

A BRIEF HISTORY OF MANY GLACIER HOTEL

A beautiful, remote area of the northern Rocky Mountains in Montana was declared a National Park in 1910. Very instrumental in the success of this endeavor was Minnesotan Louis Warren Hill, son of the famous "Empire Builder" James J. Hill, of the Great Northern Railway. Louis was created president of the Great Northern in 1907 and made chairman of the board by 1912.

Louis W. Hill was enchanted by the stunning scenery of Glacier National Park, but he also saw the monetary advantages of this amazing, recently hatched North American recreational area. The Great Northern lines ran along the southern border of this vast wilderness. Hill determined to build tourist accommodations in and near the park, to fulfill what he hoped would be travelers' demands (especially those arriving by train). The Great Northern Board of Directors warned him that this would be a money losing venture as the season would be too short and the weather unpredictable. But L.W. Hill called the shots and he proceeded anyway (much to subsequent generations' delight).

Thus, in 1912 and 1913, the Great Northern financed the erection of a magnificent "entrance" accommodation on the east side of the new national playground, named Glacier Park Hotel (now Glacier Park Lodge). The Great Northern also built nine chalet groups (at Belton, Two Medicine, Cut Bank, St. Mary, Sun Point, Gunsight Lake, Sperry, Granite Park and Many Glacier).

One of Hill's favorite spots in this glorious, mountainous acreage was on the shores of Lake McDermott (now Swiftcurrent Lake), deep in the heart of the park, hidden away on the Continental Divide. In this richly blessed geographical region, construction on another gigantic inn, Many Glacier Hotel, was begun. The year was 1914.

Already existing on the site were the charming, rustic chalets (mostly built on the side of Mt. Altyn) and a teepee camp. The chalets were a part of a system whereby intrepid tourists could ride from chalet group to chalet group throughout this stunning mountain paradise in a day's time and see the park from a saddle.

Hill hired Edwin G. Evensta of Minneapolis to be the contractor. He was the builder of the new Glacier Park Hotel. Excavation began on the designated lodge site in early September, 1914, after the tree stumps had been dynamited out. The inn, which was designed to follow the outline of the shore of the lake, was built with lumber harvested from the trees from the area. Before the hotel construction really got under way, however, work commenced on the help's dormitory and the bridge that spanned Swiftcurrent Falls. By September 11, rough floors for the dorm had already been laid, and the plumbing and the electrical work was started.

Lumber crews arrived even before Evensta and his men, to begin cutting the trees that would be turned into the building materials for the new edifice. The logs were floated on Lakes Josephine and McDermott. The sawmill had to be laboriously freighted into the valley and skidded across Lake McDermott while it was frozen over. Stones used in the construction were all quarried

from the site. Creosote was utilized to coat the finished building and slate shingles were laid upon the roof.

Constructing this enormous undertaking in such a remote place was laden with difficulties, especially since so much of it was done in a Montana winter. But Louis Hill was a determined and wealthy man and he was very interested in every detail of Many Glacier Hotel. With the mighty efforts of E.G. Evensta and his team, and Hill's financial resources, the hotel (still not quite finished) opened on July 4, 1915. The Annex wing opened two years later.

The efforts of the Great Northern were a success with the traveling public and the fabulous Glacier Park was a big draw. Even so, it was hard to turn a profit, and during the Depression years of the 1930's, the railway company found that the wonderful buildings that it was so proud of were a terrific financial drain. The Great Northern tried all sorts of methods to rid itself of its charming but unprofitable holdings, but it could not find a buyer. In 1936, Many Glacier was almost wiped out by a raging forest fire, but was saved dramatically by the employees. When informed that the hotel had been spared a terrible fate, the Great Northern executives back in St. Paul asked, "Why?"

The hotels closed during the war years of 1943-45. Operations kept chugging along until the 1950's when the Great Northern decided to get the hotels in shape, so that another attempt at finding a buyer could ensue. Private baths were placed in just about every guest room, the plumbing and electrical systems were brought up to code, kitchens were modernized, and interiors were rearranged. The Knutson Hotel Company managed the inns during the late 50's. In December of 1960, Don Hummel of Arizona bought the properties and named the company "Glacier Park, Inc."

Mr. Hummel operated the hotels until 1981, when Greyhound Food Management Corporation acquired the company. Later Viad Corporation acquired the property and the concession rights. In 2013, the National Park Service granted Xanterra concession rights to manage Many Glacier and other lodges inside the park.

Many Glacier was renovated extensively from 2001 to 2017, at a cost of some \$42 million. These renovations included a dramatic straightening of the Hotel's main wing, which was sagging dangerously toward the lake. It also served to correct the problems that vicious winters had inflicted on the building, such as the terrible beating that the balconies had received. They also served to replicate much of the original décor.

Recently the dining room has been returned to its former glory, dispensing with an unattractive false ceiling and wagon wheel light fixtures. The ceiling now is soaring (as it originally was) and the room has taken on the grandeur and dignity that it was meant to have. Most recently, the Circular Staircase, which had been removed in 1957, was restored to the lobby.

ART AND ARCHITECTURE

Louis Warren Hill's vision for the appearance of the new lodge was inspired by Swiss design and several edifices that existed at the time, including Old Faithful Inn (Yellowstone National Park), the Forestry Building in Portland, Oregon, and the Paradise Valley Inn in Mt. Rainier National Park in Washington State. Hill used an architect already employed by the Great Northern, Thomas McMahon. For a contractor, he utilized the skills of the aforementioned Edwin G. Evensta, who not only constructed Many Glacier Hotel but also Glacier Park Hotel (located in the eastern gateway of the newly minted vacationland) and many other projects for the Great Northern Railway.

Many Glacier was designed to look like a series of chalets when viewed from a distance. Several of the roofs of the different sections had what was called a clipped gable end, popular at the time. The lobby of the new hotel was about half the size of the lobby at the entrance hotel, Glacier Park Hotel. The huge Douglas fir log pillars in the lobby were brought by train from the northwest coast of the United States, because there were no trees large enough locally. The Many Glacier pillars were without bark, unlike the ones at the entrance hotel, and it is surmised that the bark was stripped off as the giant logs were dragged from Browning to the Swiftcurrent Valley site. The supports were topped by rough Doric capitals and climbed from the lower level floor all the way up to the ceiling and the fourth floor.

The lobby also sported a spiral staircase that descended from the lobby to the floor below. It featured a double helix design. A stone mound in center of the spiral was decorated with plants and colored lights, and was surrounded with a water receptacle that held live fish. The staircase was demolished in 1957 to make way for an expanded lobby gift shop and because it allowed too much noise to travel up to the main floor. The staircase was restored in 2017.

Several fireplaces graced the building, in the lobby, the dining room, some guest rooms, the present Interlachen Lounge, and the present St. Moritz Room. All were constructed with native stone. A huge metal hood hung over a lobby fireplace. That fireplace was more or less level with the lobby floor, towards the east side of the room. The hood rested on four stone pillars. Since this setting was freestanding, it allowed guests to sit around it just like an outdoor campfire!

Most of the wainscoting in the hotel interior was of the board and batten style, with sackett board on top, which reminded Mr. Hill of Swiss design. The guest room doors in the main part of the building sported an X pattern on the top and bottom. The huge picture windows on the lake side of the building afforded wonderful views of the grand scenery in front of the hotel. A large wraparound porch allowed more sedentary visitors to enjoy the magnificent view across Swiftcurrent Lake. Brown was the color chosen for the hotel's siding, and the windows were framed by a decorative jigsaw-cut Swiss-like pattern painted yellow. The balustrades on the balconies were also jigsaw-cut and featured a cloverleaf pattern.

The hotel was located along the curving shore of Swiftcurrent Lake to take advantage of the glorious views, but also far away from any actual mountain, so there would be no danger of an avalanche. As it was (and is), the building was buried in snow every winter and took a severe beating. Especially vulnerable were the balconies which had to be constantly reinforced. There were more rooms at Many Glacier than at the entrance hotel, and the building, when the Annex was attached in 1917, was one quarter of a mile long. An indoor pool was added, as was a laundry. The swimming area was eventually removed, as the lake water kept seeping into it and made it unsanitary. Also, the sides were wooden and this material started to rot eventually.

Lumber used to build the hotel was cut on site by a crew who arrived in the early spring of 1914 and began harvesting timber from the area. It was then sawn by a mill brought in for the job and run through a dry kiln and planed by the workers. The dining room was and is enormous, complete with a soaring ceiling with the original metal support system on display. This room also featured a wooden pergola over the lakeside eating area. Japanese lanterns and upside down umbrellas hung over the diners from the pergola beams as they enjoyed their meals. The ceiling in the lobby is graced with a skylight, amid the sturdy round log beams, that sheds lovely illumination onto the activities below.

In spite of the overriding Swiss motif, the décor on the opening day was eclectic and semi-Victorian in feeling. Hanging down from the lobby ceiling (and from metal arms attached to the pillars) were Japanese lanterns. A Japanese umbrella was stuck into a short, upright log. (This Oriental theme was used to advertise the Great Northern's eastern shipping lines.) Bison skulls (some authentic and some made of Plaster of Paris) were attached to log pillars, and bearskin rugs were thrown over the railings that surrounded the walkways on the second and third floors.

Blackfoot Indian pictographs depicting war exploits painted on canvas hung on the walls, especially in the dining room. Stuffed animal heads stared down at the guests. There were totem poles, Old West décor, and paintings mostly depicting mountain landscapes. The wooden lobby floor was painted orange (the Great Northern's favored color) interrupted by throw rugs, and there were chairs of different origins scattered about.

Tall bamboo poles were attached to the log columns in the lower level room (then called "the Bamboo Room," now the St. Moritz) and sweeping arches of bamboo poles graced the ceiling. These decorating ideas went through many changes as the years went by. The 1950's saw an elimination of all the clutter. A much diminished, minimal look, complete with up-to-date furniture, was the order of the day.

When first built, Many Glacier sported many modern conveniences, such as steam heat and hot and cold running water. It cost about \$400,000 when all was said and done. This remote hotel was extremely difficult to construct under very trying circumstances. In 1987, Many Glacier Hotel was named a National Historic Landmark. That it was built at all is a miracle, one that we who love it should not take for granted.

Art

Louis Hill had a formidable flair for advertising when it came to Glacier National Park and his hotels therein. Being an artist in his own right and a great appreciator of the creative spark, Hill quickly discerned the power of art to publicize his interests in this new and grand American vacationland.

Many artists benefitted from Hill's outlook. Starting around 1910, the Great Northern enticed people with a flair to visit the park and record their impressions. The Railway Company would then purchase some of the pieces produced and use them to promote its "See America First" campaign to lure tourists to Glacier.

Some artists, like German-born Winold Reiss, worked mainly on the Blackfeet Reservation that shared a border with the park. He did 181 portraits of these native people, mostly in pastels. Many of these works were reproduced by the Great Northern on their famous calendars, postcards, menus, playing cards and so on. Reiss prints were framed and hung on the walls in the guest rooms at Many Glacier for years and years. As mentioned before, Blackfeet canvas pictographs decorated the hotel's interior and were there for quite a long time through the hotel's history.

Many other artists were hired by the Company, including Joseph Scheuerle, Elsa Jemne, Maynard Dixon, Julius Seyler and Leonard Lopp. The most prolific producer of landscapes rendered in oil during those early times was John Fery. He really was the "official painter" of Glacier Park.

Born in Austria, Fery migrated to the United States in 1891. In 1910, he started working for the Great Northern. This impressionist spent 8 years laboring for the company, 1911 through 1915 and 1925 through 1929. His output was prodigious. By February of 1913, he had 267 paintings of Glacier Park scenery under his belt. He was paid, on average, \$31.70 per unit. (His pieces now go for many thousands when they can be located.) Even this astonishing work ethic was too slow for the demanding Louis Hill, so by September of 1913, Fery somehow brought the number up to 347 landscapes!

Fery's art pieces were distributed all over the United States to promote Glacier Park and the Great Northern. They were especially displayed in train depots, Great Northern ticket offices, and agricultural fairs, but many also were hung in the Glacier Park hotels. Fery's canvases were featured at Many Glacier. Two special ones that are still at the location are entitled "Ptarmigan Lake" and "Lake St. Mary".

Also prominently featured today, in the Many Glacier dining room above the wainscoting on the mountain side, is a long unframed panel by an unknown artist depicting a scene in front of Many Glacier featuring people and their automobiles. This canvas features some geographical errors, leading one to believe it was painted from photographs. Still the work has been enjoyed by guests and employees as food was served and eaten.

Two other paintings that have hung on the walls at Many Glacier through the decades were by Charles De Feo. These oil pieces depict sportsmen at their outdoor activities. One is named "Campers" and the other is called "Fishermen".

There were also framed photographs on the walls at Many Glacier depicting scenery or flora. More recently, historical photos have been on display down the long hallway from the lobby to the dining room.

Originally, there were more paintings at Many Glacier, but the renovations of the 1950's included moving some pieces from the lobby and dining room to the lower level in the St. Moritz and the Lucerne Room and then relocating them altogether, often to East Glacier. It must be remembered that most of these paintings have to tough it out during those long, cold winters in these hotels. The Blackfeet pictographs that graced the walls of the dining room are now owned by the Burlington Northern Santa Fe Railroad (successor of Great Northern) in Ft. Worth, Texas.

In 1961, right after Don Hummel bought the hotels, paintings were moved around again without accurate records of where they went. The survivors at Many Glacier today are doubly precious and efforts have been made to stabilize them.

PERSONALITIES

Ray Kinley

Generations of employees learned about the history of Many Glacier Hotel from the great storyteller Ray Kinley. Ray worked at Many for fifty summers (1922 to 1977, with a couple of short breaks) as night clerk, as assistant manager, and finally as gardener and dormitory supervisor.

Ray had only one hand, having lost his left forearm in a railway accident. Nothing daunted, he did hard labor in the gardens and as a famous fishing guide. It was amazing to watch him in his eighties, deftly maneuvering a rowboat with alternate strokes of his one hand.

Ray had a fantastic collection of hats, most of which had been left behind by guests at the hotel across the decades. He had felt hats and straw hats, golf caps and baseball caps, stocking caps and tam-o-shanters, and mongrel hats of no definable kind. He changed them incessantly, all day long.

The hats were only a fraction of Ray's amazing hoard of castoff gear. He had dozens of fishing poles, flashlights, alarm clocks, jackets, ponchos, and all sorts of other clothing and equipment tucked away in cubbyholes all around the hotel compound. During the flood of 1975, he brought out batches of raincoats to outfit the bedraggled employees who were sandbagging the hotel.

Ray was a legendary practical joker. He created dummies resembling drunken cowboys and put them into the beds of elderly employees. He sometimes made telephone calls impersonating company officials. Once, when two employees left a chess game unattended, he rearranged the pieces so that neither of them could move

Ray had distinctive patterns of speech, including the trademark phrases "don't you see" and "don't you know," down-home Indiana expressions, and an insistence on calling the

distinguished manager Ian Tippet “Mr. Tibbets.” A Ray Kinley story typically ended with a crescendo, of this sort: “And when the waiters all were eating extry desserts behind the piano, in comes the piano tuner, and somebody else was with him – and it was TIBBETS, don’t you know!!”

A. J. Binder

A. J. Binder was the hotel’s first long-term manager, in the 1910s and the 1920s. He was a formidable disciplinarian. He interviewed prospective employees annually, and reportedly would hire a few “bad apples” in order to fire them as an example to the rest. The employees were wary of his vigilance. They used to haul a hand-cranked gramophone a mile to Lake Josephine to play music out of his earshot.

John D. Rockefeller visited Many during Binder’s era. The millionaire’s party occupied most of the rooms on the Long Hall, on first floor. The bathrooms in those days were baths “en suite” shared by two guest rooms (a poor design which led to guests absent-mindedly locking out their neighbors). Rockefeller was annoyed at this, and asked that his party’s rate should be reduced by a dollar a room.

As Ray Kinley said, “nobody looked big to Binder.” The manager politely but firmly refused to reduce the petroleum titan’s bill. Rockefeller, however, went over Binder’s head to the Great Northern Railway’s executives. They directed Binder to placate the powerful guest and reduce the bill.

Bertha Hosford

Bertha Hosford was the nurse at the hotel for many years before World War Two. She was a wise old woman who had worked for decades at Chicago Children’s Hospital. She was a motherly figure to most employees, but she a terror to malingerers. An employee who partied late and then claimed to be ill would be visited by Bertha and a couple of husky assistants. The huskies would hold the malingerer down, and Bertha would feed him a strong dose of cod-liver oil.

Bertha was robust and adventurous. Though elderly, she undertook impressive backcountry treks. We have a record of her riding horseback from Many Glacier to Lake McDonald. On another occasion, she and a hiking party attempted to cross the mountain shoulder from Cracker Lake to Many, were cliffed out, and had to bushwhack home in the middle of the night.

In 1936, when the Heavens Peak Fire nearly burned the hotel, Bertha refused to be evacuated. As the employees fought the fire, she patrolled the hallways, passing out salt tablets, water, and medicinal liquor.

Omar the Terrible

Omar Ellis was the hotel’s legendary manager for years before World War Two and afterward until 1948. Dick Schwab, an employee in Omar’s final years, recalls: “In 1947, I went over to St. Paul where the Great Northern Railway had its main offices. In a room set aside there for interviewing prospective summer employees I saw a small, somewhat rotund man with a pink

face, round glasses, and pure white hair. When he stood up his head and shoulders just showed above the counter.

“When I asked about a job as a busboy, he replied, ‘Young man, you are too late. There are no jobs left, except for a potwasher job, and I give that only to vagrants.’ I replied that I would not mind being a potwasher and even had had some experience at it at home and in the Navy. ‘No,’ he said, ‘I wouldn’t make you a potwasher; but I like your attitude. Come back on Wednesday and we’ll see whether anything opens up.’

“Subsequently I heard numerous stories about his bombastic manner toward employees and guests alike, winning him the title of ‘Omar the Terrible,’ and I was to see him in action during the following two summers. Everybody who went to Many knew from the moment they stepped into the hotel that Omar, and no one else, was the boss. His voice frequently boomed and resounded through the lobby and elsewhere when he occasionally made an inspection tour. Partly because he was so outrageous we all had a certain fondness for him.

“Omar’s style when he was in command at the hotel was to keep a threatening and Olympian distance from all the employees and even the guests. Making jests, socializing, or charming the guests were completely foreign to him when he was at the helm, and the only words most of us heard him utter were occasional barked orders or criticisms. Anecdotes about his volcanic outbursts abounded, and they caused us great amusement. For example, he always thunderously abominated those omnipresent rolls of fluffy dust under beds and in corners. He called them ‘fuzzy-wuzzies.’ ”

Sid Couch

Sid Couch was the transport agent at Many Glacier for decades, from the 1920s through the 1950s. He was legally blind, but notoriously drove in the fearsome traffic in Los Angeles, where he lived in the off-season. Sid would have a confederate go with him to the Department of Motor Vehicles and tell him the letters on the eye chart, which he would memorize and “read” for the examiner. Blind or not, he famously noticed all that he was not supposed to see among the gearjammers whom he supervised.

Dick Schwab has this to say about Sid: “The most unique sound to be heard regularly in the lobby was the loud and high-pitched voice of Sid Couch announcing the departure of the red tour buses of the Glacier Transport Company. There is no way of characterizing in prose the peculiar timbre of Sid’s voice. It was more than simply high-pitched; it had a sharp, almost tinny overtone which I never have heard from anyone else.

“He was a small, round-faced man, with glasses so thick they made his eyes look huge and frog-like. It was rumored that they were ruined when he was fighting in the smoke to save the hotel during the 1936 forest fire. He always wore a suit and the kind of brimmed fedora hat common in the thirties. Sometimes now when I am in the lobby it occurs to me that I would like to hear that curious piping voice ring out again.”

Lloyd and Gjerta Seilset

Lloyd Seilset managed Many Glacier from 1952 to 1957. He and his wife Gjertrude (“Gjerta”) had a parental manner which changed the hotel’s atmosphere dramatically. Jackie Biebighauser Bakke recalls: “The Seilsets had no biological children, so each summer they adopted a couple hundred college kids at Many Glacier Hotel, parenting them well with nurturing love, discipline, humor and lots of activities.” It was an era of high spirits and good feeling.

Alumni express profound admiration for Lloyd Seilset. Dick Schwab states that he was “a mature, soft-spoken, thoughtful, and humane man who knew how to get things done through common-sense politeness, and firmness when it was necessary.” Lloyd composed long poems about Many Glacier at Christmas, praising the virtues of his employees, and mailed them out to all the staff.

Gjerta (who essentially was Lloyd’s co-manager) is described by Bakke as “short, energetic, immaculately groomed and strikingly attractive with long dark thickly braided hair wound around her head.” She was a talented entertainer, who played the ukulele and led large groups of employees in a nightly Lobby Sing. Gjerta also gathered the bellmen to serenade departing bus tours in the morning. She played a key role in developing the musical tradition at Many Glacier.

Blackie Dillon

Prior to World War Two, tourists saw Glacier Park primarily on horseback. The Park Saddle Horse Company kept a thousand horses in Glacier and guided hundreds of tourists on daily rides among the lodges and tent camps. Dozens of wranglers who were genuine old-time cowboys guided those trips.

Blackie Dillon, one of the old-time wranglers, returned to the Park and was stationed at Many Glacier for many years after World War Two. By then, auto travel was predominant, and the wranglers mostly led shorter trail rides around the valley. Dick Schwab recalls that Blackie “served pretty much as the last active reminder of the old breed of Glacier wranglers. He was still quite fine looking, with his dark hair, handsome features, and impressive carriage. When he stepped into the lobby everyone looked in his direction. Of all the cowboys he dressed in the most elegant way, usually wearing a fancy black outfit that was quite striking, but not garish.”

In his later days, in the 1960s, Blackie drove a four-horse “tally-ho” between Many Glacier and Swiftcurrent Motor Inn. One fateful day, he took this drive while in a state of intoxication. He whipped up the horses, which ran wild and terrified the elderly passengers. Moreover, the runaway tally-ho struck and damaged the wrangler boss’s new car. Poor Blackie was fired for this episode, and lived out his years as a stagecoach robber at Knott’s Berry Farm, in California.

Ian Tippet

Many Glacier’s longest-serving and most illustrious manager was Ian Tippet of Devonshire, England. He ran the hotel from 1961 to 1983, and brought its music program to renown. He was a consummate professional, instilling high standards in his staffs.

Mr. Tippet came to the United States in the early 1950s, after attending London University’s hotel school. He had won a contest that enabled him to intern in American hotels. His final

experience before returning to England was to be a summer at Glacier Park Lodge. The experience changed the course of his life, leading him to a career of 58 years working in the lodges of Glacier Park.

Mr. Tippet spent several summers managing Swiftcurrent, Rising Sun, and Lake McDonald Lodge. In 1961, the new concessioner Glacier Park, Inc., hired him as personnel director and as Many Glacier's manager. He flung himself into those tasks with great energy, corresponding with thousands of applicants and Glacier Park employees. He wrote countless letters on a quirky typewriter that punched a little hole in the paper whenever he struck the period key. He had unique, bold handwriting and a propensity to EMPHASIZE words and phrases by employing all-capital letters.

This emphatic style was characteristic of his speech as well. Mr. Tippet retained his British accent, and had Dickensian powers of diction. Work was to be done "aggressively," rooms were to be "immaculate," slackers were at risk of going "down the road!" The whole staff quickly learned to imitate his accent and his distinctive patterns of speech.

Mr. Tippet inspired enormous loyalty among his employees through hard work and devotion to the community. That community spirit especially was embodied in the legendary Many Glacier music program. Mr. Tippet took the groundwork which had been laid by the Seilsets and developed it to extraordinary levels of excellence. He recruited many music and drama majors as employees.

Every year in the Tippet era, a ten-foot calendar of poster board hung in the Long Hall, detailing the summer's entertainment. Monday evenings were reserved for the Hootenanny program of folk music (ending with the Kingston Trio's "Going Home"). Wednesday was the Community Sing (much like Gjerta Seilset's lobby sings, culminating in "Hail to Thee, O Many Glacier"). Thursday was the Serenade – a formal program of classical music, show tunes and dramatic cuttings, with Mr. Tippet as the host. Friday was Departmental Skit Night, and Saturday was Big Dance Night. Sunday was Concert Night, with solo performances by classical musicians.

Along with this round of lobby programs, the dining room staff performed a nightly floor show. This was a ten-minute interlude of dancing and singing show tunes – "Consider Yourself," from *Oliver*, "You're a Good Man, Charlie Brown," and many others.

Every summer culminated with a Broadway musical in the St. Moritz Room. These were ambitious performances, involving scores of employees and many weeks of rehearsals and labor – all in off-hours, on a volunteer basis. The show would run for about two weeks. Some 25 musicals were produced by Mr. Tippet, including huge productions like *Fiddler on the Roof* (1973) and *Kiss Me, Kate* (1983).

The Tippet Era saw many other community events – Christmas in July, the Bellmen's Ball, Oktoberfests, and Employee Olympics. The hotel was operated with skill and esprit de corps. All this energy and excellence emanated from Mr. Tippet's hard work and his force of personality.

STORIES

Mather Blows Up the Sawmill

Most of the lumber used to construct Many Glacier was cut in the Swiftcurrent Valley. A sawmill was built a few hundred yards from the hotel, not far from the present boat crew's cabin. After the hotel was built, it stood idle.

Stephen Mather, the Director of the National Park Service, considered the mill was an eyesore. He asked that it be removed, but the Railway procrastinated. In August 1925, Mather visited Many Glacier. Without warning or diplomacy, he and his rangers laid dynamite charges at the sawmill.

Someone warned Binder, the manager, of Mather's preparations, and they had a contentious parley. Binder told Mather that the ranger station across the lake was considerably uglier than the sawmill. He asked for more time to remove it in an orderly way, but Mather was inflexible.

Mather detonated the charges. Ray Kinley, fishing on the lake, heard a thunderous blast, and saw machinery fly into the air. Crowds of hotel guests witnessed the spectacle. Mather (a mercurial personality) told the onlookers that the explosion was a "birthday surprise" for his daughter. Great Northern's management was furious, convinced that Mather had lost his mind.

The Great Fire of 1936

In August of 1936, a forest fire ignited near Heaven's Peak. It smoldered there for many days. Then high winds came from the west and blew the fire across the McDonald Valley and past Granite Park Chalet.

As darkness fell on August 31, Ray Kinley came on duty as night clerk. He saw two orange spots, "like dragon eyes," glowing high on Swiftcurrent Pass. Then the fire raced down the Swiftcurrent Valley. About 10 PM, the fire siren sounded. Guests were hustled aboard red buses and evacuated to East Glacier. As the buses departed, fire was burning on both sides of the road. The chalets on Mt. Altyn were ablaze.

Employees were sent to their fire stations. Fire hoses were coupled to hydrants outside the hotel, and standpipe hoses from the corridors were brought onto the balconies. The hoses were used to douse the flying embers which pelted the hotel, projected by a furious wind. Waterspouts appeared on the lake, and employees holding the bucking hoses were tossed against the walls of the hotel.

The situation was very dangerous, but the employees were undaunted. Ray recalled that "when the boys weren't putting water on the fire, they were putting it on each other." When the blaze subsided, they went to the lobby to rest and shed wet clothing. They wrapped themselves in hotel blankets and sat in a circle around the fire. Ray likened to scene to an Indian council. The Assistant Housekeeper, "Ducky Wucky," set up pots of coffee on ironing boards around the lobby.

Next morning, the whole valley was charred. Ray said that the scene was “like being in Dante-land – the Inferno, don’t you know.” Mr. Ellis, the manager, famously telegraphed his superiors at the Great Northern Railway, “WE HAVE SAVED THE HOTEL.” He famously received the answer “WHY?”

Reconstruction

The Great Northern constantly lost money on the Glacier Park hotels. In the early decades, it was content to do so, because most travelers purchased railway tickets to visit the Park. In the postwar era, traffic patterns shifted, and most travelers arrived by automobile. The Railway decided to sell its concession rights and its interest in the hotels.

In order to make the lodges more salable, the Great Northern hired the Knutson Hotel Company in 1957. Don Knutson was made general manager of the Glacier Park hotels, with broad authority to renovate and change them. At Many Glacier, Knutson removed the iconic Circular Staircase in order to expand the lobby gift shop. He also added the steepled portico to the hotel front, removed several guest rooms to create the Swiss Lounge, and put tile over the wooden floors.

The Seilsets vigorously opposed the removal of the Circular Staircase, and they were not hired back. Their loyal subordinates referred to this era as “the Reign of Terror.” The tiling of the floors was done with tar, which seeped up through the cracks between the linoleum tiles for several years. Squads of summer employees used to crawl through the lobby, fifteen abreast, with gas-soaked rags, in order to clean up the tar.

Straightening Stagger Alley

One of Many Glacier’s most storied locations is “Stagger Alley,” the Main wing’s lake-level hallway. The name was bestowed in the 1930s, after the end of Prohibition. A downstairs bar was installed in the Grill (now the St. Moritz Room). Intoxicated wranglers would tramp down the hall toward their bunkhouse, disturbing sleeping guests.

The “Stagger Alley” name took on a new meaning with passing decades. Groundwater dissolved the mortar in the hotel’s foundations and destabilized the building. The Main wing began to lean toward the lake. The leaning was most dramatic in Stagger Alley, in which the walls became about 5 inches out of plumb. Room doors were shaved to allow them to close, and the hallway looked like a funhouse corridor.

The National Park Service devised an ingenious plan to straighten the building. In late 2001, a new foundation wall was built beside the crumbling foundation. The Main wing was raised on hydraulic jacks. Metal cables were looped around the building. Then, amid great suspense, the cables were winched and the building was straightened and moved to the new foundation.

The result was remarkably good. Many Glacier’s wooden frame was flexible enough to absorb the shift. The complex network of plumbing and sprinkler pipes and electrical conduit moved with virtually no damage at all. Stagger Alley was strengthened to within two inches of plumb. The entire Main wing now is structurally stable.

Much other renovation work was done at that time and in subsequent summers. The old hotel's siding, its exterior balconies, and its roof were replaced. When the siding was taken off, the workers discovered enormous numbers of bats (no surprise to the generations of Many Glacier bellmen who had been summoned to remove bats from rooms). Park Service regulations required the local rangers to identify "alternative habitat" for the bats!

A TIMELINE OF MANY GLACIER HISTORY

(Some episodes mentioned are described in the books *Glacier From The Inside Out* ("GFTIO"), *View With A Room* ("VWAR"), and *Waterton & Glacier In A Snap* ("WGIAS"). Others are described in back issues of *The Inside Trail* ("IT"), many of which are posted on the Glacier Park Foundation's web site.)

1915. The Great Northern Railway opens Many Glacier to the public on July 4, 1915. A couple dressed in Japanese outfits serves refreshments in the lobby. Japanese lanterns hang overhead (the railway owned a Pacific shipping line), and Blackfoot Indian pictographs, buffalo skulls and grizzly bear hides adorn the lobby. (WGIAS, p. 146) Author Mary Roberts Rinehart visits, travelling with one of Howard Eaton's great horseback parties. (GFTIO, p.160) Regular bus service begins. (VWAR, p. 62)

1916. The road from Babb to Many Glacier is widened and graveled. (VWAR, p. 90) Construction begins on the Annex wing of the hotel.

1917. The Annex opens. The staff cafeteria, a laundry and a swimming pool ("the Plunge") are added to the hotel. (VWAR, p. 83) The laundry processed Many Glacier's linen and employee uniforms until the 1950s. The Plunge eventually developed algae, became murky and forbidding, and was filled in to create the Receiving Room.

1918. Treasury Secretary William McAdoo visits Many Glacier. (GFTIO, p.159) McAdoo and Great Northern Railway chairman Louis Hill watch Howard Eaton's wranglers ride bucking horses at the hotel's corral. Author Warren Hanna passes a "four-quart hat" for the riders' benefit, and is amused that "neither the railway king nor the Treasury Secretary were able to produce any ready cash." Both men fished unsuccessfully in their pockets and had to turn for money to spouses or friends. (IT, Spring 1987; WGIAS, p. 102)

1919. Ray Kinley comes to the Swiftcurrent Valley. He establishes a fishing camp across the lake from the hotel, and begins to guide hotel guests on fishing trips.

1921. The Lake Sherburne Dam is completed, filling the lower Swiftcurrent Valley, which had contained two smaller lakes. The new lake submerges the ghost town of Altyn, which had flourished briefly during the speculative mining expeditions of the mid-1890s. (VWAR, p. 90) Scenes from the silent movie *Free Air*, starring Tom Douglas and Marjorie Seaman, are filmed near Many Glacier Hotel. The movie, based on a Sinclair Lewis novel, is released the following spring.

1922. Ray Kinley is hired as night clerk and fishing guide at Many, where he works for 50 summers. Howard Eaton makes his last trip to the hotel. (GFTIO, p. 160) The Park Service authorizes University of Montana professor Morton Elrod to provide free naturalist services in the valley, including lectures and guided hikes. (VWAR, p. 93) “Elrod’s Rock,” a huge boulder to which he led his hikers, once stood beside Grinnell Glacier, but now is several hundred yards away from the retreating sheet of ice.

A grizzly bear burglar breaks into the hotel after its closing in the fall and wreaks havoc in the pantry and kitchen. It pillages stored food and breaks countless dishes. Forgetting how it got in through the front door, the bear smashes windows getting out. It leaves a trail of some \$3,000 in damage (a very large sum in those days). On a return trip, the bear is confronted and shot by watchman Cyrill McGillis.

1925. Stephen Mather, director of the National Park Service, personally blows up the Many Glacier sawmill with dynamite. This infuriates Great Northern chairman Louis Hill. (VWAR, p. 93) The sawmill had stood idle for eight years after the completion of the hotel. Mather thought it an eyesore, had called for its removal, and (wrongly) believed that he was being ignored.

Hans Reiss is hired by the saddle horse company as a mountain climbing guide based at Many Glacier. Hans used to climb the exterior of the chimney by the front doors to entertain guests. (In those days, the portico had not yet been installed, so he could climb straight from the ground to the chimney top.) Hotel management made him stop when unskilled gearjammers started to copy him and risk their necks climbing up the four-story chimney. Hans was responsible for the Great Northern sponsoring his brother, the renowned artist Winold Reiss, to paint portraits of Blackfoot natives. The portraits were used extensively in railway advertising.

1926. Noted English mountaineer Dorothy Pilley ensconces herself at Many, climbing numerous peaks in the Swiftcurrent Valley.

1934. Franklin Delano Roosevelt visits Many Glacier for lunch with an entourage of 88 people travelling in fourteen Glacier Park Transport Company vehicles. (WGAS, pp. 99-100) After lunch, the presidential party drives to Two Medicine Lake, where FDR delivers a radio address from a chalet and Eleanor is pushed into the lake by her sons.

When the luggage of Dr. F. H. Lumley, 27, of Columbus, Ohio, turns up at Many, but he doesn’t, a search is launched. He was on a trek from Goat Haunt to the hotel via Crossley Lake camp. He registered at the camp but then disappeared. He was never found.

1935. Dr. Frank Oastler (a perennial guest for whom the boat shelter on Lake Josephine is named) spends his last full summer as a visitor at Many. (GFTIO, p. 177) His widow, Maude Oastler, continues to visit for many summers after Dr. Oastler’s death, presiding in the lobby as a sort of dowager empress.

1936. The Heavens Peak Forest Fire blows eastward over Swiftcurrent Pass, burns most of the Swiftcurrent Valley, and nearly burns the hotel. Employees successfully protect Many Glacier with fire hoses. Manager Omar Ellis telegraphs the Great Northern Railway, “WE HAVE

SAVED THE HOTEL!” and famously receives the answer “WHY?” (GFTIO, p. 129, VWAR, p. 96)

A fleet of new White Motor Company buses is introduced to serve guests at Many Glacier, and the other Glacier hotels. The buses are used to evacuate guests on the night of the fire. Those same buses, known as Reds for their bright paint scheme, continue to operate in the park.

1937. William (“Captain Billy”) Swanson spends his final summer operating the boat launch at Many Glacier and other locations in the Park. Swanson sells the boat concession to Art Burch, Sr., whose family continues to operate the *Chief Two Guns* from the lodge’s boat dock today. (GFTIO, p. 162)

A false ceiling is installed in the dining room at Many, hiding the architectural elements of the original ceiling. A false ceiling would remain in place for eight decades. Innumerable bats lived above the false ceiling, in a space known as the “bat attic.”

1938. In late summer, wranglers deadheading pack horses over Redgap Pass discover that Kennedy Creek is drying up and thousands of grayling are trapped in the pools. They load the fish on the horses and bring them to the Many Glacier kitchen. Later, they reflect that “the help must have dined on it for a week.” (Imagine the dudgeon of the employees!) (IT, Spring/Summer 1987)

1943-1945. Many Glacier and the other Glacier Park lodges are shuttered during World War Two.

1946. Many reopens, somewhat the worse for wear. A shift in the foundation has bent the Annex elevator shaft, and the elevator there (a crude, rope-operated, dumbwaiter-like contraption) never functions again.

The night watchman sometimes makes rounds attired in one of the grizzly bear hides that hang on the lobby balconies. Another employee sportively kicks the rump of what he thinks to be the bear-costumed watchman, and finds that it is a real bear! (IT, Winter ’08)

1948. Omar Ellis (“Omar the Terrible”), Many’s legendary manager for nearly two decades, spends his final season at the hotel. (GFTIO, pp. 167-168) Omar puts an end to a dance that had gotten too loud and awakened sleeping guests by marching up to the downstairs bandstand with an alarm clock in his hand. (IT, Winter 2009)

1950. Hopalong Cassidy (actor William Boyd) and his wife Tripalong (actress Grace Bradley) are guests at Many Glacier. Bellman Dick Schwab recalls their arrival in “an amazing Hollywood cowboy convertible. Its upholstery was all brown and white spotted cowhide, the door handles were six-shooters, and silver pistols were integrated as spokes in the construction of the splendid steering wheel. Silver dollars were embedded all over the dashboard, and I believe there was a shining set of Texas longhorns at the front of the hood.” (GFTIO, pp. 177-78)

1952. The Great Northern hires Lloyd and Gjerta Seilset as managers at Many. This much-loved couple manages the lodge for six summers. Gjerta leads nightly musical performances in the lobby, playing a ukulele. She transforms the newly vacant laundry room into the Many Mingle, an employee lounge.

1953. Victor Mature, Piper Laurie and Vincent Price are some of the actors hanging around the Many Glacier valley during the filming of the movie *Dangerous Mission* in Glacier.

1955. Ian Tippet, who will become Many's longest-serving manager, comes to Glacier Park after graduating from London University's hotel school. He works as front office manager at Glacier Park Lodge, and then spends several seasons as manager at Lake McDonald, before being transferred to Many Glacier. (GFTIO, p. 12)

1957. The Great Northern hires Don Knutson of the Knutson Hotel Co. to manage and renovate Glacier's lodges. Knutson makes sweeping changes (the "Reign of Terror"), removing Many Glacier's circular stairway, updating the false ceiling in the dining room, and putting tile over the hardwood floors. He also installs the steepled portico in front of the hotel. The Seilsets vigorously oppose some of these changes, and are not hired back for the following season.

1960. The National Governors' Conference is held at Many Glacier. John Diefenbaker, Canada's Prime Minister, addresses the gathering. General Motors supplies 60 shiny white Cadillacs and 130 white Chevrolet cars for use by the governors and their entourage. (WGAS, p. 6) The Great Northern sells its possessory interest in Glacier's lodges to Glacier Park Inc. (GPI), a new company organized by Don Hummel, the former mayor of Tucson.

1961. Mr. Hummel hires Ian Tippet as Many Glacier's manager and as personnel director for GPI. (GFTIO, p. 179) Mr. Tippet organizes a greatly expanded employee music program, including cuttings from the Broadway musical *Oklahoma!* (RWAV, p. 100)

1964. Twelve inches of wet snow, followed by eight inches of rain, produce catastrophic flooding in early June. Employees stack furniture from the Stagger Alley guest rooms on banquet tables. Three feet of lake water fills the St. Moritz Room. The road to Babb is washed out, and the hotel does not open until June 18. (GFTIO, p. 127; VWAR, p. 100)

1965. Roger Stephens becomes assistant manager and musical director at the hotel. He directs *South Pacific*, followed by eleven more Broadway shows through the course of the following decade. A flag football game between Many Glacier and Glacier Park Lodge (GPL) is held on the East Glacier golf course. GPL prevails, 42-0.

1966. Mr. Tippet hires GPL's star quarterback, John Slater, to be head bellman at Many Glacier. Many Glacier wins a flag football rematch, 28-0. Many Glacier bellmen enjoy writing "28-0!" on the tags of luggage bound for GPL.

1970. A couple checks into an Annex guest room with a pet alligator, which they keep in the bathtub. The owners feed the grinning reptile several chickens and assure the dubious housekeepers that it's safe to clean the room. (IT, Spring 2002)

1972. A tremendous winter snow pack tears down several exterior balconies along the hotel front. Thereafter, for many years, the exterior doors of some second- and third-floor rooms open onto vacancy, like the doors of a cuckoo clock. The doors are nailed shut to prevent unsuspecting guests from opening them and marching out into thin air.

1973. *Fiddler on the Roof*, Many Glacier's most ambitious Broadway musical to date, involves scores of actors and musicians. Children of Park Service ranger/naturalists take the roles of Tevye's and Golda's youngest daughters.

1974. The first Many Glacier Employee Olympics is held. Teams representing Mt. Gould, Mt. Allen, Mt. Wilbur, and other peaks compete in a race to South America (a snowfield overlooking the hotel), a race around the lake, a bed-making contest, a bellmen's-baggage race, and other events. (IT, August 1984)

1975. Torrential rains bring a mid-June flood to Glacier Park. Guests are evacuated from Many Glacier by bus. Employees sandbag the boiler room and the St. Moritz Room. The road to Babb is washed out at Windy Creek and Devil's Slide. The hotel is closed for ten days. Roger Stephens directs his final musical, *110 in the Shade*.

1976. Vera Daly, Many Glacier's beloved elderly seamstress, retires after years of tending the linen and mending employees' uniforms. Mrs. Daly sang "Taps" every evening when the flag on the hotel front was lowered, supervised the proper folding of the flag, and helped present the Wednesday Community Sing.

1977. Ray Kinley spends his final summer at Many, as gardener, dormitory supervisor and fishing guide, retiring at the age of 86. Despite his advanced age, he continued to act as a fishing guide, rowing guests around on windy Swiftcurrent Lake with alternate strokes of his one hand.

1980. The National Park Service calls for bids on a new concession contract, seeking a large-scale commitment of private funds to renovate Many Glacier and the other lodges. The Glacier Park Foundation (GPF) is formed by past and present employees, and unsuccessfully bids for the new contract. GPF endures as a citizens' group devoted to historic preservation and good service to the public.

1981. Greyhound Food Management Corporation (later acquired by the Dial Corporation and the Viad Corporation) buys Glacier Park Inc. from Don Hummel and his associates. Greyhound creates a new Glacier Park, Inc., which obtains the new concession contract. Extensive renovation work is done on the hotel.

1983. Many Glacier's last and largest Broadway musical, *Kiss Me, Kate*, involves 60 performers and 46 musicians. Ian Tippet is transferred from Many Glacier to Glacier Park, Inc.'s corporate offices, to supervise personnel, hospitality, and entertainment on a parkwide basis.

1984. The Napi Point forest fire burns close to the Many Glacier entrance road. A fleet of buses is dispatched from East Glacier to Many at 3 AM to evacuate the guests. High winds abate in the nick of time, and the evacuation is cancelled.

1985. Ray Kinley dies at the age of 93. A Many Glacier employee suffers a fatal slip into Ptarmigan Falls.

1987. Many Glacier Hotel is listed as a National Historic Landmark.

1997. *What Dreams May Come*, a “mythical romance” starring Robin Williams, is filmed at Many Glacier and Two Medicine. The filming is complicated by obstinate Swiftcurrent Valley winds.

1999. The Congressional Subcommittee on National Parks and Public Lands holds a hearing at Many Glacier on renovating Glacier’s lodges. Tens of millions of dollars are needed.

2000. Interior Secretary Bruce Babbitt declares at a Senate hearing that Many Glacier ought to be torn down or fixed “with a can of gasoline and a match.” A small forest fire appears on Grinnell Point as if in response to Mr. Babbitt’s wish, nearly forcing evacuation of the hotel. An employee is killed by a falling rock while swimming in a pool below Swiftcurrent Falls. (IT, Summer 2000)

2001-02. Notwithstanding Mr. Babbitt’s sentiments, the Park Service decides to fund a comprehensive renovation of Many Glacier Hotel. In the fall of 2001, the Main wing is lifted on hydraulic jacks, encircled with cables, and moved sideways onto a new foundation. This straightens the notorious lean in “Stagger Alley,” the lake-level hallway which often had been compared to the Leaning Tower of Pisa. (IT, Summer 2001, Summer 2002)

2002-03. The renovation project proceeds, at a cost of many millions of dollars. The roof and siding of the lodge are replaced, and exterior balconies are restored. (IT, Spring 2002, Summer 2002)

2003. An apocalyptic fire year in Glacier. High winds blow the Trapper Fire uphill from the McDonald Creek valley to Swiftcurrent Pass. An ominous cloud of red smoke blows over the Swiftcurrent Valley. That night, fire is visible high up on the mountain wall near the pass. At daybreak, employees and guests are evacuated, and paintings and gift shop merchandise are loaded onto trucks. But the west wind mercifully subsides, and the fire does not enter the Swiftcurrent Valley. (IT, Summer ’03)

2004. First Lady Laura Bush spends a night at Many and dines in the restaurant with other guests. (WGIAS, pp. 100-101)

2006. Ninety 1970s employees hold a reunion at Many Glacier, performing a Hootenanny and a Serenade. The Serenade musicians play an impromptu nighttime concert for hundreds of firefighters bivouacked beside St. Mary Lake. (The firefighters are battling the Red Eagle Fire,

which burns some 35,000 acres of forest near the town of St. Mary.) Three months later, a torrential November rainstorm sends 18 inches of water into the St. Moritz and Lucerne Rooms.

2007. Inspired by the alumni shows of 2006, employees revive the weekly Hootenanny after a lapse of twenty years.

2008. Hootenannies flourish. The Many Glacier staff's international character is reflected in eclectic programs, including Turkish soccer cheers and Russian gymnastic dance. The Beatles' "Let it Be" is the finale for most Hoots, with a large group singing and playing instruments. (IT, Summer 2009)

2010. Glacier National Park's centennial is celebrated with many events, including a large reunion at Many Glacier. An epic Serenade features the Many Glacier Singers performing Mr. Tippet's school song, "Jerusalem" (famous from the movie *Chariots of Fire*). Mr. Tippet gives a stirring talk, urging preservation of the music program. The Serenade ends with everyone singing "Hail to Thee," the Many Glacier anthem. (IT, Fall 2010)

2011. Many's Main wing is closed all summer for renovation of the guest rooms there. Wiring and plumbing are replaced, and the structure is strengthened with interior support walls. The Ptarmigan dining room is closed for renovation, including restoration of the pergola and of the high vaulted ceiling. Meals are served to guests in the Interlachen Lounge and in the Swiss Room. (IT, Fall 2011)

2012. The Employee Olympics, revived in recent summers, achieves a high stage of elaboration. Organizer Margarita Bunske relates, "Our most popular events are soccer near the boat dock (always a heated battle), pool (always lasting until the wee hours), horseshoes and the Red Bus Pull (five employees dragging a bus, in neutral, across four spaces in the parking lot." The organizers rent a pottery studio in Whitefish and make 145 clay medals to award to Olympic participants. (IT, Fall 2012)

2013. Two Many Glacier employees tragically are killed in separate mountain-climbing accidents in the valley, on Apikuni Mountain and on Grinnell Point. (IT, Fall 2013)

2014. Xanterra becomes Glacier Park's new lodging concessioner, succeeding Glacier Park, Inc. after a tenure of 53 years. Ian Tippet retires, after working in the Glacier lodges for 58 years.

2015. Many Glacier celebrates its centennial. A program is held on the Fourth of July, the day on which the hotel had opened in 1915. Hootenanny programs are held twice weekly on the St. Moritz Room stage (which will be removed the following year).

2016. The lobby and the Annex are closed for renovation. A temporary front desk is installed outside the Swiss Room. Hootenannies are held in the Interlachen Lounge.

2017. The Circular Staircase is reinstalled in the lobby, 60 years after its removal.