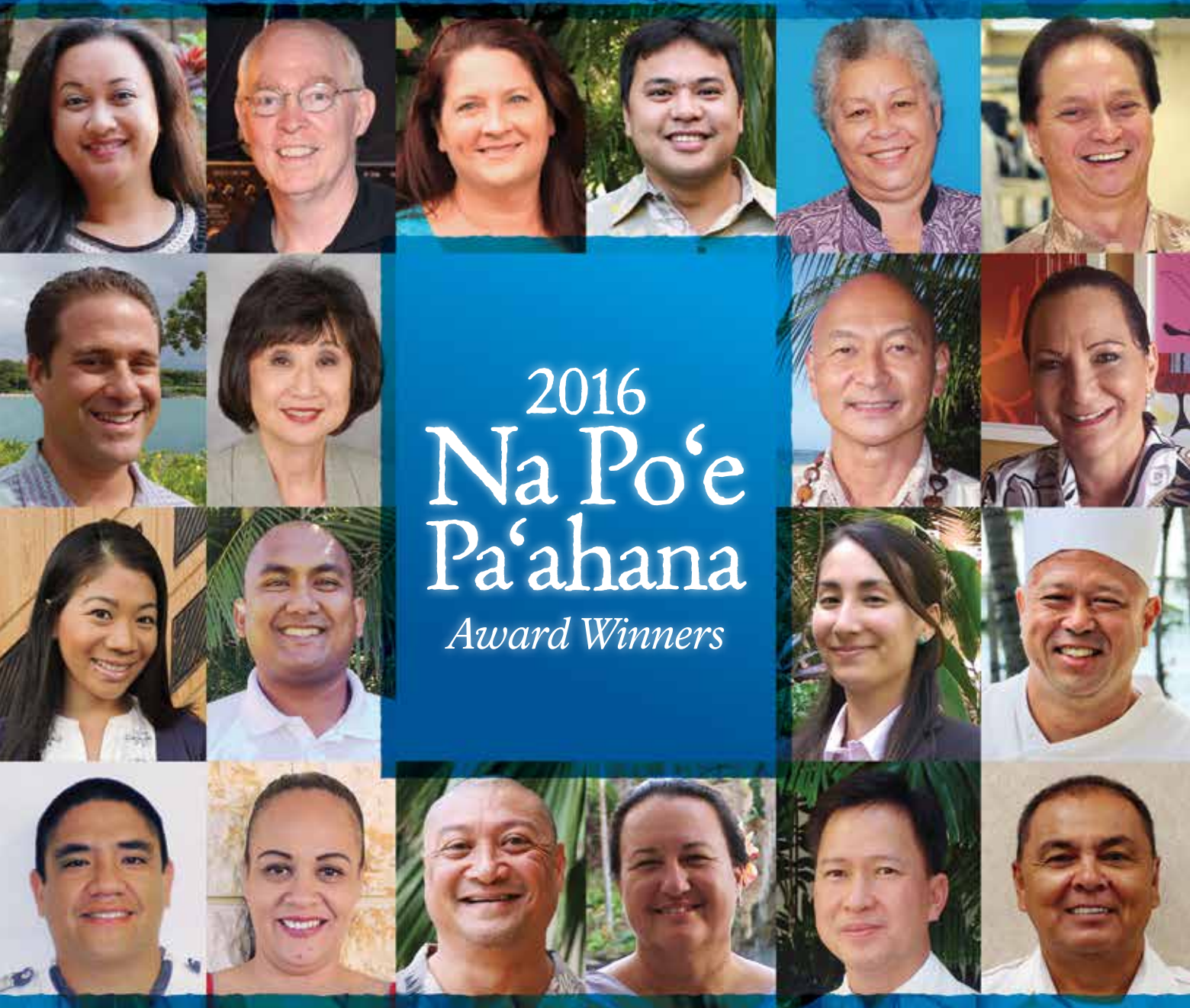


INSIDE: WOMEN IN HOSPITALITY * GREAT ALOHA RUN * LGBT TRAVEL

HAWAII *hospitality*

LODGING & FOODSERVICE | JANUARY/FEBRUARY 2016



2016 Na Po'e Pa'ahana *Award Winners*

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ON THE COVER: Featured 2016 award-winners
of the Na Po'e Pa'ahana.

checking in

The 2016 Na Po'e Pa'ahana Awards celebrates those in Hawaii's hospitality industry who have turned in outstanding performances. The 26th annual event, says Mufi Hannemann, president of the Hawaii Lodging & Tourism Authority (HLTA), "recognizes and applauds the stakeholders and key players in our number one industry." In this issue there is a special section on the Jan. 14 ceremony at the Hilton Hawaiian Village.

Some of the leading women in Hawaii's hospitality industry, from GMs to department managers, offer their take on how to succeed in one of the world's most demanding resort hotspots. Check out what leading women in hospitality have to say about Hawaii's tourism sector.

Early on the morning of Feb. 15, some 15,000 runners and walkers embark on the 32nd annual Great Aloha Run from Aloha Tower to Aloha Stadium. Going into this year's event, the GAR has raised \$10.9 million for many charitable causes in Hawaii. "It's a way of uplifting people, whether they volunteer or participate in the run," event founder Carole Kai Onouye tells *Hawaii Hospitality*.

Also in this issue, we report on how the Symposium on LGBT Tourism and Hospitality, slated for the Sheraton Waikiki Hotel in February, can help travel professionals be more tuned in to Hawaii's increasing LGBT visitor market.

Aloha!

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HRA Holiday Fun

**PHOTOS BY
HAWKINS BIGGINS**

The Hawaii Restaurant Association held its "Holiday for Heroes" mix-and-mingle gala for members of the foodservice industry on Dec. 11 at Bread + Butter restaurant on Kapiolani Boulevard.



Rodney "Mac" Macalino, Alik Campbell, Daniel O'Leary, Gregg Fraser, Kuulei Williams, Mary Saunders, Blanch McMillan



Maria Grigg, Adam Shaw, Marni McMullen



Jenny Pettingill, Cynthia Tanaka



Mary Saunders, Preet Nijjar, Rose Balagtas, Kristin Hamada



Stella Cabana, Keith Shinkawa, Shirley Cheung



Marcus Fikse, Scott Fikse, Simon Giford, Steven Strugnell



Bobby Lee, Charlotte Lee, Paul Yasukochi



Danelia Newman, John Newman



Denise Yee, Geri O'Leary, Daniel O'Leary



Mimi Beams, Biff Graper, Victor Lim



Aaron Gould, Miguel Felipe, Meehow Felipe



Marie Lundquist, Sachiko Uchida, Clay Bryant



Andrew Franklin, Santa Claus, Carly Hall



Jenni Liu, Sammi Oniell, Jennifer Wardrip, Cammie Wright



Sharleen Andrade, Jennifer Eaddy, Martha Nobriga, Richard Fukeda



Keith Block, Derrick Sonoda, Kyle Akagi



32ND GREAT ALOHA RUN

SPREADING

Goodwill



More than 15,000 expected for annual event that generates funds for schools and charities

BY CATHY CRUZ-GEORGE

Loud cheers heard across downtown Honolulu on the morning of Monday, Feb. 15, will signal the start of the Great Aloha Run, an annual road race that sends 15,000-plus participants on an 8.2-mile journey from Aloha Tower to Aloha Stadium.



Carole Kai Onouye

The course is quite a spectacle. Military members run in formation. Some participants don outrageous costumes. And there is nonstop entertainment by taiko drummers, cheerleaders and marching bands.

Now in its 32nd year, the Great Aloha Run is one of the most popular fundraising events on Oahu. Thousands of volunteers and corporate sponsors—including hospitality industry leaders—help to spread the goodwill.

Since 1985, the Great Aloha Run has given a total of \$10.9 million to 150 Hawaii nonprofit schools, sports and charitable programs for elderly, at-risk and special-needs residents. That number is expected to surpass \$11.3 million with this year's event, considering that the GAR in 2015 easily generated \$400,000.

The Great Aloha Run is a labor of love for all those involved, says Carole Kai Onouye, founder and promoter of the event. "The only reason we do this is to share aloha and to answer the community's needs," she says. "It's a way of uplifting people, whether they volunteer or participate in the run."



"The Great Aloha Run is a local tradition for many residents and visitors, and Alaska is proud to support such a high-quality event that has a strong focus on giving back to the community."

– DANIEL CHUN, Hawaii Regional Manager, Sales and Community Marketing, Alaska Airlines

"The Great Aloha Run is an excellent cause!"

– PATTIE V. HERMAN, Director of Sales and Marketing, Waikiki Beach Marriott Resort & Spa

"Our involvement with Great Aloha Run is one of the ways that we give back to the community. It comes down to our roots—Roberts Hawaii is a locally born and employee-owned company, and our Hawaii ohana is close to our heart and home."

– PERCY HIGASHI, President and Chief Operating Officer, Roberts Hawaii

Each year, Oahu's tourism and hospitality members go beyond the call of duty for the Great Aloha Run.

Waikiki Beach Marriott Resort & Spa has supported the event since its inception. This year, Marriott managers will give away prize packages comprising a two-nights' stay in an ocean-view room, daily breakfast buffets and dinners for two. More than a dozen Marriott employees are expected to run in the race. And the hotel's main dining room, Kuhio Beach Grill, will serve a "carbo menu" prior to the event, says Pattie V. Herman, director of sales and marketing for the Marriott.

Another major sponsor—Restaurant Suntory—declined to be interviewed for this story. However, the Japanese restaurant in the Royal Hawaiian Shopping Center provides complimentary lunches for winners of the GAR's "Fab Five Prize Give-away."

For Alaska Airlines, the Great Aloha Run is a way to tout its routes between Hawaii and other destinations. Since 2012, the airline has signed up

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its employees for the race, provided snacks for all participants at the finish line and sponsored the “Lucky 7



Daniel Chun

Prize Giveaway,” a highly coveted award comprising round-trip tickets from Hawaii to Las Vegas for seven members of the same team. In addition, Alaska Airlines offers discounted fares to out-of-town participants of the Great Aloha Run.

The sponsorship is win-win for everyone. “Many of our customers love to travel to ‘race-cations’ throughout our route network,” says Daniel Chun, Hawaii regional manager, Alaska Airlines sales and community marketing.

Since the year 2000, Roberts Hawaii’s vehicles transport participants from Waikiki to Aloha Tower and Aloha Stadium. In addition to the shuttles, Roberts Hawaii employees operate a booth at the Great Aloha

Run Expo for three days prior to the event. Some employees also run in the race with their families.

Roberts Hawaii’s philosophy complements the Great Aloha Run’s mission. “We believe in ‘kaizen,’ or continuous improvement, and we aim to be driven with *aloha* in all we do,” says Percy Higashi, president and chief operating officer of Roberts Hawaii.

Setting the bar higher than previous years is a mutual goal for hospitality industry leaders and organizers of the Great Aloha Run. The upcoming GAR, for example, will have new stations along the 8.2-mile course.



Percy Higashi

There will be more high-school bands and “mini zones” where companies pass out souvenirs, including flower hairpieces from Crafts Way. Watanabe Floral already hands out roses to

CONTINUED ON PAGE 46

CONTINUED ON PAGE 46

PRE-RACE EVENTS

- **Kaiser Permanente Sports, Health & Fitness EXPO:** From Friday to Sunday, Feb. 12-14, Great Aloha Run participants pick up race numbers at the annual expo held at the Neal S. Blaisdell Exhibition Hall. The event includes entertainment, prize giveaways and hundreds of sponsor booths.
- **Keiki Great Aloha Run:** On Saturday, Feb. 13, children ages 12 and younger (and their adults) run 2 miles around the Neal S. Blaisdell Center and McKinley High School. The race begins at 8:15 a.m. and boasts more than 2,000 participants.
- **Silver Streaks Sunrise Walk:** On Saturday, Feb. 13, senior citizens ages 55 and older participate in a 2-mile walk at Ala Moana Beach Park. The event starts at 7:15 a.m. with a group warm-up, and the walk begins at 7:30 a.m. There will be snacks, entertainment, finishers’ T-shirts and prizes.

BY THE NUMBERS

- **\$10.9 million:** Amount donated to Hawaii charities since 1985
- **150:** Local charities supported by the race since 1985
- **4,000:** Annual volunteers
- **15,000 to 20,000:** Runners and walkers
- **6,000-plus:** Sounds of Freedom military runners
- **Nearly 1,000:** Participants from the U.S. Mainland and foreign countries

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THE Aloha INDUSTRY: WOMEN AT WORK

Women at the top of Hawaii's hospitality industry reveal what it takes to succeed


BY PRISCILLA PÉREZ BILLIG

The hospitality industry's glass ceiling is not shattered. But as research continues to show gender diversity and women at the top add up to healthier bottom lines, the ceiling may be cracking.

In leisure and hospitality—dominated by males at the executive level—women make up more than 51 percent of the

workforce but remain in the minority as corporate leaders.

Studies suggest that juggling family and career challenges can be an impediment to women who want to climb corporate ladders. But at least a few ladies in executive roles say, “Not so fast,” as they enjoy healthy family lives as well as robust careers in Hawaii's hospitality industry.

Hawaii Hospitality reached out to a cross-section of women in high industry posts to find out what it takes to succeed in the hospitality business. 



Kimberly Agas,
Resort Manager,
Aulani, A Disney
Resort & Spa

“The hospitality industry is about working with guests and telling the story of the destination.

You must be a great communicator to do this successfully. The industry changes so quickly with new technology, advances and growth. It's important to adapt to the changing conditions.”



Taisha Alvaro,
Director of Operations,
Castle Resorts
& Hotels

“A positive attitude is definitely a plus, a willingness to accept change when it pres-

ents itself, being compassionate toward the different cultures of guests and, of course, the sharing of one's aloha spirit. Never give up on your dreams. Set a goal and strive to reach that goal, no matter how long it takes. The reward will be well worth it.”



Barbara Campbell
Vice President, Retail
Development and
Leasing, Outrigger
Enterprises Group

“Knowledge coupled with solid interpersonal skills.

As leaders in the hospitality industry, it's important to serve our community through the Visitor Industry Charity Walk, a voice in the legislative process and supporting non-profits that provide service to our industry such as the Waikiki Community Center or the Visitor Aloha Society of Hawaii.”



Julie Arigo,
General Manager,
Waikiki Parc Hotel

“Make the most of the one quality that women naturally possess, and that's the ability to nurture. You need this asset to network,

to mentor, to coach, to be a mentee and to be a respected leader. If you can master this and use it to your advantage, you will naturally develop positive relationships that will serve you well in your career.”



Jennifer Evetushick,
Chef de Cuisine,
The Westin Maui
Resort & Spa

“As you deal with people of different authoritative levels and personalities, always

control your emotions as each person has different reactions. Meet and overcome the physical and mental stress that comes with a job and push yourself to excel. Be prepared for long hours of work where 10 to 12 hours is considered a norm."



Katherine Gunderson, General Manager, Aqua Hospitality, Aston Hotels & Resorts

"Go to school, work in every department, be willing to go the extra mile and, most of all, enjoy what you're doing on a daily basis."

Naomi Grace, Regional Director of Group Sales, Mauna Kea Resort

"Be true to yourself. Surround yourself with positive people ... people that will help you grow professionally and personally. In everything, 'always do your best!'"



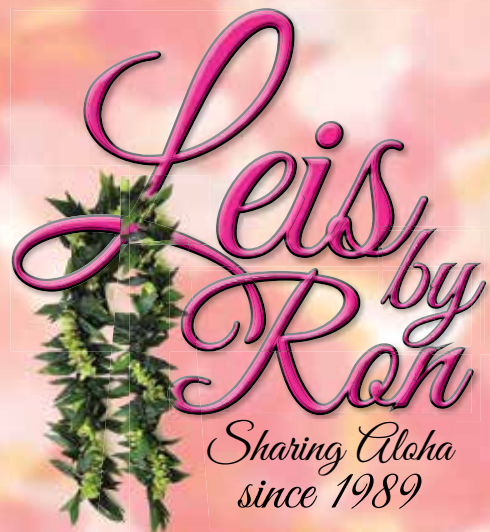
Patricia Guterres, Regional Director of Group Sales, Prince Resorts Hawaii

"Have a solid support system at work and surround yourself with talented and positive people. Never stop learning and growing. Learn from your mistakes and successes. Never take yourself for granted—you deserve



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to work and live in a healthy and happy environment. Communicate your desires. Give back to others, especially with women rising in the industry."



Liana Mulleitner,
Director of Marketing,
Halekulani
Corporation

"Have a goal—an immediate and long-term goal so that you strive for something daily. Have a voice

and use it. Hospitality is an exciting and ever-changing industry and questions help to gain more and more knowledge. Don't be discouraged if you have a family. You can be passionate at both."



CharlAnn Nakamoto,
Corporate Director of
Human Resources,
Prince Resorts Hawaii

"Love people—serve them, respect different cultures and enjoy working and meeting

people. Be honest with yourself. With the challenge to maintain a work-life balance, it's important to be able to take care of yourself."



Lisa Paulson,
Executive Director,
Maui Hotel & Lodging
Association

"Find a mentor, intern and network as much as possible. There are many opportunities to

succeed—the more effort you put in, the greater your achievements."



Theresa Tilley,
Territory Manager
Hawaii, American Ho-
tel Register Company

"Value the time you have with your mentors. Listen, learn, emulate and don't be afraid to go the extra

mile. Step out of your box and show your leadership the best you have to offer."



Shirley Tsukano,
Programs Manager
with the Continuing
Education and
Training-Global
Learning and Devel-
opment, Kapiolani
Community College

"An understanding of

our host culture, the meaning of 'hookepa' and what it means to provide hospitality in Hawaii. It is also important to have a sense of cultural and global awareness, skills and knowledge to effectively compete in a global economy."



Karen Wataru-Nakaoka

Executive Director, Hawaii Lodging & Tourism Association

"The hospitality industry is special in that we employ people with a wide variety of skill sets. It's easy to assume that you need to be a TIM graduate to work in the industry, but there are so many aspects to a hotel and the industry at large that there is something for just about everyone. To be successful in hospitality you have to have a passion for people and a strong desire to make the visitor experience one that inspires them to keep coming back. Working in the hospitality industry requires team players and collaborative efforts.

"Challenges for women in the industry reflect challenges for women nationwide. Women traditionally carry a lot of responsibility for family caregiving. Working in an industry that runs 24/7 sometimes presents a challenge when trying to manage work-life balance. There is also still a need to close the pay gap between men and women. As a society we are making great strides, but there is still room for improvement.

"My advice to any woman who wants to excel in what she does is to be confident, believe in yourself, be willing to take risks and surround yourself with people who you admire. Always be open to learning and understand that we learn from every experience. It's important to look for growth opportunities in all we do. Share your knowledge and talents and others will share with you. I believe that the most successful women are those who support other women; we empower ourselves as we learn to empower others. Most of all, always practice gratitude.

"Those of us fortunate enough to work in this industry today understand that it is our kuleana to educate our youth on how tourism impacts the economy and help them appreciate how they can contribute in a positive way. Success in this industry also means you lead with a strong work ethic, have a passion for sharing our culture and have a desire to mentor our future leaders."



Hawai'i Lodging & Tourism Association's

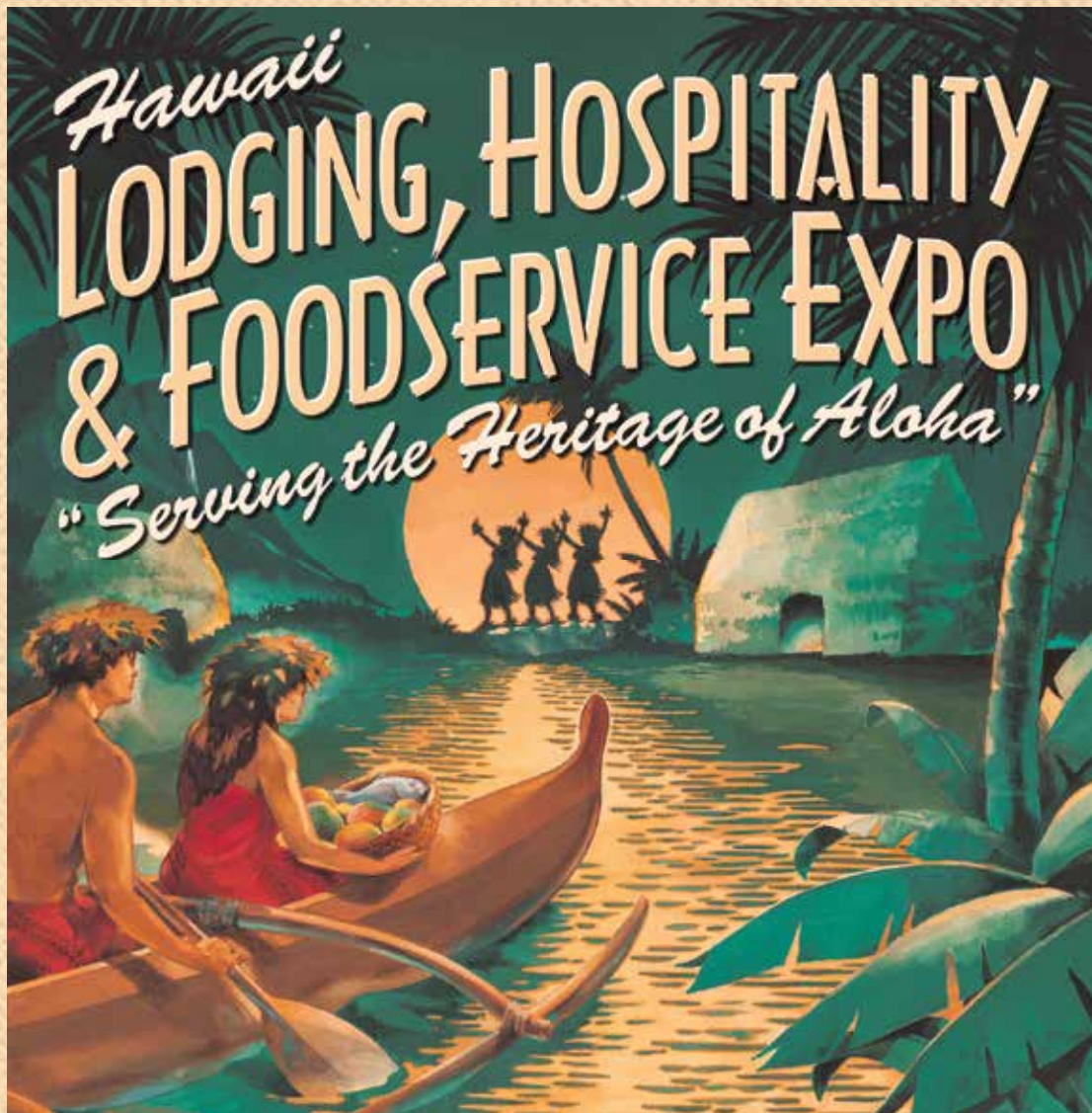
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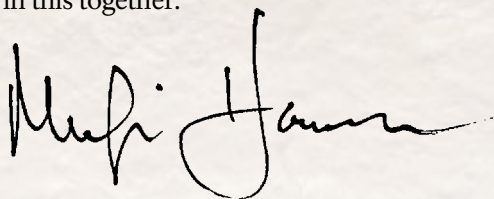
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ALOHA

On behalf of the Hawai'i Lodging & Tourism Association, I commend and congratulate our Na Po'e Pa'ahana Award nominees. Our hospitality industry is enjoying record-setting success, an achievement attributable to the exceptional professionals selected for this special honor. The Na Po'e Pa'ahana Awards recognize the hardworking and often unsung heroes representing our industry; today is your day to shine. To all who make Hawai'i no ka oi, mahalo nui loa for your dedication, teamwork, and aloha spirit. We're all in this together.



Mufi Hannemann
President & CEO
Hawai'i Lodging & Tourism Association

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Hawaii Lodging & Tourism Association – Culinary Arts Scholarship

Adrienne Ishizu – Kapiolani Community College

PROGRAM

10:15 am – Registration

11 am – Doors Open

11:15 am – Program Begins

Blessing

Kumu Hula Pili Pang

Introduction of Government Leaders and Head Table

Emcees

Steve Uyehara & Grace Lee
Hawai'i News Now, Sunrise anchors

Opening Remarks

Mufi Hannemann

Charity Walk Announcements

Na Po'e Pa'ahana Awards

- Allied Member of the Year
- Bell/Valet Person of the Year
- Engineer/Maintenance Person of the Year
- Leader in Sustainability Award
- Front Office Person of the Year
- Food & Beverage Person of the Year
- Hospitality Educator of the Year
- Housekeeper of the Year
- Security Officer of the Year
- Na Po'e Pa'ahana Legacy Award
- Manager of the Year
- Outstanding Lodging Employee of the Year

1:20 pm – Finalists Group Photo

1:25 pm – Closing Remarks

1:30 pm – Off-stage Photo Opportunities

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Norman Nakasone
Pamela Keppler

Crystal Lei Lane
Heidi Michel Bunyard

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Sheraton Waikiki
Sheraton Maui Resort & Spa
Sheraton Waikiki
The Royal Hawaiian,
a Luxury Collection Resort
The Westin Maui Resort & Spa
The Westin Maui Resort & Spa

Bell/Valet Person of the Year
Engineer/Maintenance Person of the Year
Engineer/Maintenance Person of the Year
Food & Beverage Person of the Year
Front Office Person of the Year

Manager of the Year
Outstanding Employee of the Year

We are proud of all of our nominees and honored to work with you.

**Moana Surfrider,
A Westin Resort & Spa**
Brandon Reyes — Bellman
Scott Liang — Engineer
Artemio Gines — Food & Beverage
Chivastine Uta — Front Office
Maricar Keyes — Housekeeper
Roxanne Momohara — Outstanding
Lodging Employee
Douglas Youth — Security Officer
Joanne Iwamoto — Manager

Sheraton Kauai Resort
Vincent LaCourt — Bellman
Charlie Diga — Housekeeper
Glenn Allanic — Food & Beverage
Angela Prigge — Front Office

**Sheraton Kona Resort & Spa
at Keauhou Bay**
Ronald Blas — Bellman
Dave Furuuchi — Engineer
Christine Keanu — Food & Beverage
Rebecca Pacheco — Front Office
Thida Thaothep — Housekeeper
Nani Kupihe — Outstanding Lodging
Employee
Larry Triplett — Security Officer
Micah Stevens — Manager

Sheraton Maui Resort & Spa
Cara Arconado — Bell/Valet
James Mamuad — Food & Beverage
Joanne Arcilla — Front Office
Rosalina Siatris — Housekeeper
Johnathan "Kalei" Kana — Security Officer
Greg Gaspar — Manager

Sheraton Waikiki
Elaine Hamada — Front Office
Gary Choy — Housekeeper
Dionicio "Jonesy" Valenzuela — Outstanding
Lodging Employee
Mathias Wong — Security Officer
Becky Alota — Manager

**The Royal Hawaiian,
a Luxury Collection Resort**
Kuulei Reilly — Bell / Valet
Howard Kruse Jr. — Engineer
Mark Ling — Food & Beverage
Janice Butin — Housekeeper
Samuel Ho — Outstanding Lodging
Employee
Shaymus Alwin — Manager

Westin Kaanapali Ocean Resort Villas
Deason Baybayan — Bell/Valet
Lee Aaron Yap — Engineer
Mosita Downing — Food & Beverage
Jade Jackman — Front Office
Naioka Pousima — Housekeeper
Phillip Galapon — Outstanding Lodging
Employee
Gerald Suzuki — Security Officer

**Westin Princeville
Ocean Resort Villas**
Dante Dolor — Bell/Valet
Pearl Keaweamahii — Food and Beverage
Derek Corpuz — Engineering
Dan Burns — Front Office
Flordeliza Martinez — Housekeeping
Wayne Chow — Outstanding Lodging Employee
Karlyn Sukehira-Flores — Manager

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Person of the Year BELL/VALET

Sheldon Agena

*Hyatt Regency Waikiki
Beach Resort and Spa*

Cara Arconado

*Sheraton Maui
Resort & Spa*

Sam Awai

*Marriott's Ko Olina
Beach Club*

Sonny Balcobero

Shoreline Hotel Waikiki

Deason Baybayan

*The Westin Ka'anapali
Ocean Resort Villas*

Ronald Blas

*Sheraton Kona Resort
& Spa at Keauhou Bay*

RC Callorina

*Holiday Inn Resort
Waikiki Beachcomber*

Edward Delos Santos

*Waikiki Beach Marriott
Resort & Spa*

Dante Dolor

*The Westin Princeville
Ocean Resort Villas*

Troy Hiura

*Outrigger Waikiki
Beach Resort*

Vincent Lacourt

Sheraton Kauai Resort

Darren Laguatan

*Grand Hyatt Kauai
Resort and Spa*

Thomas Manalo

Turtle Bay Resort

Benel Piros

*The Kahala Hotel
& Resort*

Ku'ulei Reilly

*The Royal Hawaiian, A
Luxury Collection Resort*

Brandon Reyes

*Moana Surfrider,
a Westin Resort & Spa*

Lowell Sanborn

Sheraton Waikiki

Andrew Sexton

The Modern Honolulu

Mary Suzuki

*Grand Waikikian
by Hilton Grand
Vacations Club*

Brian Suzuki

*Hawaii Prince Hotel
Waikiki & Golf Club*

Brent Takamoto

*Hilton Hawaiian Village
Beach Resort*

John Thompson

*Outrigger Reef Waikiki
Beach Resort*

Sheldon White

*Aulani, a Disney
Resort & Spa*

Santus Wichimai

Kauai Marriott Resort

Wesley Yamamoto

Mauna Kea Beach Hotel

Person of the Year ENGINEER/MAINTENANCE

Stacey Agcaoili

*Hyatt Regency Waikiki
Beach Resort and Spa*

Hermie Almazan

EWA Hotel Waikiki

John Arellano

*Waikiki Beach Marriott
Resort & Spa*

Moises Badua

Lawai Beach Resort

Ryan Banaag

*Sheraton Maui
Resort & Spa*

Roger Barangan

*Aston at the
Waikiki Banyan*

Rodolfo Bisquera

Pagoda Hotel

Romeo Cacacho

*Ilikai Hotel &
Luxury Suites*

Alberto Cacal

Turtle Bay Resort

Fortunato Corpuz

*Marriott's Maui
Ocean Club*

Derek Corpuz

*The Westin Princeville
Ocean Resort Villas*

Kyle Cremer

*Marriott's Waiohai
Beach Club*

Richard DesForge

*Aulani, a Disney
Resort & Spa*

Barrie Desmond

*Wailea Beach Marriott
Resort & Spa*

Hans Dettloff

*Marriott's Kauai
Lagoons - Kalanipu'u*

Guadencio, Jr. Dolor

Coconut Waikiki Hotel

Alexander Eda

*Hyatt Regency Maui
Resort & Spa*

Dave Furuuchi

*Sheraton Kona Resort
& Spa at Keauhou Bay*

Jerom Gania

Shoreline Hotel Waikiki

Kevin Hotema

Hale Koa Hotel

Howard Kruse Jr.

*The Royal Hawaiian, A
Luxury Collection Resort*

Ambet Lagalo

*Wyndham at Waikiki
Beach Walk*

Scott Liang

*Moana Surfrider,
a Westin Resort & Spa*

Gary Lopez
*Grand Hyatt Kauai
Resort and Spa*

Louise Matsumoto
Mauna Kea Beach Hotel

Douglas McCracken
Sheraton Waikiki

Joseph Mercado
*Hilton Hawaiian Village
Beach Resort*

James Mersburgh
*Hawaii Prince Hotel
Waikiki & Golf Club*

Mandie Miranda
*Hyatt Place
Waikiki Beach*

Edward Okazaki
The Modern Honolulu

Lourdette Ontiveros
*Hapuna Beach
Prince Hotel*

John Park
*The Kahala Hotel
& Resort*

Fleance Ramos
*Marriott's Ko Olina
Beach Club*

Joanne Ryckman
*Grand Waikikian
by Hilton Grand
Vacations Club*

Mario Siatris
Aston Ka'anapali Shores

Lee Yap
*The Westin Ka'anapali
Ocean Resort Villas*

Person of the Year FOOD & BEVERAGE

Glenn Allianic
Sheraton Kauai Resort

Allison Bellows
Turtle Bay Resort

Jacob Brown
*Hapuna Beach
Prince Hotel*

Jacob Cordeiro
Mauna Kea Beach Hotel

John Dahlberg
Kauai Marriott Resort

Efren Domingo
*Aqua Kauai
Beach Resort*

Mosita Downing
*The Westin Ka'anapali
Ocean Resort Villas*

Melissa Ferreira
*Marriott's Ko Olina
Beach Club*

Steven Fuertes
Hale Koa Hotel

Artemio Gines
*Moana Surfrider,
a Westin Resort & Spa*

Christine Keanu
*Sheraton Kona Resort
& Spa at Keauhou Bay*

Pearl Keawemahi
*The Westin Princeville
Ocean Resort Villas*

William Kipapa
*Hawaii Prince Hotel
Waikiki & Golf Club*

Mark Ling
*The Royal Hawaiian, A
Luxury Collection Resort*

Stan Lum
*The Kahala Hotel
& Resort*

James Mamuad
*Sheraton Maui
Resort & Spa*

Norman Nakasone
Sheraton Waikiki

Mark Nonaka
Pacific Beach Hotel

Aldrin Ortaleza
*Embassy Suites Hotel –
Waikiki Beach Walk*

Grayson Pacheco
*Hilton Hawaiian Village
Beach Resort*

Buren Pimsaguan
*Grand Hyatt Kauai
Resort and Spa*

Zenith Ramos
*Grand Wailea, A
Waldorf Astoria Resort*

Rudy Ranches
The Modern Honolulu

Marlene Rivera
*Hyatt Regency Maui
Resort & Spa*

Laurence San Juan
Halekulani

Wendy Sugiura
Waikiki Parc Hotel

Marian Wong
*Waikiki Beach Marriott
Resort & Spa*

Person of the Year FRONT OFFICE

Carlos Acob

Pagoda Hotel

Joanne Arcilla

*Sheraton Maui
Resort & Spa*

**Lorna Barbosa
Bennett Medeiros**

*The Kahala Hotel
& Resort*

Ma.Clariza Batangan

Lawai Beach Resort

Lemuel Borja

*Grand Waikikian
by Hilton Grand
Vacations Club*

Dan Burns

*The Westin Princeville
Ocean Resort Villas*

Oliver Cajala

The Modern Honolulu

Stephany Dela Cruz

Turtle Bay Resort

Pamela Fulton

*Marriott's Kauai
Lagoons - Kalanipu'u*

Elaine Hamada

Sheraton Waikiki

Jonathan Higa

*Aston at the
Waikiki Banyan*

Makamae Iosua

*Outrigger Reef
Waikiki Beach Resort*

Jade Jackman

*The Westin Ka'anapali
Ocean Resort Villas*

Lawrene Kanoa

*Hilton Hawaiian
Village Beach Resort*

Monica Kawamata

Waikiki Parc Hotel

Pamela Keppler

*The Royal Hawaiian, A
Luxury Collection Resort*

Courtney Lazo

*Marriott's Maui
Ocean Club*

Dana Lee

Hale Koa Hotel

Skye Litsey

*Holiday Inn Resort
Waikiki Beachcomber*

Jacqueline Lum

Lung-Peppers
Aston Ka'anapali Shores

Susan Makio

Shoreline Hotel Waikiki

Monique Navarro

Coconut Waikiki Hotel

Genea Nishi

Kauai Marriott Resort

Jacqueline O'Farrell

*Luana Waikiki Hotel
& Suites*

Rebecca Pacheco

*Sheraton Kona Resort
& Spa at Keauhou Bay*

Kimari Pada

Aqua Bamboo Waikiki

Risa Paia

*Courtyard by Marriott
Waikiki Beach*

Penisimani Panuve

*Aston Maui Hill -
Maui Lea*

Kristy Pascal-Martinez

*Marriott's Ko Olina
Beach Club*

Angela Prigge

Sheraton Kauai Resort

Judy Purdy

*Wailea Beach Marriott
Resort & Spa*

Aaron Robinson

*Wyndham Vacation
Resorts Royal Garden
at Waikiki*

Kamile Roxas

*Aston Waikiki
Beach Tower*

Darlene Ruiz-Farias

*Grand Hyatt Kauai
Resort and Spa*

Shermaine

Salazar-Hunter
*Waikiki Beach Marriott
Resort & Spa*

Gilberto Santiago

*Grand Wailea, A
Waldorf Astoria Resort*

Renee Schoening

Pacific Beach Hotel

Nerony Slade

*Aulani, a Disney
Resort & Spa*

Kathleen

Tabbilos

*Andaz
Maui at
Wailea*

Princess Tacata

*Aqua Kauai Beach
Resort*

Joji Takada

*Hyatt Regency Waikiki
Beach Resort and Spa*

Denise Takata

Waikiki Resort Hotel

Michael Terui

*Marriott's Waiohai
Beach Club*

Jezabel Torres

*Hyatt Regency Maui
Resort & Spa*

Chivastine Uta

*Moana Surfrider,
a Westin Resort & Spa*

Hidelisa Wright

*Hyatt Place
Waikiki Beach*



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HAWAII LODGING & TOURISM ASSOCIATION

Person of the Year HOUSEKEEPING

Royce Atacador

The Modern Honolulu

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*Waikoloa Beach
Marriott Resort & Spa*

Estrelita Bautista

Kauai Marriott Resort

Marilou Blando

*Hyatt Regency Maui
Resort & Spa*

Noel Butay

*Marriott's Waiohai
Beach Club*

Janice Butin

*The Royal Hawaiian, A Luxury
Collection
Resort*

Maria Cabael

*Hawaii Prince Hotel
Waikiki & Golf Club*

Corazon Cabingabang

Pagoda Hotel

Josie Cabrera

*Marriott's Maui
Ocean Club*

Michelle Camit

Turtle Bay Resort

Cristino Castro

*Waikiki Beach Marriott
Resort & Spa*

Gary Choy

Sheraton Waikiki

Alicia Cinense

Aston Waikiki Sunset

Rommel Cruz

Shoreline Hotel Waikiki

Manuela Damo

*Hilton Hawaiian Village
Beach Resort*

Novy Della

*Aston Maui Hill –
Maui Lea*

Charlie Diga

*Sheraton Kauai
Resort*

Jovie Domingo

*Hyatt Place
Waikiki Beach*

**Reynaldo
Galarse**

Hilo Naniloa Hotel

Emilia Garo

*Aston at the
Waikiki
Banyan*

John Goins

*Grand Waikikian
by Hilton Grand
Vacations Club*

Elvis Guillermo

Mauna Kea Beach Hotel

Barbara Kamanu

*The Mauna Lani Bay
Hotel and Bungalows*

Maricar Keyes

*Moana Surfrider,
a Westin Resort & Spa*

Maricor Kiamco

*Courtyard by Marriott
Waikiki Beach*

Lori Lai

*Outrigger Reef Waikiki
Beach Resort*

Janet Li

*Marriott's Ko Olina
Beach Club*

Rosemarie Madriaga

*Aston at the Executive
Centre Hotel*

Elizer Magana

Lawai Beach Resort

Flordeliza Martinez

*The Westin Princeville
Ocean Resort Villas*

Josephine Ollero

*Grand Wailea, A
Waldorf Astoria Resort*

Carlos Ong

*Aulani, a Disney
Resort & Spa*

Noralyn Opalek

*Grand Hyatt Kauai
Resort and Spa*

Sub Pinperk

*Hapuna Beach
Prince Hotel*

Erlinda Ponce

Hale Koa Hotel

Naioka Pousima

*The Westin Ka'anapali
Ocean Resort Villas*

Melvin Quiaoit

White Sands Hotel

Nola Sanchez

*Holiday Inn Resort
Waikiki Beachcomber*

Rosalina Siatris

*Sheraton Maui
Resort & Spa*

Arnold Simon

Waikiki Resort Hotel

Kin Tam

*Hyatt Regency Waikiki
Beach Resort and Spa*

Mei Qing Tan

*OHANA Waikiki
East Hotel*

Thida Thaothep

*Sheraton Kona Resort
& Spa at Keauhou Bay*

Mary Tieu

Halekulani

Marisa Transfiguracion

*Luana Waikiki Hotel
& Suites*

Plari Valencia

Ala Moana Hotel

Lata Vanisi

*The Kahala Hotel
& Resort*

Irene Vidal

*Wyndham Vacation
Resorts Royal Garden
at Waikiki*

CONGRATULATIONS!

2016 Nā Po'e Pa'ahana Finalists



**Jameson
DeMello**

Duty Manager/
Security

**Kevin
Dugan**

Food & Beverage
Director

**Steven
Fuertes**

Bartender

**Kevin
Hotema**

Engineering Lead
Mechanic

**Dana
Lee**

Front Desk
Leader

**Erlinda
Ponce**

Room
Attendant

*Employees that best displayed exemplary service,
leadership, community giving & aloha spirit.*



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Person of the Year MANAGEMENT

Becky Alota
Sheraton Waikiki

James Alwin IV
*The Royal Hawaiian, A
Luxury Collection Resort*

Joy Basuel
*Hawaii Prince Hotel
Waikiki & Golf Club*

Brandy Burke
Turtle Bay Resort

Pandora Carter
Aston Waikiki Sunset

Deborah Crippen
Lawai Beach Resort

Kahulu De Santos
*Aulani, a Disney
Resort & Spa*

Kevin Dugan
Hale Koa Hotel

Duwayne Freeman
Pagoda Hotel

Katherine Fruean
*Marriott's Maui
Ocean Club*

Jeffrey Gaspar
Ala Moana Hotel

Gregory Gaspar
*Sheraton Maui
Resort & Spa*

Joanne Iwamoto
*Moana Surfrider,
a Westin Resort & Spa*

Eiko Kamano
*Waikiki Beach Marriott
Resort & Spa*

Raymond Kanehailua
Mauna Kea Beach Hotel

Gina Kapeliela
*The Mauna Lani Bay
Hotel and Bungalows*

Crystal Lei Lane
*The Westin Maui
Resort & Spa*

Michael Lofaro
*Grand Wailea, A
Waldorf Astoria Resort*

Carol Ly
*Outrigger Waikiki
Beach Resort*

Patricia Maher
Aqua Palms Waikiki

Chad Mears
The Modern Honolulu

Masami Oh
*Marriott's Ko Olina
Beach Club*

CONGRATULATIONS TO THOSE WHO BRING THE LEGEND TO LIFE.

We're proud to honor our 12 nominees for the Na Po'e Pa'ahana Awards,
including finalists **Jacob Cordeiro** and **Wesley Yamamoto, Jr.**

Mahalo for your aloha.

Libby Child - Sales

Ana Edayan - Food & Beverage

Raymond Kanehailua - Food & Beverage

Sub Pinpherk - Housekeeping

Louise Matsumoto - Engineering

Ludy Ontiveros - Engineering

Elvis Guillermo - Housekeeping

Jacob Cordeiro - Food & Beverage

Liesel Palafox - Food & Beverage

Jacob Brown - Food & Beverage

Wesley Yamamoto, Jr. - Bellman

Heather Roxburgh-Walters - Engineering



MAUNA KEA RESORT
HAWAII ISLAND



Eunjoo Oh

Waikiki Resort Hotel

Joy Ohata

*The Kahala Hotel
& Resort*

Michael Okamoto

Waikiki Parc Hotel

Catherine Orlans

*Trump International
Hotel Waikiki Beach Walk*

Keonaona Salis

*Courtyard by Marriott
Waikiki Beach*

Sharolyn Segundo

*Marriott's Waiohai
Beach Club*

Susan Smith

*Hilton Hawaiian Village
Beach Resort*

Micah Stevens

*Sheraton Kona Resort
& Spa at Keauhou Bay*

Karlyn Sukehira-Flores

*The Westin Princeville
Ocean Resort Villas*

Alvida Surpia-Jones

Shoreline Hotel Waikiki

May Valenciano

*Grand Hyatt Kauai
Resort and Spa*

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Outstanding Lodging Employee of the Year

Gerry Agustin
Halekulani

Arlyn Ambrocio
*Aston Waikiki
Beach Hotel*

Emily Arcangel
*Hyatt Regency Maui
Resort & Spa*

James Asuncion
Coconut Waikiki Hotel

Celena Burkhardt
*Trump International
Hotel Waikiki Beach Walk*

Ivory Carin
*Aston at the
Waikiki Banyan*

Wayne Chow
*The Westin Princeville
Ocean Resort Villas*

Micheline Ducharme
*Hyatt Regency Waikiki
Beach Resort and Spa*

Erica Duran Gideon
*Marriott's Ko Olina
Beach Club*

Anna Edayan
Mauna Kea Beach Hotel

Malia Freitas
Lawai Beach Resort

Phillip Galapon
*The Westin Ka'anapali
Ocean Resort Villas*

Mark Gonsalves
*Hilton Hawaiian Village
Beach Resort*

Kitty Gutierrez
*The Kahala Hotel
& Resort*

Samuel Ho
*The Royal Hawaiian, A
Luxury Collection Resort*

Brenda Jose
*Grand Hyatt Kauai
Resort and Spa*

**Healani Kimitete-
Ah Mow**
*Waikoloa Beach
Marriott Resort & Spa*

**Renee
Kiyono-Taniguchi**
*Outrigger Reef Waikiki
Beach Resort*

Nani Kupihe
*Sheraton Kona Resort
& Spa at Keauhou Bay*

Heidi Michel-Bunyard
*The Westin Maui
Resort & Spa*

Roxanne Momohara
*Moana Surfrider,
a Westin Resort & Spa*

Angela Morales
*Aulani, a Disney
Resort & Spa*

Kylie Navarro
Turtle Bay Resort

Liane Okimoto
The Modern Honolulu

Liezel Palafox
*Hapuna Beach
Prince Hotel*

Chad Tangalin
Kauai Marriott Resort

Dionicio Valenzuela
Sheraton Waikiki

Person of the Year SECURITY

Douglas Achuara
*Marriott's Waiohai
Beach Club*

Joseph Caminos
Kauai Marriott Resort

Thomas Cooper
*Marriott's Maui
Ocean Club*

Reginald Deguiar
*The Kahala Hotel
& Resort*

Jameson Demello
Hale Koa Hotel

Jason Kahoaka
*Waikiki Beach Marriott
Resort & Spa*

Johnathan Kana
*Sheraton Maui
Resort & Spa*

Lance Kuawe
*Grand Hyatt Kauai
Resort and Spa*

Jeffrey Lafond
The Modern Honolulu

Dan Masumori
*Hyatt Regency Waikiki
Beach Resort and Spa*

Lucas McGerity
Lawai Beach Resort

Maika Akoni Motas
*Marriott's Ko Olina
Beach Club*

John Pirtle
*Hilton Hawaiian Village
Beach Resort*

Trisha Renaud
Turtle Bay Resort

Jayson Rondal
*Grand Wailea, A
Waldorf Astoria Resort*

Kyle Siangco
*Wailea Beach Marriott
Resort & Spa*

Gerald Suzuki
*The Westin Ka'anapali
Ocean Resort Villas*

Larry Triplett
*Sheraton Kona Resort
& Spa at Keauhou Bay*

Mathias Wong
Sheraton Waikiki

Douglas Youth
*Moana Surfrider,
a Westin Resort & Spa*

WELL Deserved

Allison Bellows
Food & Beverage



Alberto Cacal
Engineering



Trisha Renaud
Security



Michelle Camit
Housekeeping



Thomas Manalo
Bell Desk



Kylie Navarro
Stables



Brandy Burke
Management



Stephany Dela Cruz
Front Office



TURTLE BAY

Congratulations to our 2016 Nā Po'e Pa'ahana nominees. These individuals represent the exemplary service, leadership, community giving, and aloha spirit which we value so greatly. Mahalo to you all!

Turtle Bay Resort 808.293.6000 57-091 Kamehameha Highway Kahuku, O'ahu, Hawai'i 96731 TurtleBayResort.com TurtleBayResort

**Congratulations
to all the 2016
Na Po'e Pa'ahana
Winners**

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Hawai'i Women in Lodging &
Tourism congratulates
Lynette Eastman as our first
"Woman of the Year"

We Can Do It!



HAWAII WOMEN
in Lodging & Tourism
WIL CHAPTER of the American
Hotel & Lodging Association

Keeping Hawaii's Momentum Rolling

BY MUFI HANNEMANN

I trust everyone had a very happy holiday season and on behalf of the Hawaii Lodging and Tourism Association ohana, we wish you a very happy and prosperous New Year!

Those who know me won't find the following as a surprise. I'm invigorated, excited and anxious to get 2016 off to a fast and productive start as we enter a busy year ahead advocating for more than 700 of our members throughout the hospitality and tourism industry.

Hawaii set yet another record year for visitor arrivals and spending, a familiar headline that we must not take for granted. While tourism officials forecast 2016 to be another strong year, it is incumbent upon all of us who work in and benefit from Hawaii's largest industry to ensure the momentum is not lost and we continue to meet and exceed our visitor's expectations time and time again.

As I've been saying for the past eight months since returning to HLTA, "We are all in this together!"

Each and everyone of us are working toward the shared goal of keeping the Hawaiian Islands one of the most sought-after vacation destinations in a highly competitive environment. However, if we can find ways to collaborate even more effectively, push our creativity in telling the stories of these unique islands and leverage our collective ambitions to market Hawaii in new ways to new audiences, the future will remain bright for the Aloha State.

At HLTA, our mission is to provide advocacy and education for the hospitality industry. The goal is to ensure our stakeholders never forget how important tourism is to our economy. I'd like to highlight some of the main initiatives we'll be focusing on this year:

Na Po'e Pa'ahana Awards

One of the most anticipated events of the year for the hospitality industry because it recognizes and applauds the stakeholders and key players in our number one industry. New to this year's awards were the honoring of an educator of the year, recognizing one of our properties for their environmental leadership and a legacy awardee for their lifetime contribution to tourism. As an association, what we strive to do is garner more exposure for this great event so that we can highlight the work of our "unsung heroes" and in Olelo we found a partner to help us do just that. Through our partnership, they were able to produce and broadcast the show making it available to residents statewide.

As I said before, "We are all in this together!" Let's make 2016 one of the best year's ever for Hawaii.

Growing HLTA's Membership

HLTA membership provides the opportunity for networking and

relationship building, membership helps strengthen hospitality and in turn allows us all to continue to do business in a vibrant industry. The more industry and allied partners we have behind us, the stronger our collective voice is in the community and in the halls of government.

Education and Advocacy

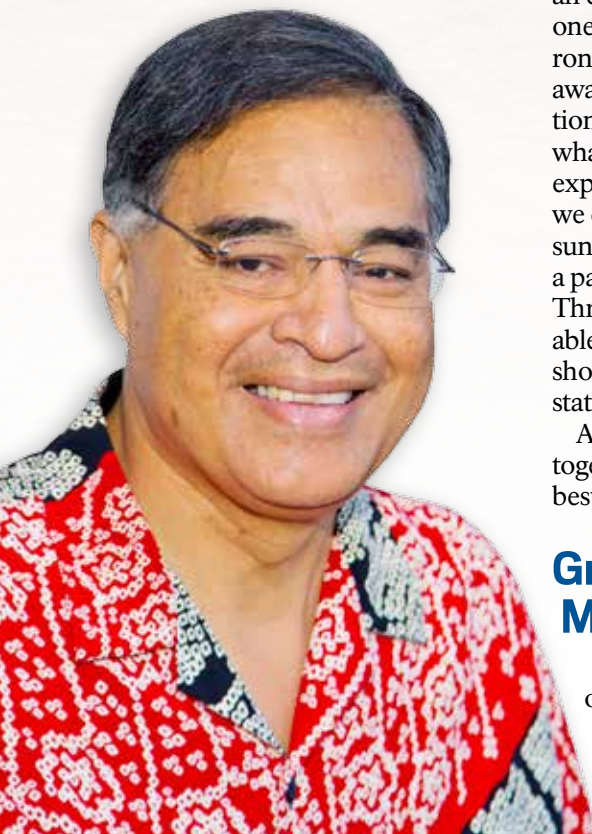
Our goal is for government and the public to understand our issues, know our concerns and appreciate the contributions we make to Hawaii's economy and quality of life. Our Government Affairs Committee aims to advocate at the county, state and federal levels. We regularly meet with key government officials so that we work collaboratively together for the common good and welfare. We'll also be holding a number of events this year that put our members in front of our elected officials.

Internal Operations

We're constantly looking at ways to improve our operations and serve our membership more effectively. As such, we're creating a new digital marketing position and hope to have that filled shortly. We want to enhance our presence on the web and offer our members more connectivity to HLTA. Additionally, as a statewide organization, we want to increase the roles of our neighbor island chapters and allied members to ensure we're hearing from all islands and addressing their needs.

Charitable Organization

The nonprofit arm of HLTA is the Hawaii Hotel Industry Foundation. HHIF provides us with a mechanism to fund many worthy charitable initiatives and scholarships benefiting



students and nonprofit organizations. There are three main fund-raising projects tied to HHIF:

- **Charity Walk:** One of Hawaii's most successful statewide fundraisers raising nearly \$2 million dollars annually and benefitting more than 200 nonprofit organizations statewide. Our goal is to increase fundraising opportunities through new initiatives, which includes getting our visitors more involved. We're excited to have Dean Nakasone, General Manager, of the Outrigger Waikiki Beach Resort as our 2016 Statewide Charity Walk Chair.

- **Scholarships:** Workforce development is a critical part of Hawaii's future success and I'm proud of the work HHIF does with our members in giving out over \$50,000 in scholarships annually to high school and college students pursuing their studies in hospitality. However, we want to go broader and deeper by garnering more quality applicants in other fields of study, such as culinary arts, and increasing the scholarship amounts to make them more attractive and appealing.

- **Community Needs:** Homelessness has been the No. 1 complaint and concern from our visitors. The past couple of years have been dedicated to launching and funding a program in partnership with the Institute for Human Services to address the homelessness problem in Waikiki. Our program has been a big success taking more than 350 chronically homeless individuals off the streets by putting them in shelters or repatriating them back to their families on the mainland. This past year, HLTA formed a Homelessness Committee with the goal of expanding our successful efforts beyond Waikiki. We pledged \$25,000 to Maui in which we witnessed instant results and plan on extending similar funding to the other counties. Another timely topic we sought to address is the hot classroom conditions at our public schools. Dubbed "Project Cool," our HLTA Engineers Council is helping us to install and repair the air conditioning units at Jefferson Elementary in Waikiki.

Women In Lodging & Tourism

The Women in Lodging & Tourism committee was started in August of 2014. In a little over a year the membership has grown to nearly 400 individuals. The mission of this committee is to support the personal and

professional development of women in the industry. In 2016 they will be launching a mentorship program, and announcing the first "Woman of the Year" award. Following a similar path, we will be implementing an exciting Millennial initiative this year. As I've said before "We're all in this together" let's make 2016 one of the best years ever for Hawaii.



Ho'omaika'i 'ana to our award nominees.

We are honored to nominate six exemplary individuals to the Na Po'e Pa'ahana Awards: Kin Tam, Dan Masumori, Joji Takada, Stacey Agcaoli, Micheline Ducharme-Sasano, and Sheldon Agena.

From Hyatt Regency Waikiki Beach Resort and Spa to all of our associates, mahalo nui loa for your service and Happy 40th Anniversary.

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THE 2016 FINALISTS

Bell/Valet Person of the Year



Troy Hiura
*Outrigger Waikiki
Beach Resort*



Lowell Sanborn
Sheraton Waikiki



Wesley Yamamoto
*Mauna Kea
Beach Hotel*

Engineer/ Maintenance Person of the Year



Stacey Agcaoili
*Hyatt Regency
Waikiki Beach
Resort & Spa*



Ryan Banaag
*Sheraton Maui
Resort & Spa*



Douglas McCracken
Sheraton Waikiki

Food & Beverage Person of the Year



Jacob Cordeiro
*Mauna Kea
Beach Hotel*



Norman Nakasone
Sheraton Waikiki



Laurence San Juan
Halekulani

Front Office Person of the Year



Pamela Keppler
*The Royal
Hawaiian, A Luxury
Collection Resort*



Skye Litsey
*Holiday Inn
Resort Waikiki
Beachcomber*



Shermaine Salazar-Hunter
*Waikiki Beach
Marriott*

Housekeeper of the Year



Michelle Camit
Turtle Bay Resort



Janet Li
*Marriott's Ko Olina
Beach Club*



Kin Tam
*Hyatt Regency
Waikiki Beach
Resort & Spa*

Manager of the Year



Deborah Crippen
*Lawai Beach
Resort*



Crystal Lei Lane
*The Westin Maui
Resort & Spa*



Susan Smith
*Hilton Hawaiian
Village Waikiki
Beach Resort*

Outstanding Employee of the Year



Emily Arcangel
*Hyatt Regency
Maui Resort
& Spa*



**Heidi Michel
Bunyard**
*The Westin Maui
Resort & Spa*



Celena Burkhart
*Trump International
Hotel Waikiki
Beach Walk*

Security Officer of the Year



Jason Kahoaka
*Waikiki Beach
Marriott Resort
& Spa*



John Pirtle
*Hilton Hawaiian
Village Waikiki
Beach Resort*



Jayson Rondal
*Grand Wailea,
A Waldorf Astoria
Resort*

Individual Awards

Allied Member of the Year: **Enterprise Rent-A-Car, National Car Rental, Alamo Rent A Car**


Leader in Sustainability: **Turtle Bay Resort**

Hospitality Educator of the Year: **Todd Nakayama, Waipahu High School**

Na Po'e Pa'ahana Legacy Award: **Don Ho**

Congratulations

Na Po'e Pa'ahana Award Finalists



*Thank you for your hard work,
passion and dedication to our industry,
visitors from around the world and fellow employees.
You are truly an inspiration to all those whose lives you touch.*



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NA PO'E PA'AHANA

Hospitality's Red Carpet

The 2016 awards celebrate Hawaii's best in a banner year

BY BRETT ALEXANDER-ESTES

The 2016 Na Po'e Pa'ahana Awards ceremony is "one of the most anticipated events of the year because it recognizes and applauds the stakeholders and key players in our No. 1 industry," says Mufi Hannemann, president of the Hawaii Lodging & Tourism Authority (HLTA), which sponsors the awards.

This year's winners at the Jan. 14 event at the Hilton Hawaiian Village will shine especially bright, given the record-breaking number of visitors to Hawaii in 2015. This past

year's outstanding performance by Hawaii's hospitality industry, which delivered an estimated 7.2 million visitors through October 2015, is due as much to the deep commitment of Hawaii's hospitality workers and professionals as to the fabled beauty of the Islands themselves.

See the special Na Po'e Pa'ahana Awards section on page 15 for a full list of finalists and honorable mentions.

As in the previous 25 years that the awards have been given, the 2016 awards celebrate the contributions of those who conduct hospitality's crucial in-house operations—from housekeeping to management.

Past recipients say they will never forget that golden moment when their name was called.

"I was completely shocked and began to cry," says Sheri De Costa, 2015 Manager of the Year. "I never thought that I could be blessed with such an honor."

Says Hiroe Yanagisawa, 2015 Outstanding Lodging Employee of the

Arcangel, Lane Top Na Po'e Pa'ahana Awards

Emily Arcangel's motto says it all: "Treat every customer as if the world revolves around them ... it does." For 35 years Arcangel has been committed to making guests' stay at the Hyatt Regency Maui Resort & Spa memorable.

For her tireless efforts, Arcangel has been selected the 2016 Outstanding Lodging Employee of the Year by the Hawaii Tourism and Lodging Association while Crystal Lei Lane of The Westin Maui Resort & Spa has been selected Manager of the Year.

They were among the winners in nine categories honored at the Na Po'e Pa'ahana Awards at the HLTA's luncheon on Jan. 14.

"Emily's aloha sharing and heartfelt, exceptional, dedicated concierge commitment to our guests, senior leadership, managers and colleagues is amazing," says Michael Lanzo, guest services manager at the Hyatt Regency Maui Resort & Spa, who nominated Arcangel for the HLTA honor. "It is a true demonstration of loyalty to have committed the past 35 years perpetuating our visitor industry's survival, cultural heritage and Island lifestyle—and this speaks volumes



Emily Arcangel

2016 Outstanding Lodging Employee of the Year

of her dedication on a macro level to Hawaii overall, and more locally on Maui and our resort property."

Arcangel, concierge at the Regency Club, is involved with many community events, from the annual Charity Walk to fundraising marathons, paddle races and environmental cleanup campaigns.

"She has offered her home to guests to 'weather out' numerous tsunami and hurri-



Crystal Lei Lane

2016 Manager of the Year

cane scares, hand-picked plumeria flowers from her yard to teach guests how to make fresh flower leis" and much more, Lanzo says. "She has a special gift of making others feel comfortable and pampered."

Following Arcangel in the voting for Outstanding Lodging Employee category were Heidi Michel Bunyard of The Westin Maui Resort & Spa and Celena Burkhardt of the Trump International Hotel Waikiki Beach Walk.

Lane, the human resources manager at The Westin Maui Resort & Spa, is "everything and more that a hotel could want in a manager," says Eileen Caldwell, the resort's HR director. "She is responsible, reliable, organized, smart and fun."

"What takes her above and beyond, and worthy of recognition," adds Caldwell, "is the way she commits her life, not just her work, to creating a happier, more productive workforce."

In addition to Lane, finalists for Manager of the Year included Deborah Crippen of the Lawai Beach Resort and Susan Smith of the Hilton Hawaiian Village Waikiki Beach Resort.

Year (third place): "I felt so honored and excited to receive the award, and was full of gratitude."

"It is an amazing feeling to be recognized for doing something you love," says Frank Hernandez, 2015 Manager of the Year (second place).

I never would have won."

Like De Costa, Yanagisawa, Hernandez and English, deep gratitude and *aloha* for their colleagues and community also defines Na Po'e Pa'ahana winners.

"My favorite part of the awards

they are truly special, giving of their own time and talents to contribute to an experience that creates a lifetime memory for our visitors."

This year also marks the introduction of a new category, "Educator of the Year." Hannemann says the new

"Our hospitality employees ... are truly special, giving of their own time and talents to contribute to an experience that creates a lifetime memory for our visitors."

— Karen Wataru-Nakaoka


"While I did win an award, it's due to having an amazing team, and it has taught me how we all contribute to each other's successes."

Wayne English, who was chosen as 2015's Outstanding Lodging Employee of the Year, says that when two managers at his hotel heard he was the year's winner, "they went crazy! Without those two giving me support,

ceremony is being able to witness the humility displayed by the employees being recognized," says Karen Wataru-Nakaoka, HLTA executive director. "It is also heartwarming to see all the well-deserved support they receive from co-workers, friends and family."

"Our hospitality employees often view their contributions as part of their job. However, we know that

award recognizes "one of our properties for their environmental leadership, and a legacy awardee for their lifetime contribution to tourism."

"The Na Po'e Pa'ahana award nominees and finalists represent the true spirit of *aloha*, and that is the one thing that is truly unique to Hawaii," says Nakaoka. "It's what makes us special." 



Lowell Sanborn



Douglas McCracken



Laurence San Juan



Pamela Keppler



Kin Tam



John Pirtle

Other 2016 Na Po'e Pa'ahana Award Winners

• **Lowell Sanborn** of the Sheraton Waikiki was awarded as Bell/Valet Person of the Year. A 41-year veteran in the lodging industry, Sanborn is "Mr. Aloha," says Brandon Kaya, director of rooms at the Sheraton Waikiki. "He makes everyone very comfortable around him. He overflows with aloha."

Other finalists were **Wesley Yamamoto** of the Mauna Kea Beach Hotel and **Troy Hiura** of the Outrigger Waikiki Beach Resort.

• **Douglas McCracken** of the Sheraton Waikiki was named Engineer/Maintenance Person of the Year. An electrician journeyman, McCracken handles light and sound for the Sheraton Waikiki's shows. "I know it sounds corny, but when people look and go, 'ah,' that reaction from the audience is something I really enjoy," he says.

Other finalists were **Stacey Agcaoili** of the Hyatt Regency Waikiki Beach Resort & Spa and **Ryan Banaag** of the Sheraton Maui Resort & Spa.

• **Laurence San Juan** of the Halekulani was named Food & Beverage Person of the Year. A server at La Mer Restaurant, San Juan has been at the Halekulani for 28 years. "Laurence maintains a calm demeanor on the floor at all times. He takes such great

pride in his grooming that his peers have nicknamed him, 'the gentleman's server,' " says Kellen Sasano of the Halekulani's HR department.

Other finalists were **Norman Nakasone** of the Sheraton Waikiki and **Jacob Cordeiro** of the Mauna Kea Beach Hotel.

• **Pamela Keppler** of The Royal Hawaiian, A Luxury Collection Resort was tabbed the Front Office Person of the Year. The Japan-born concierge says she loves her work. "For some people it's a stepping stone, but for me it's my passion," she says. "Concierge is from A-Z; we do so many different things for guests. Every day is different. You can't learn how to be a concierge; you have to live it."

Other finalists were **Shermaine Salazar-Hunter** of the Waikiki Beach Marriott and **Skye Litsey** of the Holiday Inn Resort Waikiki Beachcomber.

• **Kin Tam** of the Hyatt Regency Waikiki Beach Resort & Spa was honored as Housekeeper of the Year. The seamstress has been with the Hyatt Regency Waikiki Beach Resort & Spa for 34 years. "Whenever somethings needs to be done, she is the person to whom we look for help in

successfully completing the challenge," says Matthew Ellis, assistant director of operations at the resort.

Other finalists were **Michelle Camit** of Turtle Bay Resort and **Janet Li** of Marriott's Ko Olina Beach Club.

• **John Pirtle** of the Hilton Hawaiian Village Waikiki Beach Resort was chosen Security Officer of the Year. Pirtle was cited twice in the past year for life-saving efforts. "Quick thinking, the ability to handle medical emergencies every day and to stay calm under pressure, coupled with a heart full of aloha is what makes John an exemplary security officer and team member," says Erin Kikumoto, HR coordinator.

Other finalists were **Jason Kahoaka** of the Waikiki Beach Marriott Resort & Spa and **Jayson Rondal** of the Grand Wailea, A Waldorf Astoria Resort.

• **Enterprise Rent-A-Car, National Car Rental, Alamo Rent A Car** were honored as HLTA Allied Member of the Year. The Educator in Hospitality Award went to **Todd Nakayama** of Waipahu High School while **Turtle Bay Resort** received the Leader in Sustainability Award and the Tourism Legacy Award went to entertainment icon **Don Ho**.

The Na Po'e Pa'ahana Awards Categories

The Na Po'e Pa'ahana Awards categories give lodging properties the chance to recognize exemplary professionalism and exceptional service by non-management employees or supervisory employees, along with the Manager of the Year category.

All nominees must be employed directly by the hotel and not a concession or outside source. Nominees are judged on performance that goes above and beyond

normal job responsibilities, outstanding and unusual service to the property, to the guests, and/or to the community. Examples of outstanding service include taking on special services, showing outstanding leadership qualities, performing heroic deeds, or consistently adding to the general wellbeing of guests.

The categories are:

• **Bell/Valet Person of the Year:** Non-man-

agement employees or supervisory employees who provide support or work in the Bell and/or Valet Services to include but not limited to bell persons, porters, valets, and door persons.

• **Engineer/Maintenance Person of the Year:** Non-management employees or supervisory employees who provide support or work in the Engineering and/or Maintenance Department.

• **Food & Beverage Person of the Year:**

Non-management employees or supervisory employees who provide support or work in the food and beverage department to include but not limited to restaurant employees, banquet employees, kitchen staff and room service attendants.

• **Front Office Person of the Year:**

Non-management employees or supervisory employees who provide support or work in the front office department to include but

not limited to front desk, concierge, PBX operators and reservations.

• **Housekeeper of the Year:** Non-management employees or supervisory employees who provide support or works in the Housekeeping Department.

• **Manager of the Year:** Extended to management level employees.

• **Security Officer of the Year:** Non-management employees or supervisory employ-

ees who provide support or works in the security department.

• **Outstanding Lodging Employee of the Year:** Non-management employees and supervisory employees in all departments.

Also this year, recognition was given for the **HLTA Allied Member of the Year, Educator in Hospitality Award, Tourism Legacy Award** and **Leader in Sustainability Award**.

HRA | Gregg Fraser

Bright Outlook for Hawaii's Foodservice Industry

Hawaii's foodservice industry is one of the state's largest employers, supporting local farmers and businesses and bringing communities together to dine and socialize. We consider the foodservice industry as the career of hope—the real American dream.

Where else can you rise up through the ranks from a dishwasher or waiter to potentially owning and running a multimillion-dollar corporation?

And the industry is growing stronger.

Hawaii's estimated \$3.5 billion foodservice industry revenue is expected to grow more than 2 percent in 2015 verses the previous year, led by fast casual dining restaurants and supermarket-prepared food which are on pace for an 8 percent and 6.5 percent sales increase, respectively. Bars and taverns are reporting the slowest growth at just 1 percent.

In 2015, local and visiting foodies welcomed more new concepts than bid farewell to old favorites. New concepts such as Bread + Butter, Sky Waikiki and Tommy Bahama Restaurant, Bar & Store kept our food reconnaissance movement alive and buzzing as Hawaii continues to be recognized as one of the world's culinary hotspots.

Kapiolani Community College's culinary school that broke ground on



the slopes of Diamond Head last year is a welcome sight among our desperate employers as labor becomes an increasing challenge—one that could keep the industry from reaching its full potential. With the lowest unemployment rate in more than six years and increased competition from the booming construction and visitor industry, HRA is partnering with companies and schools to recruit, train and prepare individuals to work in the foodservice industry.

Operators believe recent government initiatives are the top issues that will impact their business in 2016, including minimum wage increases, tip credit, the impact of the Affordable Care Act, recent National Labor Relations Board rulings on the franchise model and much more. The Hawaii Restaurant Association is actively weighing in on pending bills that will impact the foodservice industry on behalf of their constituents, alerting lawmakers at the state and federal level.



HRA was honored to recognize the legends of the foodservice industry at our annual Hall of Fame Dinner this year, as well as salute the individuals in our community that have dedicated their lives and donated their time to feed Hawaii's hungry at HRA's "Holiday for Heroes" event.

We encourage all of you who are currently or planning to work within the foodservice industry to come and be a part of our Hawaii Restaurant Association *ohana*.

Gregg Fraser is executive director of the Hawaii Restaurant Association. He can be reached at gregg.fraser@hawaiiirestaurant.org or 808-944-9105. For more information about the HRA visit www.hawaiiirestaurant.org.

Eastman Named Woman of the Year

The Women in Lodging & Tourism–Hawaii Chapter names Lynette Eastman its 2016 Woman of the Year. Eastman also won the 2012 Na Po‘e Pa‘ahana Manager of the Year Award.

Currently the area general manager of Aqua Waikiki Pearl, Eastman will oversee the \$15 million 2016 relaunch of Hokele Suites as The Surfjack Hotel & Swim Club through its first year.

Eastman is a graduate of Waipahu High School and studied at Leeward Community College. She began her career in 1984 at Kaanapali Shores Resort where, within a year, she was promoted to front desk supervisor then later to rooms division manager. In 1999 she accepted her first general manager position at the Aston Maui Islander and was recognized with “The General Manager of the Quarter” award for exceptional financial performance.

In Honolulu, Eastman opened the Aston Waikiki Beach Hotel as assistant general manager during a \$40 million renovation. In 2005 she became general manager of the Coral Reef.

Eastman oversaw a \$9 million renovation that transformed the budget Coral Reef Hotel into the Aqua Waikiki Wave, an award-winning boutique hotel. Additionally, in 2008 Eastman also managed the Honolulu Prince as it underwent a \$5 million renovation to become the Aqua Waikiki Pearl.

In 2014 Eastman managed Hokele Suites, Waikiki Joy and the Waikiki Pearl. The Waikiki Joy underwent a \$3 million renovation to become the Aqua Oasis.

Work colleagues in hotel leadership roles nominated Eastman for the Woman of the Year award. They listed their reason for nominating as: “Lynette’s spirit of excellence in home, work, community and heart of compassion for women and others.”

Lynette Eastman



Airline Makes Seat Fabric Fashionable

Graduates of Honolulu Community College’s Fashion Technology Program and designers from The Cut Collective + Creative Lab’s Fashion Immersive Program took part in Hawaiian Airlines’ “Cabin[to]Couture” project during Honolulu Fashion Week in late November.

Earlier in 2015, the airline rejuvenated the cabin of its Boeing B717 aircraft with modern, lightweight seats. It then came up with the idea of repurposing the fabric from the old seats—19 first class and 23 main cabin—and headrests into stylish garments and accessories.

Designers from HCC’s Fashion Technology Program included Randy Oribello, Chai Lim and Jacky Lau. From Fashion Immersive were Chanterelle Chantara, Emiko Miyazawa, Jana Lam and Lizzy Chitamitre.



Design concepts, from left, were by Honolulu Community College Fashion Technology Program graduates Randy Oribello, Chai Lim and Jacky Lau.

Tapping into a Rainbow

Tourism conference at the Sheraton Waikiki highlights the gold in the LGBT global market



BY BRETT ALEXANDER-ESTES

It's my passion to sell Hawaii," says **Kirk Dalrymple**, travel agent at San Francisco-based Yankee Clipper Travel, which has many clients who are members of the LGBT (lesbian, gay, bisexual and transgender) community. "Hawaii has so much beauty, and everyone feels welcome."

On Feb. 11, Dalrymple and other like-minded travel professionals can explore this global market's attractive revenue potential during the second annual Symposium on LGBT Tourism & Hospitality: Hawaii/Pacific Islands at the Sheraton Waikiki Hotel.

"It is estimated that there are



211 million LGBT individuals living in the world today," says **Kelly Sanders**, Starwood Hotels and Resorts Waikiki Area managing director. "While that is only an estimate, what we do know is the LGBT community travels more often and spends more on travel than other demographic groups."

Like similar conferences held this year at other popular travel destinations in the U.S. and internationally,



Kelly Sanders

the Hawaii/Pacific symposium is a forum that will help Hawaii travel professionals better understand and serve the LGBT visitor market, says Community Marketing & Insights (CMI), an LGBT organization that is one of the sponsors of the event.

A Solid U.S. Market

In May 2014, CMI also produced "LGBT Travel and Tourism to



Hawaii,” a U.S. LGBT survey which noted that 45 percent of all survey participants indicated at least one visit to Hawaii in their lifetime, and that 25 percent of those who have visited Hawaii in the past two years made the trip two or more times.

Moreover, notes the report, 53 percent of U.S. LGBT visitors to Hawaii “spent their trip on one island, while 47 percent traveled to two islands or more. 89 percent of LGBT visitors spent four days or more in Hawaii.”

A recent survey by Alaska Airlines, which flies to Hawaii from many West Coast cities, found that the airline’s “LGBT travelers spend 33 percent more than their heterosexual

counterparts.” And CMI reports that among LGBT travelers to Hawaii, “notably high participation levels can be seen in paid activities typically costing over \$100.”

Hawaii Opera Theatre, a venue that appeals to the well-educated and the well-heeled, “welcomes the prospect of increased tourism from the LGBT sector, especially because opera as an artform appeals strongly to the LGBT community,” says **Simon Crookall**, Hawaii Opera Theatre executive director.



Simon Crookall

International Potential

Juergen Steinmetz is president of the LGBT Hawaii, a local organization with 123 member companies and individuals that promotes LGBT travel to Hawaii. He recently participated in JATA (Japan Travel Market) and introduced Hawaii travel options to Japan’s LGBT market at the event. Japan’s LGBT outbound tourism market, Steinmetz says, is estimated at seven percent to eight percent of travelers.



Juergen Steinmetz

“Currently, preferred travel destinations for (Japanese) LGBT travelers are Thailand, Australia, South Africa and Europe,” says Steinmetz,

Twenty percent would consider Hawaii for their honeymoon, far outpacing all other destinations.

—Community Marketing & Insights

who notes that a recent study found that when measuring the average spending of international LGBT travelers, the top-ranking countries were

China (\$11,657 per trip) and India (\$10,348 per trip).

As part of LGBT Hawaii’s efforts to increase the Islands’ allure for the world’s LGBT tourists, Steinmetz recently participated in the HTA Marketing conference at the Hawaii Convention Center and is working on a research program to determine the tourism potential of Hawaii for the U.S. and Japanese LGBT markets.

A Worldwide Rainbow

LGBT Hawaii also recently became a member of IGLTA (International Gay and Lesbian Travel Association), an organization that links LGBT-friendly hospitality properties and other travel-related businesses. IGLTA, says its website, “is the world’s leading global travel network dedicated to connecting and educating LGBT travelers and the businesses that welcome and support them along the way.”

IGLTA’s rainbow-themed logo is found on the websites of these businesses, and is instantly recognizable to travel agents and LGBT travelers. For businesses, the benefits of IGLTA membership include access to its worldwide network of participating organizations, as well as an annual global convention, trade shows, direct marketing support and a designated Expedia travel portal. IGLTA partners and sponsors include Delta Airlines, United Airlines, Hilton Worldwide, Hyatt Hotels and ASTA (American Society of Travel Agents).

Altars and Honeymoons

At the JATA conference, Steinmetz found that even though same-sex

weddings are not yet recognized in Japan, a hotel in Kyoto has a waiting list for wedding ceremonies that the hotel conducts on a daily basis.

“Similar events for Japanese travelers are conducted in Thailand, Australia and Europe, and it’s a growing business opportunity,” Steinmetz says. “If Hawaii would be added to the mix, it would be the only major destinations where weddings are actually fully legal.”

In contrast, says CMI’s Hawaii report, U.S. LGBT couples tend to marry in their state of residence. “Most same-sex couples will get married in their home states (90 percent among currently married), but 5 percent are considering a destination marriage in Hawaii. More impressively, 20 percent would consider Hawaii for their honeymoon, far outpacing all other destinations.”

Dedicated Marketing

Because of historic prejudice against LGBT individuals and the strong need of LGBT travelers to feel safe, says Dalrymple, these customers are quick to recognize and enthusiastically respond to “gay-friendly” marketing that specifically appeals to their community. After Alaska Airlines introduced

its Gay Travel Page, for example, the increase in LGBT business for the airline between Feb. 1 and Sept. 30, 2015 was 2,096 percent.

Many leading Hawaii hotel and other hospitality properties—such as Aqua-Aston Hospitality—have incorporated the LGBT market and its network of marketing associations like IGLTA and the Travel Advocacy Group (TAG) into their marketing campaigns.



Elizabeth Churchill

“Aqua-Aston continues to embrace diversity with specials and packages for LGBT travelers and anyone who supports LGBT travelers,” says **Elizabeth Churchill**, Aqua-Aston Hospitality chief revenue officer. “The company’s ‘Out and Proud’ and ‘Free To Be’ packages add a special aloha to any holiday in Hawaii whether to get married, celebrate a romantic occasion or simply relax in tropical paradise.”

“Having a solid and comprehensive

LGBT Travel and Tourism Links

Second annual Symposium on LGBT Tourism & Hospitality: Hawaii/Pacific Islands:

www.lgbttourismconference.com/hawaii-pacific-symposium-on-lgbt-tourism/

Community Marketing & Insights (CMI):

www.CommunityMarketingInc.com

LGBT Hawaii:

www.lgbthawaii.com

IGLTA (International Gay and Lesbian Travel Association):

www.iglta.org

marketing plan to capture this important market is the right thing to do for business,” says Sanders. “At Starwood, we have been marketing our properties for years to the LGBT community and ensuring that our hotels and resorts welcome them with open arms, and create an atmosphere where they know they are welcome.” H



PHOTO COURTESY OF KAUAI VISITORS BUREAU

A New Vision in 2016

With the excitement of a new year underway, I want to offer a warm mahalo to everyone who has provided me with support and words of encouragement since joining the Hawaii Tourism Authority in May 2015.

Since then, we have accomplished a great deal that has re-energized the work of HTA. Most notably, we have implemented a new vision for how we operate, a vision focused on efficiency, streamlining of services and empowerment of our staff and contractors.

We are now working as a team at HTA in the truest sense of the word, working together to help our tourism industry succeed for the good of everyone.

Virtually every resident, family and business in Hawaii benefits from the success of our tourism industry. No one is immune to its impact.

No to the Status Quo

Hawaii's tourism industry has set record totals in visitor arrivals and expenditures for four straight years, and the outlook is promising to continue that streak in 2016. But we are refusing to rest on this record and be complacent.

We want to constantly strive in reaching avid travelers, both those who have been here and love coming back, and especially those who have not yet come to Hawaii—the “never-beens.”

Tourism Feeds Hawaii's People

The quality of work performed by the Hawaii Visitors and Convention Bureau is particularly impressive in helping to generate results we see every day. Our industry owes a *mahalo* to John Monahan and his skillful team at HVCB and the Island Chapters for their marketing acumen and strategies to keep Hawaii top-of-mind with travelers in North America, our biggest market.



(Top) HTA's executive team, from left, Marc Togashi, vice president of finance; George Szigeti, president and CEO; and Randy Baldemor, chief operating officer. (Above) HTA's team behind the agency's efforts to support Hawaii's visitor industry.

We are partnering with four new marketing contractors in China, Europe and Korea, as well as Southeast Asia, a new market we are giving greater attention to because of its potential to attract more travelers from Malaysia and Singapore.

They join our existing network of international marketing contractors promoting Hawaii's diverse appeal to travelers in Japan, Latin America, Oceania and Taiwan.

Please know we will continue to honor Hawaii's culture, our heritage

and the remarkable qualities of a people and a place that the rest of the world admires and dreams about.

We have a great team at HTA working hard to support Hawaii's visitor industry, today and for the future. We are energized, passionate, focused and results-oriented. It's a privilege to be associated with such a superb group of professionals.

George Szigeti is president and CEO of the Hawaii Tourism Authority (HTA), the state's tourism agency.

WIL Elects Advisory Council

The HLTA Women in Lodging & Tourism (WIL), following an uncontested election, has announced its 2016-2017 Advisory Council. The new term began on Jan. 1.

The Council Includes:

Chairperson: **Julie Arigo**, general manager, Waikiki Parc Hotel

Lodging Member Vice Chairperson: **Pam Yagi**, general manager, Hokulani Waikiki by Hilton Grand Vacations Club

Allied Member Vice Chairperson: **Karen Fowler**, senior image consultant, Cintas

HLTA Staff Advisor: **Karen Wataru Nakao-ka**, executive director, HLTA

Advisory Council Member: **Kathleen Pahnui**, group publisher, Where Hawaii/Morris Publications

Advisory Council Member: **Joann Perreira**, catering sales manager, Hawaii Prince Hotel Waikiki and Golf Club

Advisory Council Member: **Carrie Takahama**, senior human resources consultant, Hawaii Employers Council

Advisory Council Member, Hawaii Island Representative: **Jaisy Jardine**, director of public relations, Fairmont Orchid

Advisory Council Member, Kauai Representative: **Denise Wardlow**, general manager, The Westin Princeville Resort Villas

Advisory Council Member, Maui Representative: **Lisa Paulson**, executive director, Maui Lodging & Tourism Association

Advisory Council Member, Oahu Representative: **Joslyn Bantilan**, sales executive, Enterprise Rent-A-Car

Outrigger Launches Blue Note Hawaii

Blue Note Entertainment Group, with music clubs in



New York, Washington, D.C., Milan and two locations in Japan, opened Blue Note Hawaii in late December in the former Society of Seven showroom at Outrigger Waikiki Beach Resort.

The official grand opening for Blue Note Hawaii is on Jan. 14 featuring jazz icon Kenny G doing two shows a day through Jan. 17.

Its lineup also includes Maya Azucena, a Blue Note New York favorite, from Dec. 28 to Jan. 10. And on Jan. 1 and 2 Jake Shimabukuro is the headliner. Other acts include The Rebirth Brass Band of New Orleans on Jan. 11-13.

All That JAZZ

Blue Note Hawaii's show lineup and ticket information are available at bluenotehawaii.com or call 808-777-4890. A 15 percent discount is offered for military and kamaaina for all performances, excluding food and beverage.

Prince Resorts Hawaii Appoints Guterres

Prince Resorts Hawaii has appointed **Patricia Guterres** regional director of group sales.

Guterres started her 17-year career in the hospitality industry as a housekeeper and front office agent and got her start in sales and marketing at Starwood Hotels and Resorts and InterContinental Hotels Group. She focused her attention on re-branding independent hotel properties in Monterey, Calif. and Honolulu.



Guterres

Most recently, Guterres served as the director of group sales at The Modern Honolulu.

Kokua Kailua Launches 7th Year

As it begins its seventh year, Kokua Kailua has set the dates throughout 2016 for its village stroll, which is held one Sunday in each month from 1-6 p.m. along Alii Drive.

Sponsored by the Kailua Village Business Improvement District, the Sunday activities include more than 100 vendor booths, music, artists and merchants. Hulihee Palace hosts Hawaiian entertainment on the lawn at 4 p.m.

The designated Sundays are Jan. 17, Feb. 21, March 20, April 17, May 15, June 12, July 17, Aug. 21, Sept. 18, Oct. 16, Nov. 20 and Dec. 11.



Nakamoto Heads HR at Prince Resorts Hawaii

Prince Resorts Hawaii has named **CharlAnn Nakamoto** corporate director of human

resources overseeing talent management, employee relations and HR strategic planning and development for all three Prince Resorts Hawaii properties: Hawaii Prince Hotel Waikiki, Mauna Kea Beach Hotel and Hapuna Beach Prince Hotel.



Nakamoto



She has more than 25 years of experience in the hospitality industry. Previously Nakamoto served as the director of human resources at the former Maui Prince Hotel and Norwegian Cruise Line America.

Nakamoto earned her bachelor's and master's degrees in human development and human resources the University of Hawaii.

Ulep is Chef De Cuisine at Rays on the Bay

Sheraton Kona Resort & Spa at Keauhou Bay named **Francis "Junior" Ulep** as the



Ulep

chef de cuisine for its signature restaurant Rays on the Bay. Ulep gained his culinary skills under the mentorship of former Manele Bay Lanai Executive Chef Philippe Padovani, one of the pioneers of

Hawaii regional cuisine.

Ulep's first cooking position was in Ashland, Ore., at the Winchester Inn Restaurant Shakespeare County. He later held culinary positions at Mauna Lani Bay Hotel & Bungalows, Four Seasons Resort, Lanai at Manele Bay, The Lodge at Koele and Manta Restaurant at the Mauna Kea Beach Hotel.

Sheraton Kona Names Gomes Executive Chef

Sheraton Kona Resort & Spa at Keauhou Bay has selected **George Gomes Jr.** as its executive chef. With more than 30 years of culinary experience, Gomes most recently served as the executive chef at the Courtyard Marriott King Kamehameha Kona Beach Hotel.

He was executive chef of the Mauna Kea Beach and Hapuna Prince Hotels, executive chef at Merriman's Restaurant Hawaii, Kapalua and corporate executive chef of Tri-Star/Jas Restaurant Group, overseeing five restaurants including Sarento's at the Ilikai Hotel on Oahu, Aarons at Ala Moana Hotel, Nick's Fishmarket Fairmont Kea Lani Maui, Sarento's on the Beach Maui and Son's at Swan Court Hyatt Regency Maui.

Gomes is a graduate of the Hawaii Community College Culinary Program in Kailua-Kona.

Hilton Hawaiian Village Welcomes Heath

Hilton Hawaiian Village Waikiki Beach Resort welcomes **Jessica Heath** as the



Heath

resort's hotel manager on duty. She began her career as journey ambassador at the Hilton Anaheim, then moved to Hilton Seattle Airport and Conference Center where she completed the Hilton

Front Office Leader-In-Training program. Upon completion Heath was promoted to manager on duty at the 396-room property.

Heath joined DoubleTree by Hilton Hotel Alana-Waikiki, serving as assistant front office manager. Heath relocated back to California with Hilton Anaheim as event services manager, guest services manager, front office manager and assistant director of front office.

Aqua-Aston Hospitality Announces Promotions

Aqua-Aston Hospitality, the hotel and resort management group, announces several key promotions among its leadership team.



Caminos

Jeff Caminos is vice president of operations. Caminos has more than 35 years of hotel and management experience and was previously the director of operations.

He is responsible for overseeing operations on Oahu, focusing on new property development, service and renovation initiatives.

Robin Harlow is vice president of sales after more than 10 years with the company, and was senior director of sales. She is responsible for identifying new business opportunities and implementing a direct sales strategy that leverages competitive insights while leading the global direct sales team.

Cathy Mak is vice president of finance. Mak has been with the company for over 20 years, leading the implementation of business intelligence systems, budgeting and



Mak

forecasting programs and various financial management systems including Oracle's PeopleSoft. She previously was associate vice president of financial reporting and planning.

Keith York is vice president of revenue and distribution. With the company for over six years, York previously was senior director of



York

revenue and distribution. He oversees the central reservations department, and leads the implementation of revenue optimization strategies across the entire Aqua-Aston Hospitality portfolio.

Other promotions include: **KeAlii Alexander**, senior director of owner operations; **David Crouch**, senior director of operations; **Ramona Dobias**, director of payroll; **Bulla Eastman**, senior director of safety and security; **LeeAnn Isobe**, senior director of marketing; **Sharon Matsumoto**, director of credit and collections; **Kolia Moua**, director of reservations; and **Justin Nakaahiki**, director of marketing.

Dickinson to Lead Starwood Communications

Jean Dickinson is the new area director of communications for Starwood Hotels & Resorts in Hawaii.



Dickinson

She leads the public relations team for Starwood's 11 resort properties on four islands, including responsibility for the area's brand and hotel positioning objectives through

public relations, special events, promotional material and advertising.

Dickinson worked at Communications Pacific as a senior vice president in media relations, issues management and brand stewardship. Her career includes six years as vice president of communications and marketing at the Alzheimer's Association, California Southland Chapter; several years as a shopping center marketing director at

Caruso Affiliated; and 15 years with international public relations firm Hill & Knowlton, including nearly eight years at Hill & Knowlton/Communications-Pacific in Hawaii.

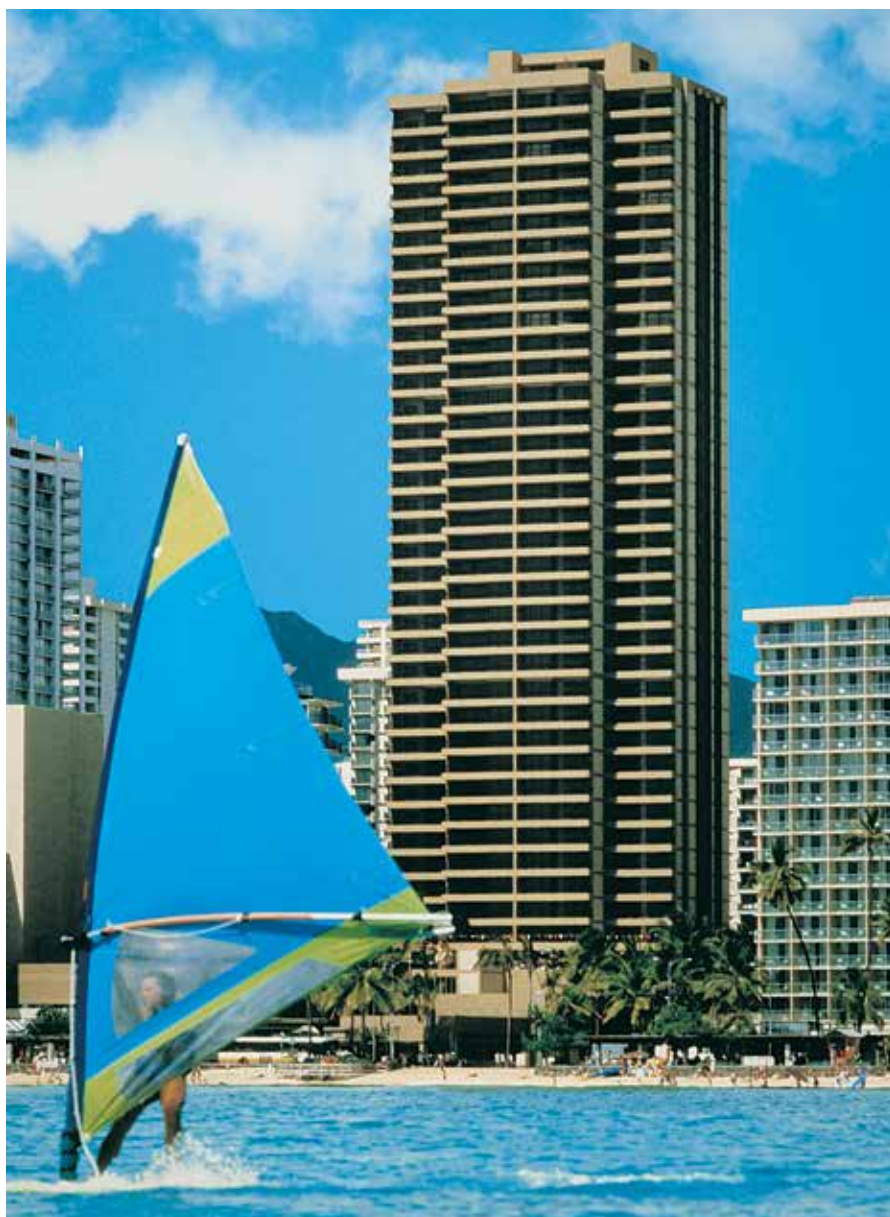
As partner in a Honolulu-based advertising agency, Dickinson previously served as editor of *Hawaii Hospitality* and *Hawaii Food Industry*, two statewide trade magazines.

Expedia Honors Aston Waikiki Beach Tower

The online travel site Expedia has listed Aston Waikiki Beach Tower among the "Best of +VIP Access" hotels for 2015. To be listed a property must earn the highest

customer satisfaction rankings, reflecting feedback from elite Expedia+ members. Expedia honors only 400 hotels worldwide for demonstrating exemplary customer service to Expedia+ members.

"We are very proud to be recognized for our ability to continue to exceed customer expectations," says **Mike Tasaka**, general manager of Aston Waikiki Beach Tower. "From our oshibori presentation on arrival—when we greet our new guests for the first time with cleansing hand towels infused with essential, aromatic oils—to complimentary valet service and some of Waikiki's finest views, delivering impeccable service and the very best experiences to our guests is a top priority."



CAROLE KAI'S MEMORIES

- "We once saw a young man with his senior mother on one side, and his father holding him on the other side. We found out that this man was blind, and that his parents take him on the run every year."

- "I didn't notice this until recently, but several firefighters always run in full gear, with backpacks and everything. It's hot! They must be dying! There are seven of them. This year, we would like to donate to their favorite charity."

- "Last year, we had 300 Hokkaido seniors who came with a Japanese tour agency. They sang as a group, holding arms, as they walked into Aloha Stadium. They were so cute!"


- "My chicken-skin moment is the 6,500 military members who participate every year. When they chant and run in formation, you can't help but get goose bumps. The University of Hawaii marching band plays as the military units run into Aloha Stadium. It's such a feel-good moment for everyone."

CONTINUED FROM PAGE 10

participants in front of its store on Nimitz Highway.

"We like having more activities and entertainment on the course than other races," says Claire K. Nakamura, event coordinator for the GAR.

Hawaii residents aren't the only ones to enjoy the perks. The GAR draws up to 1,000 people from off island, including 48 states, Canada and other countries. Japan always represents the largest foreign group, with 200 participants annually.

Although GAR organizers officially don't partner with Japan-based tour groups, doing so is their long-term goal. "We hope that we can build more relationships with travel groups from Japan to bring people to the Great Aloha Run," Nakamura says. 



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