

INSIDE: HELP WANTED: CHARITY WALK'S HIGHEST GOAL

HAWAII *hospitality*

ODGING & FOODSERVICE | MAY/JUNE 2017

The Next
Hurricane

RECRUITING
TOP TALENT

Top
Concierges
What they do, & don't

Wendy Nagaishi of
The Royal Hawaiian

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checking in

The tourism industry is racing along at a red-hot pace, according to statistics from the Hawaii Tourism Authority. The HTA reports that for the first quarter of 2017, visitor arrivals rose 3.1 percent to 2,264,903. In this issue we report on some of the activities available to visitors and locals.

In May, each of the Islands will stage their version of the Visitor Industry Charity Walk. Our report also shows how you can sign up for the event using the new online tool, MobileCause.

There's a focus in this edition on Maui, where upcoming events range from its world-famous film festival to the annual wine and food event in Kapalua—both in June.

And be sure to check out our story on the Islands' various travel excursions, some of which are adventurous and daring (skydiving) while others may appeal to the more spiritual souls who seek new experiences while touring Hawaii.

As The Royal Hawaiian's first concierge, Wendy Nagaishi has seen firsthand the many changes that have shaped the hospitality industry. She spoke with *Hawaii Hospitality* about her three decades at the "Pink Palace of the Pacific."

Hawaii's culinary educational community recently celebrated the opening of Kapiolani Community College's Culinary Institute of the Pacific. We take a look at the multitude of venues, from Hilo to Waipahu, where aspiring chefs are learning the culinary arts.

All hotels and resorts have their emergency plans in place as hurricane season approaches. The No. 1 priority, they say, is always the safety of their guests.

Aloha!



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Why I'm out of the office

Looking at all of the fun events coming up around Hawaii in May and June is another great reminder of how lucky we are to live in Hawaii. Yes, some of these things are aimed at visitors, but they're just as much fun for *kamaaina*. And a few happen to include some of my favorite things about Hawaii.

At the top of that list of faves is the Kapalua Wine and Food Festival on Maui. I've attended several versions, going back nearly 30 years to when it was called the Kapalua Wine Symposium, and I must say that I've learned more about wine at Kapalua than at any other place—and about great food, too. Some of that comes from attending tasting seminars led by master sommeliers, and much of it comes from mingling with those same sommeliers—and the top chefs who prepare meals based on the wines—at social events.

It was at Kapalua that I heard the wisest words ever spoken about wine, from the late and legendary winemaker **Robert Mondavi**: “Just because I like a wine doesn't make it a good wine. What makes it a good wine is if you like it.”

The festival—held primarily at the Kapalua Ritz-Carlton—opens on June 8 with a reception. The tastings get serious the next day with a look at two West Coast regions, new wines from Oregon's Willamette Valley, followed by the wines of the Paso Robles area of central California. In the evening, it's the Grand Tasting, which is all it sounds like and more. The festival, including cooking demonstrations and a pinot noir tasting, continues for two more days.

For more information, go to kapalua-wineandfoodfestival.com.

- Wine not your thing? Then perhaps the Maui Brewers Festival is more to your taste. It happens May 13 at the Maui Arts and Cultural Center. There's also hard cider, hard kombucha, and root beer. In addition to a variety of brews from which to taste—at least 45 at this writing—there's food from at least 25 restaurants and music.

For more information: mauiarts.org.

- June 11 is Kamehameha Day, honoring the Big Island chief who united



The 36th Annual Kapalua Wine & Food Festival is happening on June 8-11.

the islands in 1795. Well, most of them. People on Kauai still take pride that they live on the “Unconquered Island,” though they did come around and peacefully submitted to Kamehameha's rule by 1810, and today locals celebrate with a parade in Lihue.

Parades and other activities occur on all islands. Significantly, Kamehameha Day is one of the rare occasions the chapel at the Royal Mausoleum, Mauna Ala in Oahu's Nuuanu Valley, is open to the public. One of the most photographed events in the state is the draping with lei of the massive Kamehameha statue in downtown Honolulu. Perhaps the biggest celebration is on Kamehameha's home island. It has been happening in Hilo for more than 100 years. Across the Big Island in North Kohala, the king's boyhood home, lei draping also happens at the original Kamehameha statue, followed by a hula competition.

For more information: Google Kamehameha Day 2017 followed by your island of choice.

- The Big Island Jazz and Blues Festival happens June 1-4 beside the sea at the Mauna Kea Beach Hotel. The lineup includes Grammy winners Russell

Malone, Eric Marienthal, Wayne Toups and Gary Washburn, as well as Jazz Hall of Fame legend Bobby Watson.

For more information: BigIslandJazzAndBluesFestival.com.

- The 10th annual Biggest Little Air Show happens June 3-4 on Ford Island in Pearl Harbor. The show features remote-control aircraft large and small buzzing overhead, as well as static displays at the Pacific Aviation Museum, games, rides, food and more.

For more information: pacificaviation-museum.org.

- The Honolulu Triathlon (May 14) has grown into an international event with multiple events from experienced triathletes to newbies to kids.

For more information: honolulutriathlon.com.

It's a great time to be out and about in Hawaii.



Have a good story about a good person in the Hawaii hospitality industry? Please e-mail me at don@tradepublishing.com.

Software Designed for Hospitality

New tools offer better communications, security for the hotel industry

BY BRANDON BOSWORTH

Verizon and Apple recently held a briefing focusing on technology and the hospitality industry. The event, “Transforming Business with iPhone and iPad,” featured topics such as “Apple in Hospitality” and “Key Trends in Hospitality.”

“People in the hospitality industry need to look at the new technologies and decide what they need to increase efficiency.”

— DICK MOSHER

A key emphasis at the April 18 event at Hilton Waikiki Beach was on managing, deploying and securing devices and data while enhancing employee productivity.

The Hawaii Lodging & Tourism Association promoted the briefing. “It’s an important event,” says HTLA member Dick Mosher. “Technology moves forward at an ever-increasing speed and it affects all of our business.

“People in the hospitality industry need to look at the new technologies and decide what they need to increase efficiency.”

Among the software highlighted during the event was Connect Staff. The Apple app provides real-time two-way guest and staff communication. Besides facilitating fast communication, Connect Staff offers detailed reporting and analytics making it easier to measure staff efficiency and response times as well as provide data on guests’ preferences.

Another featured communication tool was Kodiak broadband push-to-talk, which allows users to make and receive PTT calls over compatible Wi-Fi systems including public Wi-Fi hotspots,

home networks and corporate Wi-Fi networks. Calls are instantly connected and conversations are immediate. Unlike text messages or regular calls, push-to-talk calls are actively received and heard. Kodiak’s product is compatible with iPhone, Android and Windows Mobile.

Also discussed was Apple Pay, a streamlined, secure method of making purchases with iPhones, Apple Watches, iPads and Macs. When someone makes a purchase, Apple Pay uses a device-specific number and unique transaction code.

Glenn Sakahara, telecommunications manager with Aqua Hotels and Resorts, says he attended the event “to learn about changes in the industry. Definitely the products and features are always evolving.”



A speaker explains push-to-talk technology.



Members of the Generational Mentoring program's first cohort were recognized at a luncheon on April 19.

PHOTO COURTESY HLTA

How to Create and Keep Top Talent

Recruiting and training employees in Hawaii's dynamic hospitality sector requires long-term strategies

BY DAVE DONDONEAU

Corey Campbell loves to break the ice with potential new clients by telling a story.

The founder of Akamai Training & Consulting, Campbell created the



Corey Campbell

company because he recognized a growing need in the hospitality industry to retain and attract talented employees.

"I tell a joke that during a meeting one upper management person interrupts

and gruffly says, 'What if we train these people better and they leave?' Then a second manager, lower level, raises his hand and says, 'What if we don't train them and they stay?'

"It kind of sums up what everyone is thinking," Campbell says. "And it makes sense."

There will always be turnover in the hospitality industry, but Campbell's training is designed to help hotels, restaurants and other segments of the hospitality industry minimize change by



Thomas Bingham

creating a culture that employees don't want to leave.

Retaining and hiring are always a battle and, nowadays, hotels need strong employees and a strong culture to thrive in a world where more travelers are finding alternative lodging.

Thomas Bingham, dean at the University of Hawaii at Manoa's School of Travel Industry Management, says a recent study showed 50 percent of all U.S. travelers are now booking through renting platforms like Airbnb and staying in timeshares, not hotels.

interesting dynamic market for hotels to compete against."

At UH, there are currently 380 undergraduates and 15 masters program students in the hospitality program.

"Hawaii is considered a mature tourism destination, particularly with island destinations," Bingham says. "Hawaii has been at it for a long time and having organizations like the Hawaii Tourism Authority and Hawaii Lodging & Tourism Association who have a lot of experience with tourism is a plus for the market. Waikiki is another big plus. Not many schools have access to such a destination place so close by. Our students are able find experience in all aspects of the hospitality industry. There is lots of opportunity here."

A Program for Success

Six UH students and three students from both Hawaii Pacific University and BYU-Hawaii recently became the first dozen hospitality students to participate in a seven-month program called "Generational Mentoring." Sponsored by the HLTA in partnership with Art Sakkissian of Here and Now Consulting, each student was paired with a hotel general manager.

Students worked alongside the GMs and had opportunities to ask questions about the intimate workings of the business and gain firsthand experience and exposure.

Kelly Hoen, general manager of The Modern, was paired with Derik Lin of UH. She says the program was successful for the GMs as well as the students.

"Derik has been incredibly receptive to the program and through our mentorship relationship. I have learned quite a bit about what he and his colleagues are

looking for in their next career opportunities,” Hoen says. “We stay true to the program modules and then have robust conversations about our own personal experiences.

“Derik said he really appreciated the core value development work that we did. He is now sharing his core values with his prospective employers and he felt it gave him a really great way to describe who he is and stand out from other qualified candidates.”



Kelly Hoen

While the Generational Mentoring program helps students progress in the industry, Campbell says hotels can help themselves become more attractive in re-

cruiting and retaining workers by being willing to take a few proactive steps.

For starters, Campbell says it's important to hold orientation meetings for new employees. Spend a minimum of two days explaining the company and local culture. “They should feel like they're part of something special, and they should know how the company does business and how to treat customers,” he says.

He also suggests feedback from the employees. One method is the “stop, start, continue” plan where a boss asks employees three questions: What do I do that drives you crazy or makes your job tougher that you'd like me to stop; what can I start to do that I'm not doing right now that would help make your job easier; what do you want me to continue you to do that makes you enjoy coming to work or your job easier?

“It's how you phrase questions,” Campbell says. “Employees want to know they're appreciated. It's little things like saying hello to everyone at the start of the day, or noticing them for how they've handled a situation.”

Valuable Feedback

Another method Campbell likes to use is confidential updates. Instead of a general manager asking employees about the job, the environment, etc., a trainer or trusted staff member can often elicit a more honest response.

“Once-a-year appraisals aren't enough,” he says. “The feedback we get from these meetings are often different than what the survey cards say. Some-



Interns in the first cohort of the Generational Mentoring program gather to discuss goals.

PHOTO COURTESY HLTA

times they'll say, 'We love our manager as a person and didn't want to throw him under the bus, but this or that could be done better.' ”

The following questions can help create a more desirable work environment:

- Why do you enjoy working here?
- What do we do well in regards to service here?
- What do we not do well in our service? What do we need to improve?
- How do we communicate culture? Do we communicate Hawaiian culture? Do we communicate company culture to you and to guests? Does it exist?

- What process challenges do you deal with on a daily basis that cause you frustration?

“Sometimes it comes down to just fixing the process,” Campbell says. “Maybe employees are fed up with dealing with guests who constantly come down mad because their keys won't swipe. That process can be easily fixed.

“Everyone needs to be paid in the realm of market value, that's No. 1. But money isn't the driving force for good people staying. They want to feel like the company has invested in them and they're invested in the company. Everybody wants to be appreciated.”



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Wendy Nahaishi (seated) is the chief concierge at The Royal Hawaiian. The hotel's concierges include, from left, Yoko Nishizawa, Mari Hayashida, Ruiko Kobashi and Wakako Freepartner.

PHOTO BY ANJJ LEE

What Concierges Do

“The main thing is to create amazing experiences for guests.”

When Wendy Nagaishi started working as a concierge at the The Royal Hawaiian Hotel nearly 30 years ago, she more or less created the position.

"I started at the front desk," she says. "There was no concierge at the time. When they opened a concierge desk, I asked for the job and have been there ever since."

At first, guests weren't sure what exactly Nagaishi did. "Americans didn't know what a concierge was," she says. "People would ask what a concierge was at least seven or eight times a day. Now everyone knows."

Nagaishi is a member of Les Clefs d'Or USA, the only national organization of hotel lobby concierges in the United States. The organization describes its concierges as individuals who can "handle all duties with efficiency and zeal. Recommendations, reservations, travel, meeting and party planning, personal shopping and assistance are all in a day's work for Les Clefs d'Or concierges. We are also ultimate social advisors, business expeditors and personal confidantes."

Currently the hotel's chief concierge, Nagaishi has seen many changes in the hospitality industry.

"Nowadays, we see different types of travelers," she says. "For example, millennials are eager to see the world and experience the uniqueness of every location. They love coming here and learning about our culture."

Foodie culture has led to more culinary curiosity on the part of visitors. "Guests are really into *poke*," Nagaishi says. "Even *poi* isn't too foreign for them. They ask for it and appreciate it."

Tourism to Hawaii remains international.

"The world of a concierge is so wonderful because we meet people from all across the world," Nagaishi says. "I helped people from six different nations just this morning." She adds, "We're starting to see lots of visitors from China. Many love to shop and Hawaii is the perfect place for them. Language can be a challenge but we do have a Mandarin speaker on staff."

The Korean market is also expanding. "Visitors from Korea have various interests," she says. "Some come with their families, others are on their honeymoon, and some are individual travelers. They want to see the scenery and some are

The Six C's of Successful Concierges

Marjorie Silverman, a celebrated mainland consultant and concierge for 25 years, said before her death in 2015 that hotel managers need to find concierges with character, who possess special qualities set forth in her Six C's:

• **CURIOUS:** Concierges must be curious about people, about the world, about travel and tourism. They should possess intimate knowledge of their locale—the history, restaurants, tours, architecture and culture. They need to keep current, and it helps to be well-traveled.

• **CREATIVE:** Concierges need to be innovative, creative and proactive. They should anticipate guests' needs and spawn ideas for every challenge. They must embrace change, seeking new and better ways to operate because it stimulating for them and impressive to guests and bosses.

• **COMPETENT:** Concierges, who assist guests by arranging tours and making theater and restaurant reservations must be effective and communicative, as if managers of a vast information system. They should understand their job and exactly how it fits into the hotel's mission of service. A simple request for theater tickets amid a flurry of activity will not confound the experienced concierge who will know how to easily ensure that tickets

are secured and see that the guest is aware of the cost and location.

• **COURTEOUS:** Concierges demonstrate civility in their interactions with guest, staff, management, vendors and colleagues. They should be kind, understanding, gentle, diplomatic and giving. They are generous with their praise, knowledge and information. They are even-tempered, fair and wise.

• **CONFIDENT:** Successful concierges must be self-assured and confident. They have to make decisions and know how to prioritize. If the concierge is tentative, guests will not trust him or her. When concierges receive a request they must listen carefully and tailor their response to suit the request. Today's guest usually comes to the concierge, having done his own basic research. What guests want is a local authority with knowledge of the up-to-the-minute scene.

• **CHARISMATIC:** Concierges project an image of joy and satisfaction. Charisma is a word that comes from the Greek meaning that a person has a gift of grace. Charismatic leaders possess the ability to inspire a following. They are charming and they are seen as change agents.

Marjorie Silverman was the Chief Concierge of Hotel InterContinental Chicago.

interested in the culture."

The Royal Hawaiian Hotel is also popular with guests from the Middle East, she says.

Like so many other fields, changes in technology affect the work of concierges. According to Nagaishi, many travelers research their destination in advance online. But that doesn't mean they don't need a concierge.

"Many do their research and then come to us for that human touch. They ask what we think about something they saw on the web. We have the power to really influence them as long as we can explain our opinions," she says.

Still, even with so much information available, Nagaishi says many guests have no real itineraries and come to the concierge for help. Technology can

make it easier for a concierge to do his or her job. "We can communicate with guests via texts," she says. "Tech makes us more available. It's a great tool."

The ready availability of information has subtly transformed aspects of a concierge's work.

"Concierges need to be a lot more knowledgeable than in the past," Nagaishi says. "We're not just making recommendations; we're storytellers. Visitors love knowing the history of things. It makes the experience more memorable."

And making experiences memorable is what Nagaishi sees as the principal duty of a concierge. "The main thing is to create amazing experiences for our guests.

"For a concierge, anything is possible."

The Masters of Fulfillment

The term “concierge,” according to Les Clefs d’Or USA, derives from the old French *comte des cierges*, or “keeper of the candles.” In Hawaii, many outstanding concierges are keeping the flame of great service for visitors alive and well. Three offer their insights into the profession:

Wendy Iwalani Tablada

The Westin Princeville Ocean Resort Villas



Born and raised in Kailua, Tablada was already an experienced concierge when she began working at the Westin Princeville in 1993.

She previously worked as a concierge at Pono Kai Resort and for Marriott International. Her background also includes stints as a travel agent with Hawaiian Airlines and American Hawaii Cruises.

“I love people, working with people and spreading the aloha spirit,” she says. “Being a concierge is a great opportunity to meet people from around the world.”

Tablada says a good concierge “has to be dependable and quick, anticipating a guest’s needs.” She adds that younger visitors, in particular, want fast responses. They also have specific preferences. “They are interested in ecology and health-conscious travel.” By working as a team, Tablada finds her staff can best assist their guests.

In Tablada’s experience, many guests of The Westin Princeville Ocean Resort Villas are looking to escape the hectic pace of contemporary life.

“They come here because it’s so laid back and quiet,” she says. “It’s much more relaxing here. Visitors have studied the islands and come to Kauai to relax.”

Sam Wilhelm

Four Seasons Resorts Maui



Wilhelm has been a concierge for 11 years.

“I started as a concierge in high school and spent a couple of years behind the desk before moving around to various

departments,” he says. “I began at Hotel Hana-Maui (now Travaasa) and spent five years at The Fairmont Kea Lani prior to joining the team at Four Seasons Resort Maui in 2011.”

Wilhelm says many character traits go into making a great concierge. “Top qualities I look for in my staff are curiosity, patience, empathy, perseverance, innovation, warmth, humor and discretion,” he says. “Four Seasons founder Isadore Sharp found the simple philosophy of treating others the way you would want to be treated is the key to success in our industry. This can be as elaborate as arranging a grandiose marriage proposal or as simple as gifting a single flower to a guest to wear in her hair at dinner.

“The goal is to earn your guest’s trust, connect in a meaningful way, and go above and beyond by being intuitive and proactive.”

Technology has impacted the way Wilhelm does his job. “Information is now more readily available than ever via a multitude of platforms,” he says. “This has resulted in concierges becoming filters. Guests often say they are overwhelmed with the amount of information they find online, so we step in to add our own personal experiences and feedback from other guests. This makes the information that the guest should consider much more manageable.”

Looking ahead, Wilhelm says, “I believe a more personalized approach will become standard practice. In the past couple of years, we have added



PHOTOS COURTESY FOUR SEASONS RESORT MAUI

team members and managers solely tasked with looking after high-profile guests, and that’s a growing trend. Whatever changes come our way, the key is to be nimble—to constantly adjust to the evolving luxury travel landscape so that we ensure our guests’ needs and expectations are always met and exceeded.”

Adam Lieberman

Sheraton Maui Resort & Spa



Lieberman more or less fell into the concierge profession. “I saw a job posting and didn’t know much about what concierges do,” he says.

“But I knew I loved talking to people.”

He applied, got the job, and has been a concierge for about 20 years, including 15 years in Las Vegas, a year and a half on Lanai and two years on Maui.

During his time in Las Vegas, Lieberman learned to assist travelers from all



over the world, a skill he finds equally valuable in Hawaii. He finds that technology can be helpful in overcoming the language barrier.

"Tools such as Google Translate make it easier to get a point across." However, he also says technology can be a two-edged sword. "People who used to come to concierges for everything now can just book services online," he says. "A short time ago I was at a high-end hotel in San Diego. I asked where the concierge was, and they pointed to a computer kiosk. It was a virtual concierge."

However, Lieberman says traditional concierges aren't going away soon. The profession will change, though. For example, while he works at Sheraton Maui Resort & Spa, Lieberman doesn't actually work for the company. He is employed by Aqualani, a company that provides concierge services as well as beach, ocean and pool rentals to properties on Maui and Oahu.

"More hotels are outsourcing concierges," Lieberman says.

While it is a change from how things used to be done, Lieberman says working for an outside company has been a mostly positive experience.



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Cooking Up Culinary Careers

Chefs, schools say educational opportunities lead to more *ono* grinds that boost tourism's economic impact

BY SUZANNE ROIG

Hawaii's culinary schools are cooking up trained graduates, some who have gone on to make names for themselves outside of Hawaii and others who can jump into any kitchen and start serving up a meal fit for the most discerning palate.

Schools are both public and private. Some are training grounds; others are geared to the weekend cooking warrior. But with the addition of Kapiolani Community College's \$25 million Culinary Institute of the Pacific on the slopes of Diamond Head, aspiring chefs can pursue a bachelor's degree in a facet of the culinary arts.

Opinions vary on why Hawaii is awash in culinary educational offerings. Some say the popularity of food shows on television is attracting more young students to the field. Others point to Hawaii's strong farm-to-table movement, and the result of the founding of Hawaii Regional cuisine, established in 1991.

But no one can deny that the food and beverage industry is a powerful economic driver in Hawaii. It accounts for 10 percent of all the jobs in the state, according to the Hawaii Tourism Authority. The HTA also reports that about 20 percent of the \$15.1 billion in 2015 Hawaii visitor dollars was spent on food.

Between the popular television cooking shows and social media, young people are being drawn to the culinary arts from Hilo to Waipahu. The six community colleges and private programs have drawn on the uniqueness of Hawaii Regional cuisine and are adding their own twist to this style of cooking, says Brian Hirata, program director for Hawaii Community College's culinary program in Hilo.

"Our students are making their own mark in the culinary arts," Hirata says. "We've defined our own cuisine and our own style of cooking and at the same time grounded by what was taught by our mentors."

"Our food is a reflection of our varied cultures. Hawaii students have a broader palate than a lot of other people."

Strong training programs mean a

strong workforce, says Jack Suyderhoud, a Business Economics professor at the University of Hawaii at Manoa Shidler College of Business.



Jack Suyderhoud

"One of the goals of the state is to increase the

value-added experience of visitors, giving them reasons to spend more so that we can get a greater economic impact without more tourist bodies," he says. "Upgrading the culinary experience is



When Gros Bonnet first opened in the 1970s, the school focused on restaurant manager training, but today no one wants to be a manager; each of the 100 students a year want to learn how to cook, Green says.



Frank Green

Learning to cook isn't limited by age. At Waipahu High School, culinary arts teacher Elaine Matsuo usually starts off the school year with more than 150 students in her beginning culinary class. Many are wooed by the popular cooking shows on television, but others have a passion for the kitchen. By the end of the year, however, her enrollment is down to 25.

"A lot of them come because they want to eat and they watch the Food Network and they see the glorious things they're doing and want to be a chef," Matsuo says. "Some come in and see how hard it is. A lot of them decide not to go into foodservice."

But those who do go on to work in the industry are prepared for the long days, the messy cleanup, the prep work and planning that goes into cooking, she says.

Hawaii Regional cuisine chefs who had the foresight to connect foodies with local growers to encourage a sustainable tradition.

Sustainability adds to visitor experience, imparting the ability to "enjoy products and tastes from Hawaii that add to the special character of our place and enhances the mystique of the Islands," Evans says.

Cooking up new creations is at the heart of Kapiolani Community College's new third- and fourth-year culinary program that was 15 years in the making, says John Richards, Kapiolani CC dean



Dave Evans

of career and technical education. The school's bachelor's program won't only be about cooking, he says. It will include career pathways in technology, food manufacturing,

food safety and sustainability.

The first students in the new bachelor's program begin arriving in August, Richards says, although the culinary program has been around since the 1970s.

"It's a serious expansion of the program for our state," he says. "We're going to be able to entice some top culinary professionals for their advanced degree into our program from around the world. There's a need for this and we're creating this need."

"We don't want our culinary arts students to move to the Mainland. We think the community needs this."

part of that strategy. "

You don't have to tell that to Royden Ellamar, owner of the Las Vegas Harvest Restaurant and former chef at Bellagio's Sensi restaurant in Las Vegas. Ellamar, a 1994 graduate of the Hawaii Community College culinary program, remembers the lessons of his culinary teachers, particularly the lessons



Royden Ellamar

learned making bread.

"It still plays a part in what I do," says Ellamar, 42, who grew up in Hilo. "I learned a lot and the school has grown even more. The school gave me a good base of knowledge and some of those lessons I remember today, mostly the bread program. Make simple breads, but good breads."

Ellamar is just one of many culinary school graduates who have gone on to have their own restaurants.

"People want to play around with food," says Frank Green, president of the Gros Bonnet Culinary Academy in Honolulu. "People are foodies."

Boosting Tourism

Hawaii's tourism benefits from having a skilled workforce, says Dave Evans, Kapiolani Community College Hospitality and Tourism Education Department chairman. The chefs coming out of the schools today, he says, are building on the vision of many



Royden Ellamar, a Hawaii culinary school grad, owns the Las Vegas Harvest Restaurant.



Villas Beckon Visitors to West Maui

Valley Isle's hospitality sector includes
a new timeshare resort designed to be
a 'living cultural center'

BY DAVID PUTNAM



Aerial view during Hawaiian Dredging's work on The Westin Nanea Ocean Villas.

PHOTO COURTESY HAWAIIAN DREDGING CONSTRUCTION CO. INC.

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From Lahaina to Kapalua to Hana, Maui is home to some of the world's most popular resorts and hotels, and the Valley Isle's hospitality industry got another major boost in mid-April with the opening of its newest destination spot: The Westin Nanea Ocean Villas.

"We are very excited to welcome our newest resort to west Maui," says Sherry Duong, executive director for the Maui Visitors and Convention Bureau. "The 390 villas bring great value for families needing extra space besides what a hotel room can offer."



Sherry Duong

Visitors to The Westin Nanea Ocean Villas on North Kaanapali Beach are in store for an experience "rooted in ancient Hawaiian culture," says Chris Rabang, general manager of the 16-acre oceanfront property.

Its opening comes at an opportune time, as more visitors are flocking to Maui this year. According to the Hawaii

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Tourism Authority, there have been 660,348 visitors to Maui Island so far in 2017, an increase of 1.2 percent over the same period last year. The HTA also reports that in March visitor spending on Maui grew 6.8 percent to \$423.7 million, boosted by daily spending of \$217 per person.

“Maui showed a healthy gain in visitor arrivals for March,” says the MVCB’s



Chris Rabang

Duong. “Overall, we’re extremely pleased to see Maui Nui (Maui, Lanai and Molokai) doing well thus far, and anticipate a solid remaining 2017.”

The villas began logging reservations on

May 1. “The Westin Nanea Ocean Villas offer a world-class experience to all vis-

“Our hope is that our guests will learn about our island home while they are here.”

— CHRIS RABANG

itors,” Rabang says. “Marketing focuses on families and couples.

“When guests enter, they will find a *piko* in tile on the ground. The *piko* represents our connection to our ancestors and past. As guests look up, they will see woodwork that represents a *hinai*, ancient fish basket,” he says. “Much like the basket was used to gather fish, the *hinai* symbolizes the gathering of stories, both of the past and those of our guests. *Hinai*-inspired woodwork can be seen throughout the resort, including the villas, collecting the stories being created at The Westin Nanea Ocean Villas.”

Pat Palmer, project director for general contractor Hawaiian Dredg-

ing Construction Co. Inc., says The Westin Nanea Ocean Villas fill “a need for a timeshare resort on the west side of Maui.” Hawaiian Dredging broke ground for client VSE Pacific Inc. in February 2015 on the \$300 million project located next to The Westin Kaanapali Ocean Resort Villas.

“Hawaiian Dredging’s quality of work, professionalism and diligence helped make this ambitious vision a reality,” Rabang says. “Hawaiian Dredging, along with WCIT Architecture and others, was a valued partner in bringing The Westin Nanea Ocean Villas to life two and a half months ahead of schedule.”

Rabang says the resort was “designed



to be a living cultural center with Hawaiian concepts carefully woven throughout the resort buildings and its surroundings from the ground up. The resort was inspired by the *ahupuaa* of Honokowai (where the resort is based). A beautiful mural, created by local artist Phil Sabado, illustrates the *ahupuaa* and is located behind our front desk in the lobby. From there, each of the resort's wings is named after a role within the *ahupuaa*. For example, one wing is called Mahiai (farmer). Another, closer to the ocean, was named Lawaia (fisherman).



Pat Palmer

"Our hope is that our guests will learn about our island home while they are here."

Among the resort's unique features is the Puuhonua o Nanea Cultural Center. Programs include *lei* making, *lauhala* weaving and Hawaiian language classes. The Center also offers the Moololo o Lele, a historic walk of Lahaina town.

"The entire resort was designed to be a living cultural center and the Puuhonua o Nanea is at the very heart of it," Rabang says.

The resort is comprised of eight wings, including two four-story parking garages. Each of the one-, two- and three-bedroom villas feature signature Westin comforts such as the Heavenly Bed and fully equipped kitchens, washers and dryers, as well as resort

amenities, such as daily housekeeping service, pools and onsite restaurants.

"The experience is ideal for families, couples and small groups," Rabang says. "The corporate team worked closely with Hawaiian cultural advisors to create a resort that would not only embody Westin's wellness movement, but also honor the Hawaiian culture."

He says the project has achieved that vision. "From the very name of the resort, *Nanea*, which means 'to be in a state of relaxation,' this marriage of wellness and culture can be seen and experienced throughout the property through design elements, artwork, landscaping, food, amenities and programming."



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Maui Gears Up for Wine, Music and Film Fest

Valley Isles' upcoming offerings include taiko and guitar fests, an annual parade and canoe racing

BY BRANDON BOSWORTH

Summer is right around the corner, and to visitors and residents of the Valley Isle that means wine and movies fests, parades and more.

The 36th annual Kapalua Wine & Food Festival runs from June 8-11 at locations including The Ritz-Carlton, Kapalua, Plantation House Restaurant, Pineapple Grill, Merriman's Kapalua and Montage Kapalua Bay. The festival features wine tastings, a golf tournament and cooking demonstrations by celebrity chefs Andrew Sutton and Cat Cora.

"Every year we strive to provide a truly magical experience for our guests

and give them access to some of the most premium and exclusive wines on the planet," says Karin Sagar, the event's executive director. "We have a long history of storied winemakers



Karin Sagar

attending our event and I'm so thrilled that year after year they come back, even if they are not on a panel, just because they love the place and the event."

Sagar says the festival is an economic boon for Maui. "We introduce new industries and sponsors to this market as well as bring new guests to the resort and island," she says. "We work closely with our local wine distributors and island restaurants to promote their products and venues."

For more information, visit kapaluawineandfoodfestival.com.

Another major event is the annual Maui Film Festival runs June 21-25 in Wailea. Founded in 2000 by Barry Riv-



ers, the event has grown from attracting fewer than 2,500 attendees to more than 17,500.

Sheri Linden of The Hollywood Reporter called the Maui Film Festival "the embodiment of relaxed elegance providing ample opportunity to enjoy stargazing of both the Hollywood and heavenly varieties shoulder-to-shoulder with its A-list honorees."

The festival features screenings of more than 40 films, as well as filmmaker panels. One of the films Rivers is particularly excited about is "Grand Unifying Theory." He calls it "a smart, quirky and funny dramedy that explores galaxies known and unknown to reveal things in life on the special planet we're lucky to call home: The Earth."

The festival also will host the premier showing of the locally produced film "Kuleana" on June 23. Rivers describes the movie as "a drama set in early 1970s set against the background of the sparks of a renaissance of Native Hawaiian

culture." The festival also will present four surf films, including a showing of "Take Every Wave: The Life of Laird Hamilton."

In addition to screenings, the Maui Film Festival includes discussion panels as well as culinary events such as Taste of Chocolate, Taste of Wailea and Soirée at Spago. The festival closes with a dance featuring live music, food and hand-crafted cocktails.

For more information, visit mauifilmfestival.com.

Other upcoming events on Maui:

- **The Maui Arts & Cultural Center in Kahului will host Zenshin Daiko's 18th annual taiko festival concert on June 10.** In addition to performances by Maui's own 50-member Zenshin Daiko, the festival will also feature On Ensemble, a taiko group that melds traditional Japanese drumming with a wide range of musical influences from jazz and rock to central Asian overtone singing.

For more information: mauiarts.org

- **The Na Kamehameha Commemorative Pau Parade & Hoolaulea** will take place in Lahaina on June 18 on Front Street. Following the parade is a hoolaulea at Kamehameha Iki Park. The hoolaulea consists of a pau awards presentation, food booths, local crafts and entertainment. The festivities are scheduled to last until sunset.

For more information: [facebook.com/NKCPH](https://www.facebook.com/NKCPH)

- **The 26th annual Ki Hoalu Guitar Festival** will be held June 25 at the A&B Amphitheater in Kahului. Ki hoalu means "loosen the key" in Hawaiian, and this event will feature some of the state's best slack key guitar players. The festival is free and family-friendly.

For more information: mauiarts.org

- **The Maui Jim Pailolo Challenge 2017 — Maui to Molokai Canoe Race** is scheduled for Sept. 16. The 26-mile race begins at Flemmings Beach in Kapalua and ends at Kaunakakai Pier on Molokai. Registration opens May 15.

For more information: pailolo.com

- **The annual Chinese Moon Festival** will be held Sept. 30 at Wo Hing Museum in Lahaina. This event pays tribute to the island's harvest of locally grown produce as well as honored traditions from China. The festival will feature cultural activities, traditional music and mahjong lessons.

For more information: lahainarestoration.org



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Walkers and Foodies Aiming for Lofty Goal

Event organizers across the Islands hope to raise \$2.5M for nonprofit groups

BY CATHY CRUZ-GEORGE

The Visitor Industry Charity Walk—the hospitality industry’s signature fundraising event—in 2016 raised a record-breaking \$2.2 million for 346 nonprofit groups across the Islands.

This year, Charity Walkers have set their highest fundraising goal yet: \$2.5 million. It’s a lofty but attainable number, thanks to a new feature this year to help charity walkers raise funds online. The online tool, MobileCause, allows anyone with a mobile device or computer to:

- Register for the Charity Walk.
- Start or join a Charity Walk team.
- Create a personal fundraising page.
- Solicit donations from friends, family and colleagues.
- Donate money to other Charity Walk teams or individuals.
- Track fundraising goals in real time.

Not only is the program user-friendly, but it also makes sense for Hawaii’s globally diverse hotel and restaurant

Check It Out!

The theme of this year’s Charity Walk is “A Tradition of Giving.” See Mufi Hannemann’s column on page 33.

employees.

“This helps us expand our reach to



Mufi Hannemann

people all over the world,” says Mufi Hannemann, president and CEO of the Hawaii Lodging & Tourism Association (HLTA), which sponsors the yearly event. “They will be led

to our online registration site where they can make their contribution to-

How to Support the Walks Online

It’s not too late to join the Visitor Industry Charity Walk, or help participants reach their statewide goal this year of \$2.5 million. The easiest way to help is via the online platform, MobileCause. Here’s how:

On Your Laptop Or Desktop Computer: Type in charitywalkhawaii.org. Select the island you wish to support. Then click on the colored tab, “Register or Donate.” Follow the rest of the instructions to complete your task.

On Your Smartphone, Tablet Or Mobile Device: Text the name of the island you wish to support, plus the letters “CW,” to the number 717-77. For example, OahuCW, MauiCW, KauaiCW or BigIslandCW. The number 717-77 will reply with an image or a text message. Clicking on it will lead you to the Charity Walk page. Use the “register” or “donate” functions to complete your task.



Charity Walkers enjoy treats along the route at last year’s event.

PHOTO COURTESY HLTA

ward our statewide \$2.5 million goal.”

The technology upgrade is a giant leap for the Charity Walk, which already has raised a whopping \$30 million since its humble roots in 1974. The organizing group for the “Superwalk” back then was the former Hawaii Hotel Association. In 1978, the Superwalk officially became the Charity Walk, now managed by the HLTA.

Annually, Charity Walk funds have been distributed to local nonprofit groups serving homeless people, children, senior citizens and military veterans. Also benefitting from the fundraiser every year are nonprofits supporting health, education and anti-crime initiatives.

“All monies raised on each island stays on that island,” Hannemann says.

Activities Galore

Fundraising aside, the Walk’s foodie factor helps to build buzz every year.

Unofficially dubbed “The Only Walk in Hawaii Where You Gain Weight,” participants walk (or run if they desire) on a flat course lined with food tents managed by Hawaii’s hotels and restaurants.



Hotels handed out goodies to walkers during the 2016 Charity Walk.

PHOTOS COURTESY HLTA

The walking and running courses range anywhere from 1 mile (Lanai) to 5.25 miles (Oahu).

Participants can fuel up with a power breakfast at the starting line. And along the route are more stations featuring food and beverages. Then, to celebrate crossing the finish line, participants can eat again.

It's a road race where no one judges.

The menus are as diverse as the walkers and runners themselves. The Kauai Charity Walk, for instance, will dish up Korean fried rice and *namul* vegetables; *congee* with toppings; corn bread and beef stew; biscuits and gravy; short ribs and, of course, traditional breakfast malasadas and loco mocos.

There's always a party-like atmosphere at the Charity Walks. For example, organizers on Maui have arranged for live entertainment by Maui Taiko, George Kahumoku & Friends and Frank Delima. The annual T-shirt contest and a designated tent with door prizes, on the morning of the walk, also are part of the Maui lineup.

On Hawaii Island, the hotel-run food stations will battle each other with tomatoes. Each property will present an original recipe using locally sourced tomatoes from the island's farmers.

"The hotels are very hush-hush about what's on their menus," says Bambi Lau, who oversees the nonprofit component of the Charity Walk on Hawaii Island. "The great thing is, they're always competitive," adds Lau, who is senior human resources generalist for the Waikoloa Beach Marriott Resort & Spa.

Lau says that on the day of the Hawaii Island Charity Walk, the annual silent auction will be larger than in past years. Meantime, nonprofit groups will operate a dozen activity stations, such as silly-photo booths and face painting for the kids.

Organizers of the Hawaii Island event, which usually draws about 3,000 walkers and runners, anticipate up to \$315,000 in raised funds this year.

The Charity Walk in Maui County is unique in that the islands of Maui, Lanai and Molokai work toward a combined fundraising goal of over \$1 million. In 2016, the county wrote checks to 101 nonprofit charities on all three islands.

The Oahu Walk last year raised more than \$425,000, in a 5-mile course winding through Ala Moana Beach Park and halfway to Kalakaua Avenue and back.

Charity Walkers on Kauai bumped up their goal this year from \$250,000 to \$275,000, with special events leading up to the day of the Walk.

In mid-April, the Kauai chapter of the HLTA held a bowling tournament fundraiser, where everyone showed up in creative costumes. All 28 lanes quickly sold out as in past years.

Then on May 6, the Kauai chapter held a "countdown" party at Kukui Grove Shopping Center, where non-

Island-By-Island Charity Walks

MOLOKAI

When: 7 a.m., Saturday, May 6, 2017

Where: A 1.24-mile walk that begins and ends at Hotel Molokai, with a turnaround at Friendly Isle Auto.

Raised in 2016: \$40,436

LANAI

When: 9:30 a.m., Saturday, May 6

Where: A 1-mile walk that begins at the Four Seasons Resort Lanai Lodge at Koele and ends at the Lanai Senior Center.

Raised in 2016: \$31,624

MAUI

When: 7 a.m., Saturday, May 13

Where: A 3.1-mile walk starting and ending at the War Memorial Park Soccer Field.

Raised in 2016: \$1,023,395

HAWAII ISLAND

When: 6:45 a.m. and 7 a.m., Saturday, May 13

Where: A 3.7-mile walk (and run) that begins and ends at Queen's Market-place.

Raised in 2016: Over \$300,000

KAUAI

When: 7 a.m., Saturday, May 13

Where: A 2.9-mile walk that begins and ends at the Historic County Building.

Raised in 2016: Over \$250,000

OAHU

When: 7 a.m., Saturday, May 20

Where: A 5.25-mile walk that begins and ends at McCoy Pavilion at Ala Moana Beach Park.

Raised in 2016: Over \$425,000

profit groups that received funding in 2016 helped to spread public awareness about their missions.

"When everyone works together, we can all have fun and enjoy a great walk, a fabulous breakfast, raise much-needed funds for our nonprofits and help our very own communities," says Jolene Ogle, an organizer of the Kauai Charity Walk.

"My favorite part of the Charity Walk is when we hand out the checks," she adds.



(Above) Kalia Road fronting the Outrigger Reef was flooded in February 2010. (Right) A hurricane netting at Outrigger Waikiki Beach Resort.

PHOTOS COURTESY OUTRIGGER HOTELS & RESORTS

Hotels Gird Up for Hurricane Season

With guests' safety the No. 1 priority, fortifications range from bottled water and sandbags to plenty of plywood and netting

BY JACKIE M. YOUNG

Since both El Niño and La Niña weather patterns—spurred by global warming—spawned storms in Hawaii during the last go-round, it's hard to predict what will happen during this year's Central Pacific hurricane season, which begins June 1 and ends Nov. 30.

The hurricane season in 2015 had a record-breaking 15 tropical cyclones. And last year also was rated as an above-normal season with the formation of seven tropical cyclones.

What should hotels do to prepare for such storms?

"The physical safety of our guests and employees are always the first concern," says Jerry Dolak, director of security and safety for Outrigger Enter-

prises Group. "Getting food, water and fuel for our emergency generators will take priority."



Jerry Dolak

prises Group. "Getting food, water and fuel for our emergency generators will take priority."

soon as possible, preferably to a Neighbor Island not affected by the storm, to continue their vacation or flight home," Dolak says.

Even heavy rain from a tropical storm—never mind the threat of a hurricane—can cause havoc in the Islands. Tropical Storm Celia was weakening in July 2016, but still brought high winds and heavy rain to the Islands. On its heels was Tropical Storm Darby, which hit the Kau Coast on the Big Island, then Maui and Oahu. Darby knocked out power, flooded roads and downed trees.

Dolak says emergency food and sup-

On Outrigger's 11 Oahu properties, approximately 6,000 to 8,000 guests could be affected if a storm hits.

"If the area is no longer habitable, then we want to relocate our guests as

plies at Outrigger properties are limited to only a few days because there's no space to store more. Guests who are scheduled to visit during a storm are sent a letter in multiple languages, encouraging them to shop for their own supplies.

As for storm materials, some proper-

"The hurricane netting can protect an area against hurricane-force winds and driving rain, yet it stores in a fraction of the space of other removable systems."

— JERRY DOLAK

ties use traditional plywood as barriers, while beachfront locations use hurricane netting and custom-designed storm barriers.

"The hurricane netting can protect an area against hurricane-force winds and driving rain," Dolak notes, "yet it stores in a fraction of the space of other removable systems."



What Hotel Guests Can Do

No matter where you are, it's not a fun experience to be caught in a hurricane. And when you are in an unfamiliar area it can be even more chaotic. Here are a few tips for guests stuck in a storm at a hotel:

When a Hurricane Watch is issued:

- Monitor radio and TV broadcasts for information regarding the storm's progress.
- Fuel-up your rental car and locate evacuation routes which will take you inland to safe shelter.
- Get cash, since ATMs and banks may run out of money before the storm or not be operational following the storm.
- Review your plans. Many hotels will post a "what to do" list in the lobby. This will often include steps you can take in your room to remain safe and details about the hotels evacuation route. If no such list is posted ask the front desk if they have one. Find out if you will be forced to evacuate. If you do not have a rental vehicle, ask how you will be transported and where you would be staying if the storm threatens your area.

When a Hurricane Warning is issued:

- Monitor radio and TV broadcasts for storm advisories and evacuation announcements.
- Pack necessary belongings and only plan to take what you can carry easily. This should include medicine and/or special needs equipment and any survival supplies you may have such as bottled water.

What to do if an evacuation order is issued:

- Leave immediately.
- Take your packed belongings as mentioned above.
- Remember that alcoholic beverages and weapons are not allowed in shelters.
- Stay calm and take your time. Traffic will be heavy and move slowly, but there will be sufficient time to reach safety.

—uniglobephillipstravel.com

Dolak says that Outrigger, like most major hotels in Waikiki, is a member of the Hawaii Hotel Visitor Industry Security Association. During an emergency, HHVISA takes on the role as an emergency support center for the City & County of Honolulu Department of Emergency Management (DEM). Information can be shared by email and the HHVISA website.

Dolak says that if the conventional means of communication is down, HHVISA has a messenger system to get damage reports to the Hawaii Tourism Authority, who will then have a ham radio to communicate with the DEM.

Outrigger employees go through desktop exercises annually for active shooter emergencies and tsunami and hurricane procedures, Dolak says. Hurricane training takes place in May. In the event of a hurricane, the Outrigger has specific "milestone" procedures in place at the 36-hour, 24-hour, 12-hour and 6-hour marks.

"Since a hurricane can suddenly dissipate or change direction," Dolak points out, "we do not want to prepare too much too soon."

At the Hyatt Regency Waikiki Beach Resort and Spa, all departments are familiar with emergency procedures, according to Director of Security Mitch Johnson.

"We review our procedures annually before hurricane season begins, and we also coordinate with the Department of Emergency Management and conduct additional training with our staff," Johnson says. "We prepare throughout the year for crisis management,



Mitch Johnson

as we conduct training drills monthly and at other times for situations such as fire, active shooter and acts of terrorism.

bottled water, sandbags and plywood, and we plan for meals that can be prepared very quickly, much like residents do at home.

"We test all of our emergency generators monthly," Johnson adds, "and plan for extra fuel that may be needed for extended power outages."

"We are fortunate as the Hyatt Regency Waikiki Beach Resort and Spa was certified as a private shelter by

State Civil Defense, which means we can shelter guests, employees and their families in place at the hotel."

The Halekulani hotel can communicate with its guests during an emergency through messages sent on in-room



Russell Ikeda

TVs, as well as through a PA system throughout the hotel and rooms, according to Director of Safety and Security Russell Ikeda.

"In a situation where there is a power outage, we use the PA system, which is powered by our emergency generators," Ikeda says.

"In addition to ordering extra food and water supplies, we have a vertical evacuation plan in place for those above the third floor, as well as a procedure for the installation of batteries in emergency lanterns in case of a power outage."

Ikeda attends monthly meetings with all emergency agencies, including police, fire, state and city emergency management, as well as the National Guard and active military. The Halekulani also has a direct hotline to the Hawaii Emergency Management Agency Command Center in Diamond Head Crater.

"We have a substantial supply of both canned and dehydrated food, as well as bottled water and water bobs that can store drinking water and water that can be used for personal hygiene," says Ikeda. "Additionally, we have diesel fuel stored to power our emergency generators. We have sandbags and extra lumber if needed to protect against high winds."

"We conduct frequent in-service refresher trainings for all employees during pre-shift briefings. We also conduct table-top exercises with management staff to prepare them for various situations."

More than 1,000 guests could be affected in the case of an emergency at the Halekulani.

"Our No. 1 priority is administering medical attention and aid to guests," Ikeda says. "We are able to share and reallocate resources across departments as needed; for example, we have a contracted security company that supplies additional officers when necessary."

"The hotel staff have emergency procedures in place, and are equipped with an existing business continuity plan."

Sports Talk

PHOTOS BY HAWKINS BIGGINS

"The Business of Sports" was the theme for a luncheon presented by the Hawaii Society of Business Professionals and partner Hawaii Lodging & Tourism Association on April 20 at the Hawaii Prince Hotel Waikiki. Speakers were Jim Barahal, president and CEO of the Honolulu Marathon Association, and Jodi Wilmott, general manager for the World Surf League.



Jim Barahal, Jianna Chew, Jodi Wilmott, Craig Fitzgerald



Trini Abaya-Wright, Nina Horioka, Linda Virtudes



Harvey Rackmil, Stan Jacobs, Miki Wallace



Bryan Mukai, David Hirokane, Wesley Murasaki



Dean Nakasone, Pohai Ryan, Jared Higashi, "Uncle Bo" Campes



Laura Baker, Beverly Da Silva, Jessica Sneed



Jen Cabasag, Chelsea Tsuchida, Alyssa Ranson



Biz Kellam, Erika Chisarik, Barbara Guss



Connie Chong, Rachel Lii, David Heard



Shirley Ikehara, Karen Cardoza, Christine Medeiros



Bill Kennedy, Karen Wiley, Charles Young



Robin Erb, Adam Luchs, Lauren Rolland



Dustin Verity, Olena Heu, Quincy Guzman



Jeff Esmond, Joett Colgan, Byron Riddle



Barbara Guss, David Livingston, Julie Malloy



Danny Kaleikini with his grandson Nicholas Kaleikini

Kaleikini Inducted

Danny Kaleikini, known as Hawaii's "Ambassador of Aloha," was inducted into the Hawaiian Music Hall of Fame at a gala banquet at the Hyatt Waikiki on May 1.

Other inductees included **Johnny Noble**, **Mamo Howell**, **Jean "Kini" Sullivan** and **John Kaimikaua**.

A radio, TV and recording artist who headlined at the Kahala Hilton Hotel for more than 30 years, Kaleikini has appeared in motion pictures and performed at venues including New York's Carnegie Hall and Hiroshima's Peace Music Festival.

Kaleikini performed at the Hall of Fame event with his grandson **Nicholas Kaleikini**, who is a saxophonist.

HLTA Awards 42 Citizen-Scholars

Forty-two seniors from public high schools across the Hawaiian Islands each received \$1,000 Citizen-Scholar Awards from the Hawaii Lodging & Tourism Association at a luncheon at The Modern. This was the 13th year the awards have been given.

This year the HLTA also awarded four \$2,500 Most Outstanding Citizen-Scholar awards to the top student from each county. The recipients were Jaccie Hisashima of King Kekaulike High School on Maui, Lester Iwata of Waiakea High School on Hawaii Island, Truman Spring of Kahuku High School and Grace Yatsko of Kapaa High School on Kauai.

Mufi Hannemann, HLTA president and CEO, said, the award-winning students "represent the best of your youth devoting themselves to volunteerism and public service, and we're delighted to recognize them for their civic leadership and selflessness."

The 42 students were selected by the Department of Education for scholastic achievements and school and community service. Each must have a minimum 3.2 grade point average and an extensive record of school and public service.

Oahu's First Holiday Inn Express Opens

Oahu's first Holiday Inn Express has opened following a \$30 million renovation and rebranding.

The hotel is managed by Aqua-Aston Hospitality, and owned by CSH Waikiki Owner LLC. Texas-based R&R Construction Services was the general contractor.

Formerly the Maile Sky Court Hotel, the 596-room Holiday Inn Express Honolulu-Waikiki is the largest Holiday Inn Express in the Americas and is one of the first to feature the brand's full Formula Blue design scheme.

Formula Blue is meant to appeal to the Holiday Inn Express target guest—the "smart traveler," a guest that is both self-sufficient and independent—and features a hotel layout that is easy to navigate without having to ask for help, and a headboard that minimize noise transfer between rooms, ensuring this busy demographic can get a restful night sleep.

The hotel features daily complimentary hot breakfast buffet, 24-hour coffee service, and resort-style amenities on the fifth-floor sky deck, including a new pool and jet spa, fitness center and Waikiki's only nine-hole mini-golf course.



More than 300 people attended last year's Rainbow Buying Spree.

Buying Spree Set

The 2017 Rainbow Sales & Marketing Buying Spree for the foodservice and retail industry will be held Aug. 8-9 at the Hyatt Regency Waikiki Beach Resort & Spa.

The first day's lineup begins with an innovation seminar at 11 a.m. featuring **Chef Lee Anne Wong** and culture consultant Mike Ganino of California. The food show, from 1-5:30 p.m., will feature more than 45 manufacturers, followed by a reception until 8:30.

Meetings with manufacturers will be available by appointment only on the second day from 8 a.m.-3 p.m., followed by a customer mixer/mingler until 6:30.

For more information and to register, go to buyingspree.rsmhawaii.com.



The HLTA's Most Outstanding Citizen-Scholar winners

New Hire, Promotion at Convention Center

AEG Facilities, the management company of the Hawaii Convention Center (HCC), has

promoted **Aaron Ichiki** to client services manager and hired **Kelsey Kitagawa** as sales manager – local sales.

Ichiki will be responsible for supporting the HCC sales team's efforts and ensuring

client service and satisfaction remains at high levels. He most recently served as

HCC's senior event manager and has been with the center for more than 17 years. He has also held the positions of event manager, event coordinator, interim IT manager and systems assistant manager at HCC.

Kitagawa's primary responsibility is to help identify and secure business across the Hawaiian Islands for the center. Prior to

joining HCC, she served as corporate group sales manager at the San Mateo Marriott from September 2016, and also held the position of catering sales manager at the hotel from November 2015.



Hawaii's Woodshow Celebrates 25 Years

Hawaii's Woodshow, an exhibit celebrating the art of woodworking and the positive role of forests in Hawaii, returns to the Honolulu Museum of Art Gallery School at Linekona for its silver anniversary Sept. 23 through Oct. 8.

Presented by Hawaii Forest Industry Association (HFIA), the show attracts both local woodworkers as well as artists from around the world. Works are crafted from koa, mango, kamani, milo, Norfolk pine, macadamia nut, kiawe and other Hawaii-grown woods.

The exhibition is open to the public from 10 a.m. until 5 p.m. Admission is free. For more information, including featured work by previous participants, visit woodshow.hawaiiiforest.org.

Kwok Promoted at M.A.C. 24/7

Chef Edmond Kwok has been promoted from sous chef to chef de cuisine at the Hilton Waikiki Beach Hotel restaurant M.A.C. 24/7.



Edmond Kwok

With a Chinese-influenced style of cooking, Kwok will add a new dimension to the restaurant's menu. He is a graduate of the Gros Bonnet Culinary Academy

in Honolulu and the Western Culinary Institute in Portland, Ore.

"Chef Kwok has proven worthy of this promotion because of his positive contributions to the ongoing success of M.A.C. 24/7," said Gary Manago, the hotel's director of food and beverage for the Hilton Waikiki Beach.

Kwok previously worked at Nobu Waikiki, Sarento's on Top of the Ilikai, Blue Marlin restaurant and the Trump International Hotel Waikiki.

Hinck Named Manager at Moana Surfrider

Stephen Hinck has been named hotel manager at the Moana Surfrider, A Westin Resort & Spa, where he is responsible for overseeing the operations of the resort's various departments including food and beverage, house-keeping, front office, concierge, guest services, bell service and valet.



Stephen Hinck

Hinck served as the western regional partner and offsite strategic sales regional partner for California Pizza Kitchen (CPK). He managed 10 CPK locations in Southern California from Irvine to San Diego, working with restaurant general managers to drive

sales and profits, as well as develop and initiate company programs.

Previously he has worked at such Hawaii resorts as Waikoloa Beach Marriott, Waikiki Beach Marriott and the former JW Marriott Ihilani Resort & Spa at Ko Olina.

Lenhardt Joins Sheraton Kona

JoAnn Lenhardt has been named director of operations at Sheraton Kona Resort & Spa at Keauhou Bay.

During the past 11 years, Lenhardt has worked at eight Marriott properties, from Fort Lauderdale, Miami, Atlanta, San Francisco, to Washington D.C. and now in Kailua-Kona.



The Laylow Opens in Waikiki

The Laylow, following a \$60 million renovation, has opened on Kuhio Avenue in Waikiki near the redeveloped International Market Place. The hotel is Oahu's first Autograph Collection Hotel, part of Marriott International.

Featuring a 1960s Hawaiian Modern aesthetic, the hotel was designed by Official Mfg. Co. of Portland, Ore. The Laylow's 186 guestrooms and 65 suites are outfitted with custom furniture and monstera leaf wallpaper. Every room features private lanais and king beds. Robert Friedl is the hotel's general manager.

The hotel's signature restaurant, Hideout, serves up Pacific Rim cuisine created with locally sourced ingredients.

Hilton Hawaiian Village Adds to Food and Beverage Team

Hilton Hawaiian Village Waikiki Beach Resort announced several new appointments to its food and beverage team.



Nicholas Kabetso

has been named assistant director of food & beverage and joins Hilton Hawaiian Village from Foxwoods Resort and Casino in Ledyard, Connecticut. Kabetso was the director of food & beverage for the 2,266-room property, overseeing 20 owned food and beverage outlets. Prior to that he worked as director of beverage at Monte Carlo Resort and Casino in Las Vegas, Nevada.

April Gilarmo is the new restaurant manager at the Hilton Hawaiian Village's Tropics Bar & Grill. Gilarmo joins the resort from Hilton Atlanta Airport in Atlanta, Georgia, where



April Gilarmo

she was the outlets manager responsible for six food and beverage outlets, including a sports bar and a newly created grab and go outlet which she opened. Gilarmo also assisted Hilton Hawaiian Village as a food & beverage task force team member in 2016.

Michael Macdonald has been appointed purchasing manager for the resort's food & beverage program. Macdonald has more than 13 years of management experience in the food service distribution and brokerage business and most recently served as vice president of Macdonald & Porter Inc., a broker and distributor for produce and grocery items in Hawaii.



Michael Macdonald



At The Grand Islander opening, from left to right: Barbara Hollkamp, Hilton Grand Vacations chief human resources officer; George Szigeti, Hawaii Tourism Authority president and CEO; Mark Wang, Hilton Grand Vacations president and CEO; Honolulu Mayor Kirk Caldwell; Patrick Volz, principal, Blackstone.

Hilton Celebrates Timeshare Opening

The Grand Islander by Hilton Grand Vacations Club, a new 38-story timeshare tower in the Hilton Hawaiian Village Waikiki Beach Resort, celebrated its grand opening in March.

"The Grand Islander provides an elevated vacation experience in one of the most sought-after destinations in the world," says **Mark Wang**, Hilton Grand Vacations president and CEO.

General contractor Hensel Phelps broke ground on the project in June 2014.

The new luxury timeshare offers oceanfront and island views from its 418 one-, two- and three-bedroom suites. Two- and three-bedroom penthouses feature full kitchens, private balconies, and spacious living and dining areas. Amenities include an exclusive outdoor mini-pool, whirlpool and sundeck as well as access to all other Hilton Hawaiian Village attractions.

Blackstone, the timeshare's developer, appointed Hilton Grand Vacations to provide vacation ownership sales and marketing and oversee other resort and management operations. The timeshare is the fifth Hilton Grand Vacations Inc. property on Oahu and the eighth in Hawaii.

'Tis the Season for the Walk

The Hawaii Lodging & Tourism Association and our hospitality industry have a lot to be excited about as it's Charity Walk season. The 39th annual Visitor Industry Charity Walk starts on Molokai and Lanai on May 6, moves to Kauai, Maui and Hawaii Island on May 13 and concludes on Oahu on May 20.

This is the largest event in the hospitality industry, where hotels and HLTA Island Chapters and members, with the support of the county governments, all

come together to help our communities. This year's theme, "A Tradition of Giving," reflects the enduring contributions our visitor industry has made to local charities over the years. The theme



Mufi Hannemann

is illustrated in the *puolo*, a traditional Hawaiian gift or offering, that you've seen on our posters and website.

Since 1978, the Charity Walk has raised more than \$30 million to benefit hundreds of local charities. Last year, 14,000 walkers helped us raise a record \$2.2 million statewide and generate funding for another record 350 charities across the Hawaiian Islands. What's noteworthy is that all the money raised in Hawaii stays right here on the respective islands.

This year's co-chairs are Scott Ingwers, HLTA chairperson and general manager of the Trump International Hotel Waikiki, and Gregg Nelson, HLTA chair-elect and general manager at the Napili Kai Beach Resort.

Not only is the VICW a great cause, but it's also a whole lot of fun. Every year on Oahu, walkers enjoy a variety of *ono* grinds at the various stops sponsored by lodging properties and our allied members. On top of that, there'll be an exciting lineup of entertainment and door prizes.

Every year, HLTA strives to reach more people to participate in the Walk, and consistently make the Walk bigger and better. This time, we've extended our reach worldwide with an online crowdfunding platform. Whether you're registering to walk on your island, or donating from around the world, you can



On hand for the 2016 Charity Walk were, from left, Dean Nakasone, HLTA vice president; the late Tom Moffatt; Glenn Vergara, general manager of the Waikiki Resort Hotel; and HLTA President and CEO Mufi Hannemann.

now donate or register in a method that is as easy as online shopping. Walkers can even register or donate in support of their "team," designating their property, organization or company. These team pages each have a thermometer that keeps track in real-time of how much money that team has raised. Supporters can even create personal fundraising pag-

es on behalf of their team to help them exceed their personal fundraising goals.

For those interested in participating, visit our website—charitywalkhawaii.org—for information on your island Charity Walk.

On Oahu, on-site registration will be from 5-7 a.m., with an *ono* breakfast from 5:30 a.m. Pre-Walk festivities include warmup exercises, entertainment and pep talks from the Walk chairs. The Walk begins with a rolling start from 7-7:30 a.m. At the conclusion of the Walk, lunch is served.

The Charity Walk would not be possible without our tireless walkers. We're all in this together and there's no better way to demonstrate your commitment to help our worthy nonprofit groups than by supporting this tradition.

Mufi Hannemann is president and CEO of the Hawaii Lodging and Tourism Association (HLTA).



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Battling Rat Lungworm

Help Inform Visitors About Prevention

Rat lungworm disease has received lots of media coverage recently and it's causing some travelers to worry about getting infected.

It's important we keep this situation in perspective, but even more vital that everyone in tourism be informed so we can educate visitors and reassure them it is safe to eat local foods.

Getting infected with rat lungworm disease is extremely unlikely. This is especially evident when one considers that Hawaii—which is home to 1.4 million residents and welcomed more than 8.9 million visitors in 2016—has typically documented between one to 11 cases of rat lungworm disease annually.

The key facts everyone needs to remember about rat lungworm disease is that it is very rare, it is very uncommon for people to get infected, and the disease is easily preventable by properly washing and storing all food—especially produce—before eating.

The year thus far has seen an uptick in reported cases. As of April 27, there are 12 confirmed Hawaii cases of people infected with the disease—two visitors and 10 residents.

While the cause of two cases is still being determined, the Hawaii Department of Health reports the other cases could have been prevented with better hygiene and the proper washing, preparing and storing of food.

We are hearing that some restaurants and local food providers are seeing a downturn in business due to concerns about becoming infected. That is unfortunate and unnecessary.

The Department of Health advises that residents and visitors have nothing to fear about getting infected. Restaurants and retail operations follow government rules and regulations for food service. At home, people can avoid the disease by using smart common sense when handling food.

To our front-line tourism professionals, please serve as Hawaii's ambassadors in sharing the Department of Health's advice with visitors. You are frequently their most trusted source when they want reliable information.

Mahalo to our tourism professionals for helping to protect our visitors and keep them informed.

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



The Importance of Proper Food Handling

It is our responsibility in the food service industry to learn everything that we possibly can about things in our food that could potentially harm our customers. The proper care and storage of our food inventory is imperative.

Temperature, storage placement and proper cleaning are just the basic requirements. Without following the steps for storing and preparing the food, you could be putting your customers at risk of getting a disease, like rat lungworm disease.

Rat lungworm disease affects the brain and spinal cord. It is caused by a parasitic nematode (roundworm parasite). The adult form is only found in rodents. However, infected rodents can pass larvae of the worm in their feces. Snails, slugs and certain other animals (including freshwater shrimp, land crabs and frogs) can become infected by ingesting this larvae; these are considered intermediate hosts.

Humans can become infected if they eat a raw or undercooked infected intermediate host, thereby ingesting the parasite. You can get rat lungworm disease by eating food contaminated by the larval stage of *A. cantonensis* worms. In Hawaii, these larval worms can be found in raw or undercooked snails

or slugs. People can become infected by eating raw produce that contains a small infected snail or slug, or part of one. Rat lungworm disease is not spread person-to-person.

Symptoms can include severe headache and stiffness of the neck, tingling or painful feelings in the skin or extremities, low-grade fever, nausea and vomiting. Sometimes, a temporary paralysis of the face may also be present, as well as light sensitivity. To prevent rat lungworm disease, don't eat raw or undercooked snails or slugs, and if you handle snails or slugs, be sure to wear gloves and wash your hands. Eating raw or undercooked freshwater shrimp, land crabs and frogs may also result in infection, although there has not been any documented cases in Hawaii.

You should also thoroughly inspect and wash fresh produce and vegetables, especially if eaten raw. Eliminating snails, slugs, and rats found near businesses might also help reduce risk exposure to rat lungworm disease.

When preparing food for cooking, any suspect products should be boiled for at least three to five minutes, or frozen at 5 degrees Fahrenheit (minus 15 degrees Celsius) for at least 24 hours. This will kill the larval stage of the worm.

It is our responsibility to keep our employees and customers out of harm's way. Do your part.

Gregg Fraser is executive director of the Hawaii Restaurant Association. For more information contact the HRA office at 944-9105 or email info@hawaiirestaurant.org.



More on Rat Lungworm

For more information on the disease, go to the Department of Health website at health.hawaii.gov

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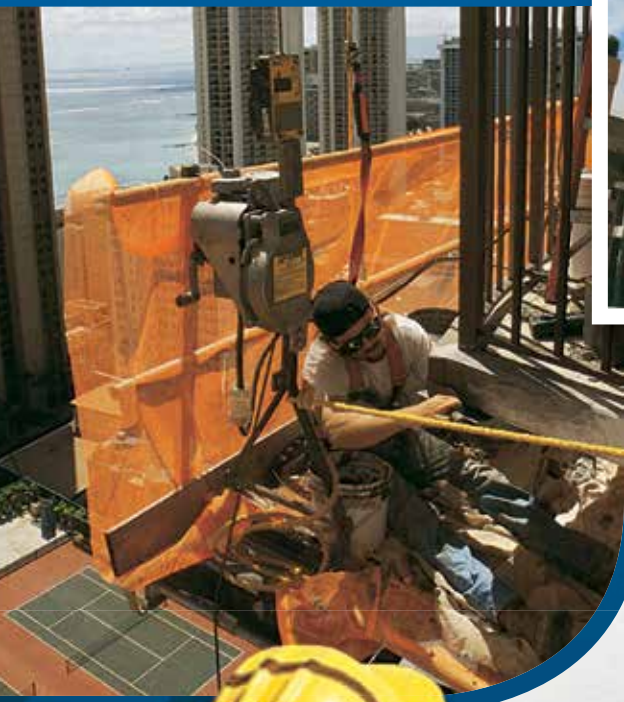
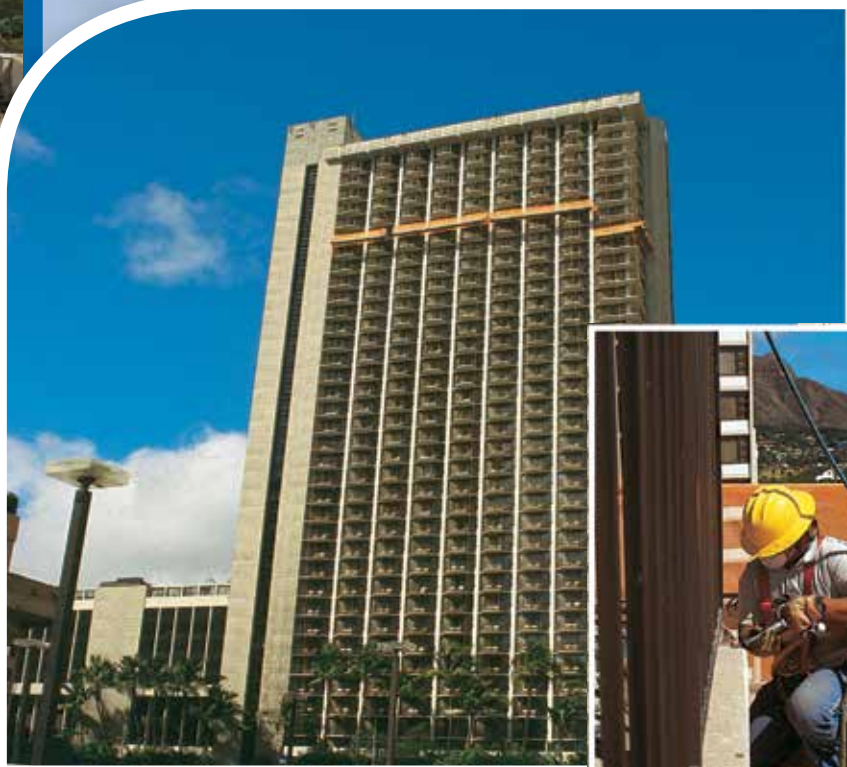


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