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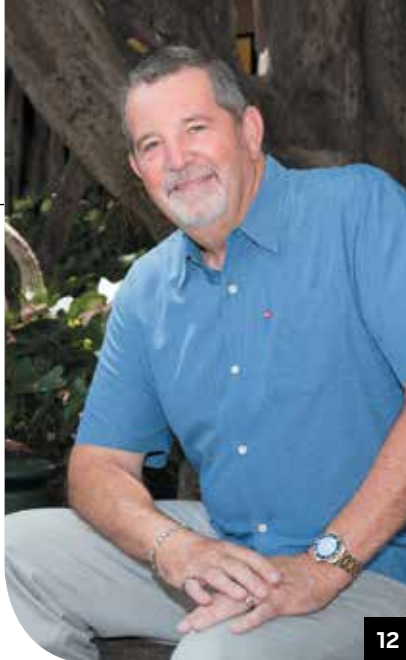
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checking in

Spending \$350 million to give the International Market Place a facelift appears to have been money well-spent. Michael Fenley, general manager of The Market Place, talks story with *Hawaii Hospitality* about how the Waikiki site has quickly become a popular destination for both *kamaaina* and tourists.

Housekeeping is the backbone of any successful hotel, and the health and safety of those employees who keep rooms clean and comfortable is crucial. In our report, experts share various tips on maintaining a healthy housekeeping crew.

David Komine chats with columnist Don Chapman about his younger days as a bull rider in rodeos to his recent 10,000-mile stint as a member of the crew during the Hokulea's worldwide voyage.

Hawaii's hospitality industry has been a steady source of business for the Islands' construction sector, with many multimillion-dollar renovations going on at top hotels and resorts.

The competitive nature of Hawaii's hotel business has ramped up over recent years to keep up with travelers' demands and desires. In this issue, for instance, our report notes that guestroom "soft goods" renovations—from bedding and carpets to pictures and window coverings—are being done three to five years for the trendier hotels.

Hotels and resorts also tell us they are taking steps to enhance guests' relaxation and water play by adding pools with vanishing edges, wild slides, rivers and zero-entry points.

Aloha!

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David Komine, the pool director at the Princess Kaiulani, crewed on four legs of the Hokulea's worldwide journey.

Crewing Aboard Hokulea and Hotel

David Komine says the visitor industry made him a team player

Of all the life experiences that helped get **David Komine** ready to sail four legs of the Polynesian Voyaging Society's recently completed three-year around-the-world voyage, one he values most was working as a pool/beach attendant for Sheraton hotels for more than 30 years.

And it has nothing to do with the aqueous connection.

"What helped prepare me a lot for the worldwide voyage, and how to be a good crew member, is working in the hotel industry," says Komine, a Kaneohe resident who started on the beach at the Sheraton Waikiki in 1984. "They

parallel each other. The hotel is the canoe. The employees are the crew. And on the canoe, everyone is specialized.

"There are 12 crew members aboard, but there are 18, 19 different responsibilities, or *kuleana*, on a canoe: captain, watch captain, medical officer, cooks, quartermaster, sail master, electrician, carpenter, safety officer, protocol specialist, media specialist. Each crew member has to be a specialist in two or three.

"You're totally dependent on your next crew member, and they're dependent on you. The bond is really strong. Like in a hotel, there are specialists throughout the property—front desk, pool attendant, housekeeping, engineering, purchasing, HR, F&B—and everyone works together to achieve a goal and get to your destination, whatever it is.

"Crewing a canoe and crewing a hotel, I find very similar."

The irony is that growing up in Kai-

lua, Komine had almost zero association with the sea.

"My father was a really successful rodeo cowboy from the 1950s through the '70s, **Bobby Komine**," he says. "He competed statewide, was state champion bronc rider, all-around cowboy,

"They parallel each other. The hotel is the canoe. The employees are the crew. And on the canoe, everyone is specialized."

— **DAVID KOMINE**

team roper. So my entire life, from year zero to 22, was all about rodeo and ranching, training horses, at Waimanalo and Maunawili, summers on the Big Island. I started with junior rodeo and moved up, competing with and

then against my father. . . . He was my real-life hero.”

Rodeo took Komine to South Plains College in Levelland, Texas.

“I was on the collegiate rodeo team for a year,” he says. “Bull riding was one of my events, and while practicing at the college arena, I got hung up (meaning he fell off the bucking bull but his hand remained stuck in the rigging). I got banged up, dragged around, cut my head open, got my leg stepped on.”

Waiting to be treated in the emergency room, he had an epiphany.

“I started thinking about my friends in high school, and how after school they would go to the beach and go surfing, or they played some other sport,” Komine says. “I never did any of those sports, so when my friends went to the beach or to ball practice or paddling practice, I went to the ranch to take care of my horses, clean stalls, exercise horses, practice my roping skills, riding skills.

“After I got hurt, I came home and took a semester off and started surfing, canoe paddling, canoe sailing. Not too long after, I stopped competing and sold my saddle. When I did that, my father knew . . . when a cowboy sells his saddle, that’s the end of the line. I miss it, but I don’t regret (changing course). And I’d never trade that experience for anything. If I could relive it, I’d probably do it the same way.

“But there came a time where I just needed new experiences and stimulation. And I noticed my friends didn’t get hurt that badly when they went surfing or canoe paddling, and some of them had nice girlfriends. And I thought, I want to start spending more time in the water.”

By 1989, he entered his first sailing canoe race, from Oahu to Kauai, rigging a six-man canoe with a sail, using both wind and paddle power. He was hooked, and for the next 20 years was involved with the Hawaiian Sailing Canoe Association.

“I always thought sailing on a canoe is almost like riding a horse, in that it has its own way, you just have to anticipate it, so you’re moving as one,” he says. And rigging is as important on a horse as it is in a sailing canoe.

About 10 years ago, he was working on the beach at Sheraton Waikiki with **Ka’au McKenney**, who crewed aboard the Leahi catamaran.

“We talked about sailing, did canoe sailing events together, and then he



Bull riding helped convince Komine to turn his attentions toward water sports.

branched off and became a navigator with the Polynesian Voyaging Society. The Voyaging Society called him, said they were planning to sail around the world, and asked him to start recruiting people, they would need a couple of hundred people. I was always fascinated—the night before my graduation from Kailua High (1976), Hokulea reached Tahiti. That was the flame that lit the Hawaiian Renaissance. Anyway, Ka’au told me that **Nainoa (Thompson)** wanted to sail Hokulea around the world, and we looked at each other like that’s crazy. But he told me the one thing he learned while sailing with the Voyaging Society is never bet against Nainoa. I said sign me up, and I’ve been involved since 2008.”

His initial open-ocean voyage was in 2012 from New Zealand to Tahiti aboard Hokulea’s escort vessel Hikinalia.

“We were in really rough weather for a couple of nights, we had to pull in the sails and ride it out,” says Komine, whose wife **Camille** is chef at the Kailua Racquet Club and operates Camille’s on Wheels food truck. “Hikinalia was brand new, just put it in the water,

and during the night there was a lot of banging coming from inside the hull, it sounded like somebody was beating the hull with a baseball bat, like the canoe was coming apart. At 2 in the morning there’s not much you can do. First light, I went up, got in the harness, was expecting to find pieces of wood and line floating in the water, and to my surprise there was nothing broken. Just creaking and a loose object under the deck. That was a little harrowing. It was my first voyage as well, so it was a wakeup call: this is what you’re signing up for.”

In the worldwide voyage, he sailed leg 1 from Honolulu to Tahiti, leg 13 from Darwin, Australia, to Bali, leg 17 from Brazil to the Virgin Islands, and the final leg 31 from Tahiti back to Hawaii.

“All combined, just under 10,000 miles (of the voyage’s 46,000 total),” Komine says. “That’s a lot of ocean. It’s an experience I’ll never forget and always be grateful to be part of it.”

He adds: “And I’m grateful to Mr. (Fred) Orr,” Princess Kaiulani general manager. “He understands the importance of Hokulea, and was so supportive of my participation.”

Back on dry land—“I usually get my legs back within a couple of days,” he says—Komine is never far from the water in what he calls “the hotel’s Sun and Fun Department,” since 2012 at the PK.

“I like being outdoors, seeing the joy on people’s faces, the wonder of their experience. It doesn’t get old, and I’m reminded of this when I sail with the Voyaging Society, going to different ports in the world. Travel and adventure is still an incredible spice of life.”

His fun job also comes with a big responsibility.

“There is always a risk when you have a body of water and have people, especially children, who can’t swim—inattention for even a few moments can lead to disastrous consequences,” Komine says. “We are all certified in first aid, CPR, advanced lifesaving. We know what we have to do if we need to rescue someone. We just keep our eyes open.”

It’s kind of like standing watch aboard Hokulea.

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



Driven by DESIGN TRENDS

Hotels, pushed by travelers' shifting demands, refurbish and refresh more frequently

BY SUZANNE ROIG

Real-time reviews by hotel guests and a desire to be attractive to millennials—those in the tech-savvy, experience-seeking generation—are shrinking the amount of time between hotel room renovations, interior designers say.

Just a decade ago, hotels would change their public spaces and room décors every seven to 10 years, says Bryce Sprecher, Summa Hawaii Inc. president and chief executive officer. They'd be content with pineapple-shaped fillials, floral bed spreads and scenic water colors.

But not today. Hotel room “soft goods” renovations—bedding, carpets, pictures and window coverings—are being done three to five years for the



Jennifer Toba-Davila

that accommodate families or groups of friends,” says Jennifer Toba-Davila, a designer at Phillpot Interiors in Hawaii. “Millennials like to travel in groups.”

Today designs are as creative and eclectic as a cocktail made by a craft bartender, a mix of old world and modern. And all of these changes must tell the story of the place, designers say. Today's travelers want fresh and new experiences; and they want to know the story behind the place.

The numbers tell why this is important. Tourism is the king industry in Hawaii with more than 8 million annual visitors in 2016 (the most current annual figures available) staying

trendier hotels. And they don't include one pineapple filial. Or thousands of the same chair.

“People are demanding different guestroom experiences, furniture, art and suites

in 43,912 hotel rooms statewide and spending more than \$15.6 billion a year, according to the Hawaii Tourism Authority. And room rates have been



Carl Bonham

averaging about 81 percent occupancy in the first quarter of 2017, says Carl Bonham, University of Hawaii Economic Research Organization executive director and professor of economics.

Armed with this data, it only makes it harder for businesses to take a large number of rooms out of service for renovations.

“Even at 80 percent to 85 percent occupancy rate, a hotel is operating at near capacity and it does make it challenging to remove rooms from service to refurbish them,” Bonham says. “Major renovations will often involve taking entire floors or wings out of service to limit disruptions.”



The bar and guestrooms (below) at the Surfjack Hotel & Swim Club were refreshed by Summa Hawaii Inc..

PHOTO COURTESY SUMMA HAWAII INC.

Culture in the Mix

Still, hotels today work hard to stay fresh and ahead of the changes in décor.

Designers say it's a constant juggle between keeping up with the trends and maintaining the integrity of the brand. Some hotels, like the Surfjack Hotel & Swim Club, The Laylow, Autograph Collection and The Modern Honolulu—all in Waikiki—have a shorter window for updates because their looks need to stay fresh and new for the millennial clients, says Colette Lee, a senior interior designer with AHL, a Hawaii multi-disciplinary architectural firm.

In Hawaii, Lee says, it's important to represent the culture in authentic ways and at the same time infuse the space with trends that hotel guests have come to expect: vivid colors, textures, metals and fabrics.



Robert Friedl

"I feel like you need to be flexible," Lee says. "We live in such a beautiful place that we like to supplement that; we don't want to take away from the natural beauty."



"We are always looking to tell the story of a place by using color and texture to represent the culture of Hawaii. The well-traveled tourists today are looking for more local experiences. They want to see Hawaii as an authentic destination."

Robert Friedl, GM at The Laylow, says "the jumping-off point for our design was the work of Hawaii Modern

master Vladimir Ossipoff, especially his Liljestrang House in Honolulu. Our designers were inspired by his approach to simple tropical luxury, from the low-slung custom furnishings that invite leisure to the way he works with nature, instead of against it—exemplified by the lush foliage and breeze blocks that seamlessly connect the public spaces on our



Custom carpets for the rooms and corridors at Waikiki Gateway Hotel were manufactured by Embassy Carpets.

PHOTO COURTESY EMBASSY CARPETS

lobby level.

“The tone in our public spaces and in our guestrooms is mid-century modern style meets Hawaii charm, brought to life in each carefully curated detail,” Friedl adds. “The closer you look, the deeper the story gets.”

“Of course, curation is a hallmark of millennial living, and there is an Instagrammable moment around every corner here. But our aim was to attract experiential travelers of all stripes with something completely new and different, yet totally at home in Hawaii. We’re very pleased that our guests—and lovers of well-considered design—have responded positively.”

The average three- to five-year hotel renovation runs \$3,500 to \$7,500 per room and the more extensive five- to 10-year renovation runs anywhere from \$7,500 to \$15,000 per room, Sprecher says.

And materials need to be good quality. A complete hotel room renovation could cost as much as \$80,000.

Quality Counts

From redesigning the space to laying quality solution-dyed nylon carpet and

replacing furniture, hotels don’t just settle on what they can find at their



Dara Jilla

neighborhood hardware and furniture store. Good quality carpet means longer lasting products, says Dara Jilla, of Embassy Carpets.

When hotels buy a carpet that isn’t made of two-ply yarn, they wind up replacing that carpet, Jilla says.

“It won’t last long,” he says. “A good carpet only will need vacuuming and steam cleaning.” Designers say that quality materials are not the only aspect of a good design. The other is knowing the market and providing a story-telling component through the design materials that embrace the host Hawaiian culture. At the Four Seasons Resort at Ko Olina, designers turned a piece of artwork into wall coverings, Toba-Davilla says.

Hotels traditionally deal with room designs differently. Two hotels come to mind to illustrate this, says David

Evans, Kapiolani Community College Hospitality & Tourism Department chairman and professor. The Hyatt Regency Waikiki Beach Resort and the Aulani, A Disney Resort, he says, approached their story-telling in different ways.

The Hyatt, built in the 1970s, looks like it could be found anywhere in the world, Evans says. In contrast, he says, the Aulani “did a great job developing



Dave Evans

some authentic elements in the design that supports Disney’s ability to tell the stories and history of Hawaii.”

In fact, the design is just as valuable an element as the brand. “We sell memories, experiences and emotions, and our designs, décors and environments are critical to guest experiences,” says Evans.

High marks from visitors on TripAdvisor.com and other ratings websites have created a synergistic buzz at the Surfjack Hotel & Swim Club on Lew-



“We sell memories, experiences and emotions, and our designs, decors and environments are critical to the guest experiences.”

— DALE EVANS

Olina who provided hotel guests a personalized experience by mixing and matching furniture and decorations to provide a curative look. Completed in June 2016, new design elements included woods and stone that can be found in Hawaii and a neutral palette that would bring the outdoors in open-air

areas, she says.

“Hotels need to keep up,” Sprecher says. “Everyone wants to be No. 1 on TripAdvisor. It’s forcing hotels to keep their product current and keep it in good condition or else people won’t stay at the hotel. I only book a place based on the reviews.”

ers Street in Waikiki that pushes the boutique hotel to keep mixing its ’60s beach culture with modern Hawaii, says Lynette Pan-McDonald Eastman, hotel general manager. Launched in 2016, the hotel features hand-made wallpaper, poolside entertainment, vintage



Lynette Eastman

board games, books and fast WiFi, according to the hotel’s website. What’s more, the pool’s tiled words, “Wish You Were Here,” are recognizable on Instagram because so many guests share their photos, she says.

“The hotel’s mid-century vibe was art-driven with local community artists all the while celebrating the creative movement that is reshaping Honolulu today,” Pan-McDonald Eastman says. “The Surfjack’s ultimate focus is on guest service to the point that the guests are inspired to share their experiences with the world.”

Toba-Davilla worked with a team of designers on the Four Seasons Ko



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A People Magnet

International Market Place appeals to visitors and locals at the same magnitude. Here's why.

BY CATHY CRUZ-GEORGE

International Market Place—which re-entered Waikiki's retail and dining scene in August 2016 after a \$350 million redevelopment stretched over two years—is like a magnet for visitors and locals seeking unique experiences.

In just the past 12 months alone, the Market Place has rolled out creative concepts:

- Free yoga sessions on the Queen's Court lawn, led by athletic-wear company Fabletics.
- The grand opening of The Street - A Michael Mina Social House, a gourmet food court that is the nation's first.
- A deep respect for Hawaiian culture, which is evident in the shopping center's design and landscaping, and marketing and promotions.
- "Island Vibes," a weekly, summer concert series of local bands and entertainers.
- A nightly hula show and storytelling to honor Queen Emma, whose legacy includes land beneath the Market Place. (The center's revenues benefit The Queen's Medical Center).
- A recently unveiled, bronze statue of the legendary singer Don Ho, who used to perform at the Market Place in the 1960s and 1970s.

Even Michael Fenley, general manager of The Market Place, is pleasantly surprised by the response from visitors and locals alike.

"I've lived in different regions of the country during my career in the shopping center biz, but International Market Place is truly unique and different than anything I've ever done," says Fenley, who led the Market Place's construction and opening after moving to Hawaii from Northern California, where he oversaw the multimillion-dollar renovation of Sunvalley Shopping Center in the Bay Area.

The Market Place's dining venues are truly unique to Hawaii. In addition to Michael Mina's The Street, there is the Grand Lanai, a cluster of chef-driven restaurants located on the third floor of the Market Place.

Among Grand Lanai tenants are Chinese dim sum teahouse Yauatcha, award-winning sushi venue Kona Grill, gourmet pizzeria Flour & Barley, Roy Yamaguchi's Eating House 1849, casual ramen shop Goma Tei, award-winning Chef Michael Mina's Stripsteak and two recent arrivals, Southern California-inspired Herringbone and Baku, specializing in modern Japanese cuisine.

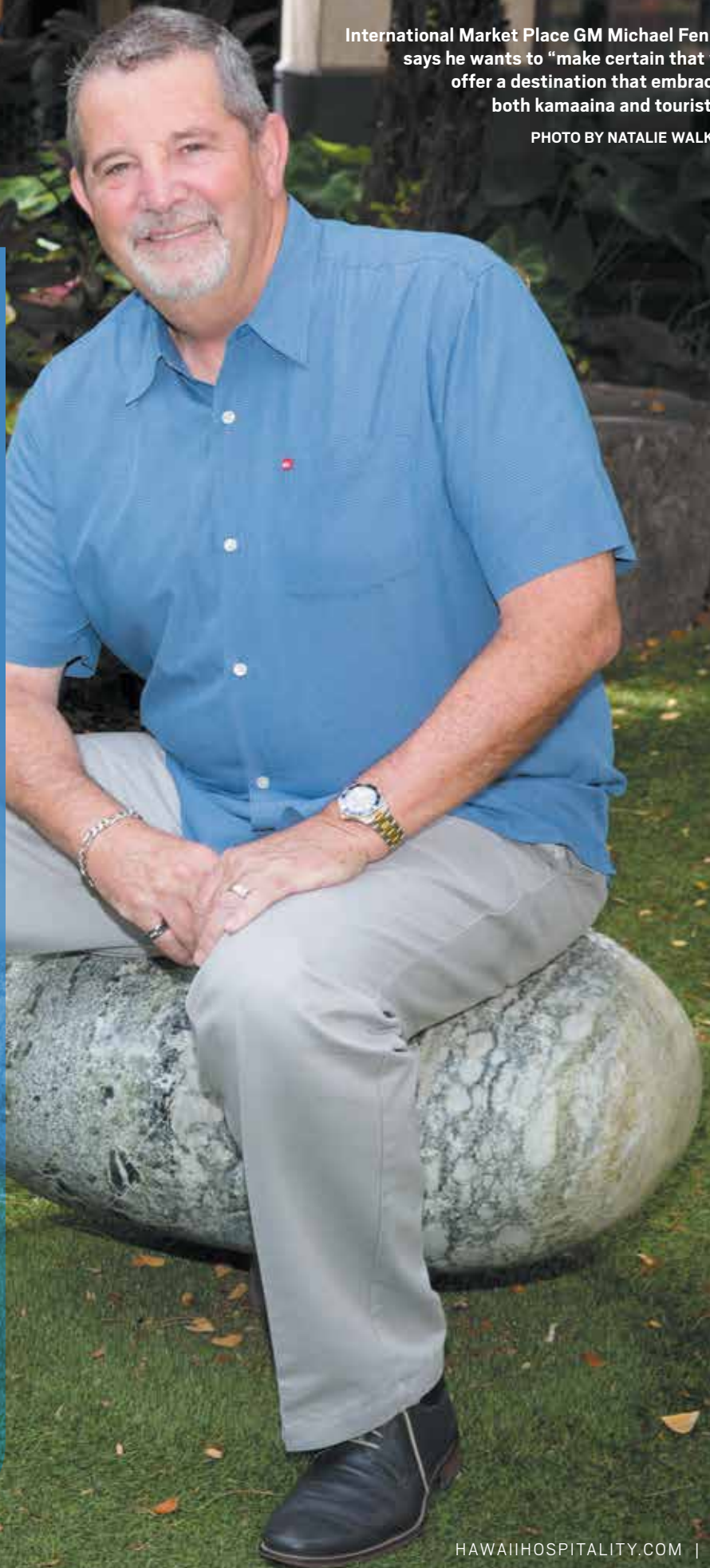
Over the past six months, the Market Place has announced new retailers including Tesla, Brunello Cucinelli, Pacific Harley Davidson, Vince, Billabong, 3.1 Phillip Lim, Philip Rickard, House of Samsonite, Martin & MacArthur, Japanese foods store Mitsuwa Marketplace

International Market Place GM Michael Fenley says he wants to “make certain that we offer a destination that embraces both kamaaina and tourists.”

PHOTO BY NATALIE WALKER

10 Things to Know About Michael Fenley

1. Born and raised in Southern California.
2. First part-time job in high school was at Phelps Meager, selling high-end menswear.
3. Joined The Taubman Co. in 1981 and has managed super-regional shopping centers in Wisconsin, California, Nevada, Connecticut and Michigan.
4. Appointed general manager of (Taubman-owned) International Market Place in 2015.
5. Prior to the Market Place, served as general manager of San Francisco's Sunvalley Shopping Center, a Taubman entity that underwent a multimillion-dollar renovation and re-merchandizing under his leadership.
6. Served as a classroom mentor for Junior Achievement USA for 15 years.
7. Enjoys golfing, traveling and fine dining with wife, Julie. They have a daughter, 28, and son, 26, both living in Northern California.
8. Huge fan of Thai cuisine, especially pad thai. First experience with Thai food was on a Hawaii vacation in 1982.
9. Has visited Mexico and parts of Europe, Japan and China, with future plans to explore other countries in Asia.
10. Favorite splurge is a Western suede jacket bought in Colorado. Over the years, “it has created its own character, gotten older and worn in spots, but it's comfortable and still fits well.”



The shopping center's anchor—upscale department store Saks Fifth Avenue—also brought more glamour and glitz to Kuhio Street and Kalakaua Avenue.

"Waikiki in particular is the shopping mecca of Hawaii," Fenley says. "We're located in the heart of Waikiki, which is the fifth most-productive shopping district in the country."

Talk Story with Michael Fenley

International Market Place just marked its first year in business. How was that for you?

It's been an amazing year. We opened with 40 restaurants and stores, and now we have over 80, with 10 more stores opening this year and next. The Grand Lanai is taking shape, and we've got an incredible selection of restaurants, stores and wonderful entertainment that is attracting *kamaaina* and visitors alike.

Besides convenient parking, what does it take to attract locals to Waikiki?

Our parking is amazing. Easy and affordable with (700-plus) big stalls and wide drive lanes. It really is a pleasant parking experience. What really attracts local residents are a number of things: Stores unique to the island and great chef-driven restaurants (such as those) in our Grand Lanai and The Street. All of those things come together. We've attracted *kamaaina* customers in much larger numbers than we ever envisioned.

Retailers, such as J.C. Penney and Sears, are struggling, while malls on the U.S. Mainland are closing in record numbers. As a retail-industry veteran, what is your reaction to this trend?

There are many reasons companies fail. Based on our research and experience with our customers, if you're not offering a unique product, service and experience, than you're not going to survive. Retailers have to change with the desires of their customers. If customers just want merchandise, they can do that online.

The retail industry is evolving, but the social and emotional aspects of shopping remain constant. Consumers still want to see, feel and try on merchandise

That was quite evident on a recent Friday evening at the Market Place. Spectators sat on the Queen's Court lawn to observe a hula show honoring the legacy of Queen Emma. Around the corner from the hula show was The Street gourmet food court—operating at full capacity with young local professionals, Japanese families with small children, hon-

when they visit a store. A trend becoming more prevalent is online retailers expanding to brick-and-mortar stores. They're doing so to reach more customers and to get their products into the hands of shoppers.

BCBG was one of those retail casualties with stores here at International Market Place. Tell us about that.

Yes. That chain has had difficulty and is closing most of its stores. What's great is Herve Leger (a BCBG entity) within months was filled by a local Hawaiian merchant, (jeweler) Philip Rickard. When a store closes, it creates an opportunity for a new retailer to come in.

Let's talk about mom-and-pop stores. What do you see for their future?

We have several mom-pop, single operations here at the Market Place, and they have discovered that if they offer that unique merchandise, and that service level that speaks to aloha, then they can be very successful in our environment and most any environment. There is always room for that small operator along with the larger chains, because they come together and offer a unique experience.

How would you describe your management style?

I try to let good people do their work and put them in a position where they can succeed. I try to create a team atmosphere where everyone supports one another. I make sure that we don't have silos where different departments are doing their own thing without communicating with others. I develop a team atmosphere where we support one another and work toward clearly articulated goals together. That way, we will be successful as a team. Our shopping center will be successful, and our customers will benefit by improved shopping environments and experiences.

eymooners from Europe and the sports-bar crowd.

Then on the third floor of the Market Place, large groups of local residents stood near the escalators leading up to the Grand Lanai.

If patrons weren't dining or watching, they were milling about the stores, which sell everything from koa furniture and video games to collectible art and organic-cotton kids' pajamas.

The scene is a departure from the labyrinth of dark alleys and souvenir carts that once defined International Market Place, which originally opened in 1956 as a Polynesian-themed village for the Hollywood crowd. Mom-and-pop stores, dive bars, live-music acts and even fortune tellers were part of the eclectic mix back then.

DID YOU KNOW?

The 345,000-square-foot International Market Place has more than 80 retail and restaurant tenants, of which 50 percent are unique to Oahu.

As tenants came and went over the decades, however, one aspect of the Market Place remained constant: The 160-year-old Indian banyan tree and vintage tree house, where "Don The Beachcomber" once had his offices and a radio station.

Tree preservation was a no-brainer for the Market Place's new developers (Taubman Centers, Queen Emma Land Co. and CoastWood Capital Group LLC) as they broke ground and collaborated on the design. They consulted with arborists and Hawaiian-culture specialists to ensure that preservation was done correctly. Today, colorful lanterns hang from the restored banyan tree's branches, creating an ambient glow in the evenings. There also is a bridge leading up to a newly constructed tree house, which holds historic photos and a timeline of Waikiki.

As the Market Place comes off the euphoria of one-year anniver-



sary events, Fenley and his team are prepared to add more chapters to Waikiki's history. They're extremely optimistic about the future of Hawaii's retail scene.

Some of their plans? Welcome 10 more new tenants by mid-2018. Work with local designers to incorporate more nods to Hawaiian culture. Boost marketing efforts for the Grand Lanai. Strengthen the Market Place's relationship with The Queen's Medical Center. And attract more visitors from the U.S. Mainland, China, Japan, Korea and Australia.

"I want to make certain that we offer a destination that embraces both *kamaaina* and tourists, and that we offer positive and truly unique experiences for all of our customers and visitors," Fenley says.



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The Hyatt Centric Waikiki Beach
boasts a lounge pool.

PHOTO COURTESY HYATT CENTRIC WAIKIKI BEACH

Hospitality Game-changer: THE POOL

Hotels and resorts enhance guests' relaxation and water play with vanishing edges, wild slides, rivers and zero-entry points

BY DAVE DONDONEAU

If you Google “Which accommodation has the best swimming pool in Hawaii?,” one of the less-than-subtle responses posted on TripAdvisor comes from a user named “Frozen_in_Alberta.”

Frozen writes: “None. This isn’t like Mexico and other places with elaborate pools at the hotel/resorts. Most are just a basic pool.”

Frozen may want to make a return to the Aloha State soon.

Much has changed since that question and response were posted in 2011.

In 2017, there is an upward trend for hospitality pools. Not all are bigger, but all are certainly getting better as ho-



Wendell Lee

tels and resorts find creative ways to get guests to spend more time on the grounds and keep coming back.

“Rooms are very important and so are views,” says Wendell Lee, president of Pacific AquaTech, a subsidiary of Pacific AquaScapes Inc. “But when you jump on most projects the pool is a focal point. You have to have a good pool or you won’t have a successful project. That’s pretty much the accepted feeling. The pool will make or break the property.”



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The pool at Koloa Landing Resort at Poipu

Pacific AquaScapes is one of the leaders in the state's pool industry, having completed new and renovated projects in properties such as the Four Seasons Resort at Ko Olina, the Hawaii Prince, Hilton Grand Islander, Sheraton, Aqua Wave and Waikiki Trade Center Waikiki, now a Marriott property.

The company's projects include an infinity pool and deck at the Pacific Beach Hotel, which is transforming into the upscale Alohilani Resort Waikiki Beach, a \$115 million renovation project. Pacific AquaScapes also has completed and is working on several high-end projects on Kauai and Maui.

Lee has worked in the pool-building business for 30 years and says the trend now is leaning toward sleek lap pools about four feet in depth that include vanishing edges, mostly referred to as infinity pools. Sunning benches, also called "Baja benches," are popping up in hotels such as the Hilton Grand Islander, The Ritz-Carlton, Sheraton and others. The benches are large enough for chase lounges, an amenity every hotel wants, but space doesn't always

allow, Lee says.

"You need an extra 10 feet for them so people can walk around and that's not always possible," Lee says. "Van-

"You have to have a good pool or you won't have a successful project...The pool will make or break the property." – WENDELL LEE

ishing edges have been around a while but are really popular now. People love being able to go to the ledge and look



Yvonne Hunter

at Ko Olina, says the resort's pools are a definite attraction for visitors.

over the side below as the water spills over. The Sheraton Waikiki pool is always packed for the sunsets."

Yvonne Hunter, director of public relations for the Four Seasons Resort

"Our oceanfront infinity pool has been a game-changer. The sunsets are breathtaking," she says. "The serenity pool, as an architectural feature, is more

the centerpiece. The infinity pool might be described as the crowning glory as it stretches along the coast with a panoramic view of the Pacific."

Poolside luxury cabanas at The Four Seasons rent for \$1,495 a day and are equipped with flat-screen televisions, refrigerators, towel service and sofas and tables. The oceanfront cabanas rent for \$795 (for two). Both are fully serviced.

Lee says even smaller pools at hotels are trending more toward spending more money initially on better materials so they don't have to upgrade later.

"For materials, the most recent advancement is the use of saline chlori-



Rendering of Anaha's see-through pool and deck

PHOTO COURTESY THE HOWARD HUGHES CORPORATION

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Anaha's glass-bottomed pool, done by Pacific Aquascapes, juts out 16 feet from the building.

PHOTO COURTESY THE HOWARD HUGHES CORPORATION

nators," Lee says. "In regards to tile, we are seeing increased use of glass mosaic tiles, which provide a more refined,



Todd Hadley

elegant look to the pools. We have been specifying Bisazza from Italy and Oceanside Glass from California. The aggregate finishes go by the trade names of Diamond Brite, Hydrazzo and Pebble Tec. As noted, these finishes are more resilient to the effects of chemicals and provide a richer look than plain plaster. They provide a shimmer."

Todd Hadley, president of Koloa Landing Resort at Poipu, says the

350,000-gallon main pool that opened this year is key to the resort's success.

"We started planning it about 10 years ago and kept making changes here and there, adding a little bit more and more," Hadley says. "We went as big and as nice as we could."

The Koloa pool is part of another trend in resorts such as the Aulani where pools are built into the landscape and have something for everyone. It features waterslides, a zero-entry spot, an infinity edge, swim-through waterfalls and grotto, poolside cabanas and multiple jacuzzis. Its lagoon pool is surrounded by lush flora and palm trees and measures 6,100 square feet and features an in-pool island, a meandering lagoon, basketball hoop, tidal pool and jacuzzi.

"Since we opened it, we've had phenomenal feedback," Hadley says. "Own-

ers and guests have loved the three tiers, the water slides, the splash-pad area and the zero-entry walk into the pool."

Hadley is a firm believer in a strong pool presence.

"If you look at statistics, visitors who hear you have a wonderful resort pool will find their way to the pool to eat and drink poolside or rent cabanas," he says. "They eventually find their way to the beach, but the reality is guests love relaxing in lounge chairs and having food and beverages brought to them."

Brian Van Gorp, project manager for the Layton Construction team that built Koloa Landing, says the pool is amazing for many reasons.



Brian Van Gorp

"There is no beachfront at that resort so they have built a feature to draw people to it," he says. "Multi-tiered with unique features, like a grotto to swim underneath with waterfalls

on both sides. I don't know if any other resort on Kauai has that feature."

One of the most-talked-about pools in Hawaii isn't at a hotel, but at a luxury condo on the Kakaako waterfront.

Anyone who has walked on Auahi street by the soon-to-open Anaha, a Howard Hughes Corporation project, can't help but notice the glass-like pool that extends 16 feet beyond the building's ledge. It's part of a 75-foot saltwater lap pool and is made of see-through acrylic.

The sidewall panels are eight feet high and four inches thick to prevent people from jumping over and the see-through bottom is six inches thick.

"It's the first of its kind in Hawaii, so it will be interesting how people like the experience," Lee says.

"The day of the really big fun party pools, at least in Hawaii, is really gone. In the '80s it was really big. That's when you built places like the Hilton Waikoloa, Grand Wailea, Hyatt Regency Maui ... those are all amazing in size, scope and amenities. Now, most properties are being more judicious with how they spend their money. They want pools that have some amenities but it's not the full-fledged party pool that it used to be.

"I don't think that's the market Hawaii is looking for. Hawaii is looking for family or romantic markets—not the college spring-break atmosphere."



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HTA Lines Up Cast of Stars for Summit

For three days in September, the Hawaii Tourism Summit will focus on how the Islands have secured their place as a leader in international travel and tourism.

Presented by the Hawaii Tourism Authority (HTA), the Summit will be held Sept. 19-21 at the Hawaii Convention Center. The roster of guest speakers includes baseball's Billy Beane, Food Network star Ted Allen, ESPN's Neil Everett and Olof Yrr Atladottir, director general of the Icelandic Tourist Board.

"Sustainable tourism is the summit theme," says George D. Szigeti, HTA president and CEO, "and the timing is appropriate as we balance our community needs with the realization that a sixth straight year of record growth is increasingly inevitable."

Beane's presentation will open the summit on Sept. 19 at 9 a.m. His topic will be "Moneyball: The Art of Winning an Unfair Game." The former player and general manager of the Oakland A's will share his innovative philosophy of utilizing analytics to identify undervalued assets to create and sustain a competitive advantage.



Billy Beane



Ted Allen



Neil Everett



Olof Yrr Atladottir

Register online to attend the
Hawaii Tourism Summit:
globaltourismsummithawaii.com

Allen, the Emmy and two-time James Beard Award winner, is the host of the TV series "Chopped" and "Chopped Junior." He will speak on the second day on "Food is Everything," and address his career, the importance of cuisine and the value of food when promoting a destination.

Everett, ESPN's "SportsCenter" anchor, will present the opening keynote

address on Sept. 20 with "Paying Aloha Forward – How Hawaii Saved My Life." Everett will draw on the inspiration of Hawaii's aloha spirit and how it helped him through a difficult period in his life, and how he now shares the power of aloha with others.

Atladottir, who is also vice president of the European Travel Commission, will present her address, "Responsible Tourism," on Sept. 21 at 9:30 a.m. She will discuss the need to advocate for a holistic approach to tourism, a perspective based on her experience in coping with the unprecedented growth in tourism that Iceland has realized in recent years.

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Multimillion-dollar renovations welcome record-breaking tide of Island tourists



Oceanside at
Wailea Beach Resort.

PHOTO COURTESY
MARRIOTT INTERNATIONAL

BY BRETT ALEXANDER-ESTES

Right now, grins are breaking out in boardrooms across the state.

As of June 2017, according to the Hawaii Tourism Authority, total Hawaii visitor arrivals rose 4.3 percent over the first half of 2016—itself a record-breaking year.

Even better, in January through June 2017, total visitor spending rose 8.7 percent—to \$8.4 billion.

How long can the good times roll? In 2017, hospitality industry leaders are betting that multimillion-dollar renovations to Hawaii's top properties will keep the party going.

The Wailea Beach Resort – Marriott, Maui: \$110 Million

General contractor Sterling Development

Services renovated nearly all of the 22-acre beachfront resort during the two-year, \$110 million project, which wrapped in December.

All 547 Wailea guestrooms were renovated, as were two restaurants, the lobby, retail stores, the business and teen centers, a movie house, ballroom, meeting rooms, executive offices, luau facilities and two pools.



Adam Durante

“Since the entire property was to be upgraded, the greatest challenge was the phasing and execution of the work in a manner than minimized the impact on the operating resort,” says Adam Durante, Sterling Development Services managing director and project leader. “G70 and Looney and Associates, the

primary architect and designer firms, assured that every area of the hotel

was noticeably upgraded which resulted in a dramatic transformation.”



Alvin Wong

Says Alvin Wong, Wailea Beach Resort's director of sales and marketing: “We are thrilled to introduce

guests and the community to our transformed resort, and to the enduring and evolving spirit of Maui that makes a visit to the island so memorable.”

The Queen Kapiolani Hotel: \$30 Million

In July, architectural firm G70 ushered in a \$30 million renovation to the

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“I appreciate the partnership with Swinerton throughout the project and even past the opening. The team was always responsive to our needs and had a big part in creating this unique and beautiful property.”

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General Manager
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REGGIE CASTILLO
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Renovated Paniolo Terrace at Marriott Waikoloa Resort & Spa

RENDERINGS COURTESY MARRIOTT INTERNATIONAL

“(The) renovation brings Hawaii Island elements—such as lava, waves and coral—into the hotel’s interior spaces.” — STEVE YANNARELL



Living room in Koloa Landing Resort’s new one-bedroom villa

PHOTO COURTESY AHL/KOLOA LANDING RESORT

Kapahulu Avenue landmark located a stone’s throw from Waikiki Beach.

Renovations will include exterior refreshments to the property’s iconic mid-century modern facade, newly renovated guest rooms and public spaces, an updated pool deck and lanai, and a new culinary program led by world-renowned restaurant operator Plan Do See. Windows will also be replaced with energy efficient models that

will help mitigate noise and wind.

The project is expected to wrap in April 2018.

The Waikoloa Beach Marriott Resort & Spa: “Multimillion-Dollar”

“Waikoloa Beach Marriott Resort & Spa’s renovation brings Hawaii Island

elements—such as lava, waves, and coral—into the hotel’s interior spaces,” says Steve Yannarell, Waikoloa Beach Marriott Resort & Spa general manager. “We



Steve Yannarell

maximized our open-air layout and unobstructed views of Anaeho’omalu Bay, created new spaces to gather for epic sunsets, and elevated our guest rooms to reflect the needs

of our future traveler. From a new arrival experience and porte cochere to a new culinary concept, Aka’ula Lanai, the resort’s renovation thoughtfully reflects our natural surroundings.”

In August, Nan Inc., the project’s general contractor, wrapped on the multimillion-dollar project. Interior design was by Looney & Associates.

Koloa Landing Resort at Poipu, Phase 3: \$85 Million

“The expansion at Koloa Landing was the completion of Phase 3 for the resort,” says Emile Alano, Architects Hawaii Ltd. project architect.

The resort offers both visitor and timeshare units. Alano designed four condominium buildings for Marriott’s Kauai Autograph property totaling 48,000 square feet. Each four-story structure contains 52 guestrooms consisting of studios, one-bedroom and two-bedroom units plus ADA units for each type.



Emile Alano

Koloa Landing offers both visitor and timeshare units.

Alano’s other structures included a 43,000-square-foot Multipurpose Building as well as new activities



Brady Edwards

venues and a multi-level water feature. Brady Edwards, project manager for

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PHOTO COURTESY THE LAYLOW, AUTOGRAPH COLLECTION

A Beach Above the Street

The Laylow, a Marriott Autograph Collection hotel, showcases retro beach culture. Laylow guest rooms sport “surf nostalgia photography books, art tomes and authentic playable ukuleles,” says Robert Friedl, The Laylow’s general manager.

Hideaway, The Laylow’s signature restaurant, features a fire-pit-and-sand-floor lanai overlooking Kuhio Avenue’s hip urban neighborhood.

Says Friedl: “The Laylow is one of the prominent properties leading the renaissance of Kuhio Avenue now buzzing with new retail and restaurants.”

general contractor Layton Construction Co. LLC, describes the new expansive new water feature as the “core of the resort.”

Alano says he devised a “framed” view of the new water feature and ocean from the main lobby, one that dovetails with his overall design for Phase 3: “The vision for the expansion was to provide a design that integrated seamlessly into the resort’s previous two phases, but one that also provided a clean and fresh design that captured the feel of the resort and its surrounds.”

Layton wrapped on Phase 3 in March.

The Laylow, Autograph Collection: \$60 Million

In May, Marriott unveiled its newly renovated Laylow, a chic, 250-room perch on Kuhio Avenue.

“The Laylow, Autograph Collection melds midcentury modern style with vintage Hawaiian charm,” says



Robert Friedl

Robert Friedl, The Laylow’s general manager. Friedl credits the aesthetic of famed Island architect Vladimir Ossipoff as inspiration for the hotel’s retro interior design and furnishings.

“Each guest room and suite boasts bold, custom-created monstera leaf wallpaper, inspired by vintage bark cloth patterns, perfectly capturing the vibe of the 1950s and ’60s,” Friedl says. “The shelves in each room are lined with surf nostalgia photography books, art tomes and authentic playable ukuleles.” Rockbridge Capital, the hotel’s

owner and developer, he says, wanted to “create an urban oasis that delivers laid-back luxury and exceptional service. They successfully accomplished that with the Laylow.”

Swinerton Builders was general contractor on the \$60 million project, which wrapped earlier this year.

Marriott’s Waikoloa Ocean Club: “Multimillion-Dollar”

Layton Construction Co. LLC was general contractor in this conversion of an existing 140,200-square-foot tower containing 244 hotel rooms and two hotel suites into 111 new timeshare suites. “The new timeshare boasts one-bedroom suites that sleep up to four, and two-bedroom suites that sleep up to eight,” says Tom Young, G70 project architect, who points out that all units contain kitchenettes.



Tom Young

“The diverse landscape of the Big Island is carried through with arid earth tones and textures, with splashes of color reminiscent of the flora and elements of coral,” he says.

Layton wrapped on the new timeshare in May.

Future Attraction

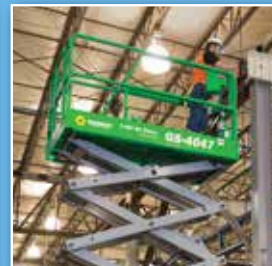
As with all monumental ventures, Hawaii’s 2017 renovations demand close collaboration between all parties—often from multiple industries.

Says Durante of Sterling’s renovation of the Wailea Beach Resort: “The success of this project was largely attributable to the team-building approach of Sunstone Hotel Investors, the Wailea Beach Resort staff, and the leadership of Stacey Kamps from Selekt Renovations.”

Collaborative renovations like these are critical to properties’ forward-looking strategies, which don’t take 2017 revenue for granted.

As Koloa Landing’s Alano points out: “The expansion . . . was needed to meet the growing demand for visitors and guests—and to attract new residents to the resort.”

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Karen Macatumbas, housekeeping manager at the Sheraton Waikiki, leads the hotel's housekeeping staff through a morning stretch.

Protecting the Housekeepers

Hotels rely on equipment and safety training to help maintain a healthy staff

BY BRANDON BOSWORTH

A typical morning at Sheraton Waikiki's housekeeping department is a buzz of activity. Scores of housekeepers go to and fro, checking in, getting assignments and picking up cleaning supplies. Despite the potential for chaos, the whole process seems to move surprisingly smoothly.



Karen Macatumbas

According to housekeeping manager Karen Macatumbas, Sheraton Waikiki employs nearly 300 housekeepers and each housekeeper is respon-

sible for cleaning 14 or 15 rooms. The hotel's housekeeping staff gathers for briefings daily, which include the safety tip of the day.

"The tip may be about their safety or guest safety," she says. "It may be something as simple as if you see a spill clean it up right away or put a guard around it."

To help get housekeepers ready for work, there is a short stretching session at the end of the briefing. "Housekeepers start as early as 7:30 a.m. so they might be sleepy and need to do something to wake up," Macatumbas says.

To help prevent injuries and keep housekeepers safe, managers attend monthly safety meetings where various concerns and issues are addressed. There are also monthly safety topics,

such as electrical safety or avoiding slips and falls.

The housecleaning staff at Sheraton Waikiki follow a checklist of 36 different items, all in chronological order. The order is important. For example, the chemicals used to clean bathrooms tend to be more potent, so housekeepers should spray the bathroom first to let the cleaner sink in and do its work. They can then work on another part of the room and finish up the bathroom after the smell from the chemicals has dissipated.

Macatumbas says the chemicals used by Sheraton housekeepers are "less harsh" than some others on the market. "Ecolab is our preferred vendor," she says.

"We use six types of cleaners: one for bathrooms, one for dusting, one for mirrors, one for cleaning glassware, one for sanitizing glassware, and one for deodorizing."

The use of personal protection

equipment (PPE) is routine. “They have rubber gloves for cleaning and cotton gloves for dusting,” she says. “Some



Chris Yankowski

wear respirators when working with stronger chemicals, such as when removing mold or bad stains.” In general, cleaning chemicals are becoming safer. Triple F Distributing Inc. President Chris Yankowski says there have been “incredible strides over the past few years to green up the everyday chemicals used in the hotel and restaurant industries. There are now UL and green certifications that most manufacturers try to meet on most products. The manufacturers who are innovating are taking the irritants and odor out of the products. The manufacturers we use must show sustainable chemistry, sustainable manufacturing, sustainable packaging and training.”

“The best cleaning products around today contain hydrogen peroxide which is PH neutral with no odor or harm to the skin,” Yankowski says. “These

cleaners can do the job of several other products. Our customers swear by the peroxide cleaning products. They are widely used in both the hotel and hospital segments.”

Triple F Distributing supplies cleaning products to properties such as Halekulani, Marriott’s Ko Olina Beach Club, The Fairmont Orchid, The Modern Honolulu and The Kahala Hotel & Resort.

One product Yankowski recommends is the True Shot System from SC Johnson. “The Trushot system replaces all those clear plastic trigger sprayers that you have to try to funnel in the chemical and dilute it on your own. The Trushot system has a cartridge bottle that attaches and you just fill a reservoir with water and it self-dilutes. In addition, the trigger has a new ergonomic design to help reduce wrist and hand strain.”

Still, Yankowski emphasizes that “the use of PPE is always advised with any cleaning product, green or otherwise.”

Besides exposure to chemicals, improper posture is also a hazard for housekeepers. For example, there is a risk of lower back strain when making beds.

“We remind them to bend at the knees and twist on their feet, not the waist,” Macatumbas says. On average,

she says, there are about five to seven injuries reported per month. “It can be a cut from cleaning glassware that breaks, slipping or falling, or strain while tucking in sheets.”

According to Macatumbas, making beds is the most common source of injury.



Rose Galera

Rose Galera, owner of Clean Plus Systems II, also cites the risk of making beds. Her company offers training programs and workshops for cleaning professionals and she says bed-making poses special challenges.

“Hotels have gone for thicker mattresses that are heavier to lift,” she says.

Galera recommends products such as Bed MadeEZ or The Tucker, which makes it easier and safer to make beds. While she finds that some hotels are hesitant to spend money on these products, Galera says they “help protect the housekeepers so they should be budgeted for.”

No matter what tools or chemicals are used, Galera stresses the importance of good training for frontline housekeepers.

“The hospitality industry needs to focus more on safety training and making sure they are following OSHA (Occupational Safety and Health Administration) requirements,” Galera says. “Lots of training for housekeepers comes from watching videos. The videos are made for managers and use words like ‘carcinogens’ that frontline people don’t understand.”

When she conducts training, Galera says she uses plenty of graphics to help make concepts more understandable. She also speaks slowly and is conscious of her word choices. “It’s especially important since so many housekeepers are from other countries,” she says. “I use simple words. Instead of ‘carcinogen,’ I say ‘cancer-causing.’ I tell them that sanitizing just means a germ-killing process. I tell them to let me know if they don’t understand something.”

For Galera, providing good tools and training to hotel housekeepers just makes sense.

“Hotels and tourism drive our economy. Housekeeping is the heart of the hotel industry,” she says. “Without housekeepers there would be no clean rooms available.”

“The hospitality industry needs to focus more on safety training and making sure they are following OSHA requirements.”

— ROSE GALERA



Products such as Bed MadeEZ make it easier to make beds safely without strain.

HRA Inducts 10 to Hall of Fame

The Hawaii Restaurant Association inducts 10 past and present members of Hawaii's restaurant and foodservice community into its Hall of Fame on Sept. 18 at Pomaikai Ballroom at Dole Cannery in Iwilei.

The 11th annual event honors a select group of business owners, chefs and restaurateurs who have made outstanding contributions to the industry. Each year, the inductees include seven from Oahu and one each from Kauai, Maui and Hawaii Island.

"The Hall of Fame was created to honor many of the people who helped shape Hawaii's culinary landscape," says Hall of Fame Gala chair Anne Lee. She adds "this is a way to honor their contributions and remember the pioneers that have paved the way for many in the industry today."

The event will also feature a "Chefs of Aloha" Dine-Around, where attendees can sample dishes from a variety of restaurants.

Registration and cocktails start at 5 p.m., followed by the Dine-Around at 6 p.m. The Hall of Fame program will begin at 7 p.m. For



for more information, contact Lee at 341-2680 or visit hawaiiirestaurant.org.

The 2017 honorees are:

OAHU

- **Chai Chaowasaree**: chef, Chai's; Founder of Hawaii Island Chefs
- **Robert Chinen**: retired Kapiolani Community College Instructor; Kemoo Farms
- **Tammy Fukagawa**: executive vice president, TS Restaurants
- **Stanton Ho** (deceased): educator, Leeward Community College; award-winning pastry chef
- **Barry O'Connell**: president and CEO, HFM Food Service
- **James and Alan Peterson** (deceased),

Sharon Peterson Cheape: Peterson Upland Farms

- **Bill Tobin**: owner and managing partner, Tiki's Grill & Bar

KAUAI

- **Peter Yukimura**: founder of Koa Trading Company

MAUI

- **Robert "Bob" Longhi** (deceased): founder of Longhi's Restaurants

HAWAII ISLAND

- **Olelo Pa'a Faith Ogawa**: award-winning chef, Dining by Faith

The celebrity chefs will include: Agu Ramen's Hisashi Uehara, Bethel Union's Lucy Han, BLT Market's Johnattan Hernandez, Food Company Café's (FC Café) Jason Kiyota, Herringbone's Chad Horton, Koa Table's Ippy Aiona, Pomaikai Ballrooms' Freddie Billena, Restaurant Senia's Chris Kajioka or Anthony Rush, Scratch Kitchen's Brian Chan and Yauatcha's Vivien Wu.

Outback's Roukema Chairs HRA Board

Tyler Roukema of Outback Steakhouse was elected chairman of the Hawaii



Tyler Roukema

Restaurant Association's 2017-2018 board of directors. The 44-member board was announced at the HRA's 70th annual membership meeting in May at the Kahala Hotel and Resort.

"The talent level

that we have sitting on our board and the restaurants that belong to the HRA are some of the best in the business," Roukema says. "I am humbled to be seated at the same table as these fine individuals."

The board announced that since 2016, the HRA has increased association memberships by 40 percent and had positive cash flow at the end of its fiscal year on Dec. 31.

"The HRA has done some truly remarkable things over the last couple of years—events are being sold out and the HRA is creating a name stronger than ever

before," Roukema says.

The board, representing the interests of more than 6,000 restaurants statewide, includes 33 regular members from the restaurant industry who will serve a three-year term, and 11 allied members from supporting communities who serve a two-year term. The 2017-2018 board:

Regular Members

Chair: Tyler Roukema, Outback Steakhouse

Incoming Chair: Kelii Gouveia, Hula Grill Waikiki

Past Chair: Mike Miller, Tiki's Grill and Bar

Vice Chair: Hide Sakurai, Diamond Dining

Secretary: Dirk Koeppenkastrop, Il Gelato Hawaii

Treasurer: Ben Dowling, Ocean House

Eki Locke, Bill's Sydney; **Amanda Kullman-Kipp**, BLT Market; **Eron Read**, Buffalo Wild Wings; **Slade Neeley**, Cheesecake Factory; **Michael Skedekleski**, Eggs & Things; **Paul Yokota**, FCH Enterprises; **Eric Waddell**, Fleetwood's on Front Street; **Tom Jones**, Gytaku; **Rede Eder**, Hard Rock Café; **Gary**

Manago, Hilton Waikiki Beach Hotel; **Frank Nagamine**, Jamba Juice Hawaii; **Michelle Brumblay**, Kahala Hotel & Resort; **Jetsun Dutcher**, Kona Brewing Company; **Elisa Flores**, L&L Franchise; **Jed Roa**, Lola's Grill and Pupu Bar; **Nick Roschi**, Luana Hospitality; **Taryn Silva**, LuiBueno's; **Jayson Lum**, Moena Café; **Don Murphy**, Murphy's Irish Pub; **Yuka Raso**, Nobu; **Dianne Vicheinrut**, Outrigger Hotels; **Kahau Manzo**, Pacific Beach Hotel; **Mark Noguchi**, Pili Group; **Kim Kakuchi**, Sumo Sushi and Bento; **Pat Kashani**, Tropics Tap House; **Harold Watanabe**, Waikiki Yokocho; and **Scott Mackenzie**, Wolfgang Puck Express.

Allied Members

Biff Graper, Colliers; **Conrad Nonaka**, Culinary Institute of the Pacific; **Gordon Chow**, Hansen Distributors; **Doug Harris**, The Harris Agency; **Sharon Shigemoto**, Hawaii Gas; **Jason Wong**, HFM Foodservice; **Naomi Azama**, AB&A, Exclusive General Agent for HMAA; **Anne Lee**, Honolulu Magazine; **Matt Rose**, SaniKleen; **James Baloaloe**, Southern Glazer Wine & Spirits; and **Jim Cremins**, Y Hata.

Federer Heads Grand Wailea

As managing director of the Grand Wailea, A Waldorf Astoria Resort, **Allan C. Federer** oversees the operations of the 40-acre resort on Maui, including 776 guest rooms, seven restaurants and 110,000 square feet of meeting space.



Allan Federer

Most recently, Federer was general manager at Fairmont Raffles Hotels' Hamilton Princess & Beach Club in Bermuda. Previously he was GM for hotels operated by The Ritz-Carlton Hotel Co. in such locations as Moscow, Dubai, Ireland, Singapore, Istanbul, Montreal and the United States.

Schultz Named GM at Royal Star

Rodney Schultz was promoted to general manager at Royal Star Hawaii



Rodney Shultz

Motorcoach Tours & Destination Services, where he will be responsible for day-to-day operations, product improvement and maintenance efficiency within the company.

He most recently served as assistant general manager of Royal Star Hawaii and has also held many roles within the Stars of Paradise family of companies, including food and beverage operations manager for Rock-A-Hula Hawaii and new product development manager for Paradise Cruises Ltd.

Hilton Appoints New Revenue Director

Hilton Hawaiian Village Waikiki Beach Resort has appointed **Susana Ribeiro-Marczak** as its new director of revenue management - transient markets.

Ribeiro-Marczak brings more than 21

years of hotel management experience to her new post, including 17 years



Susana Ribeiro-Marczak

specializing in revenue management. Most recently, as associate director for Starwood Hotels & Resorts' revenue management-franchise North America, she supervised 40 full-service and luxury hotels in New York City, New Jersey and the Mid-Atlantic region. Additionally, as senior account manager-hotels for Booking.com, she led a New York City acquisition and revenue management team in overseeing properties in the New Jersey, Ohio, Pennsylvania and Mid-Atlantic markets.

Mauna Lani Names Managing Director

Mauna Lani Resort has appointed **Rodney Ito** as managing director of the



Rodney Ito

Mauna Lani Bay Hotel & Bungalows, Mauna Lani Spa, the resort's Francis H. I'i Brown golf courses, Sports & Fitness Club and other assets.

Ito's decades of senior management leadership experience include his service since 2014 as general manager of the Mauna Lani Bay Hotel & Bungalows hotel, spa and sports and fitness club.

Prior to his tenure at Mauna Lani Bay, Ito was general manager at Waikoloa Beach Marriott, director of operations for Marriott International's JW Marriott Ihilani Resort & Spa and Waikiki Beach properties, as well as area director of operations for North Asia, Hawaii and the South Pacific.

Skapinok Named VP at Aqua-Aston

Ed Skapinok was named senior vice president of sales, marketing and

revenue for Honolulu-based Aqua-Aston Hospitality, which operates nearly 50



Ed Skapinok

properties in the United States.

Skapinok will lead the marketing, sales, revenue management and reservations initiatives for the company. He is also responsible for negotiating

key contracts, customer acquisition and retention, and driving revenue for the company.

Previously, he spent six years as vice president of sales and marketing at Hostmark Hospitality Group in Schaumburg, Ill. He also has worked for Larkspur Hotels & Restaurants, where he directed sales for boutique hotels in markets including San Francisco, Manhattan Beach, Seattle, Portland and Silicon Valley.

Richter Heads Food and Beverage at Sheraton Waikiki

Ron Richter has been named director of food and beverage for Sheraton



Ron Richter

Waikiki, where he will oversee 480 associates.

In 2014, as director of food and beverage at The Westin Harbour Castle in Toronto, Ontario, Richter worked

with celebrity chef Corbin Tomaszewski of Food Network Canada. He also helped to launch the "Savoury by Chef Corbin" dining experience.

He began his career at The Westin Bayshore in Vancouver, British Columbia, where he served as assistant banquet manager and banquet manager. He then moved to the Fairmont Banff Springs in Banff, Alberta where he served as director of banquets until his promotion to assistant director of food and beverage.

DOH Enforcing Latex-free Glove Ban

Restaurants and other food industry businesses in Hawaii are being urged to heed the latex glove prohibition.

In February 2014, the Department of Health passed rules that require the use of gloves for all food-handlers that come into direct contact with ready-to-eat food products. Then, in January, a new law was passed that prohibits the use of latex gloves in all food establishments.

The new law was

passed to prevent the occurrence of severe allergic reactions in people with sensitivity to latex.

"This issue first came to our attention in late June of this year as the result of a consumer complaint regarding one of our food establishments here on Oahu that was allegedly using latex

gloves," says Peter Oshiro, Environmental Health Program Manager for the DOH's Sanitation/Food and Drug Branch.

"It would be accurate to say that enforcement began on June 30, when the food establishment was cited for using latex gloves while preparing food."

Oshiro says "active statewide enforcement" began immediately after that case, "and to-date we have had no other violations."

Oshiro adds that "we do not anticipate any problems with compliance as latex-free gloves are readily available, and are as cost-effective," adding that "polyethylene, nitrile, plastic and other non-vinyl gloves are readily available to industry."

Violators who use latex gloves can face fines of up to \$10,000 for each offense.



HTA | George Szigeti

Hawaii Sports Season Begins for Tourism

Fall signifies the start to a tremendous amount of international exposure for the Hawaiian Islands through major sports events supported by the Hawaii Tourism Authority.

"Hawaii sports season" is invaluable to the state's tourism promotional efforts in markets worldwide, highlighting our spectacular natural beauty and admirable cultural diversity. It's a showcase that helps distinguish Hawaii from all other destinations.

From October through April, travel consumers in key markets worldwide will be reminded why Hawai'i is such a remarkable experience. Most of the events occur when people are battling winter's icy chill—and wishing they were in paradise.

The sports season begins with the Clippers Hawaii Classic, part of the comprehensive marketing package HTA secured with the NBA's LA Clippers to promote Hawaii in Los Angeles.

The Clippers play the Toronto Raptors in two NBA preseason games, Oct. 1 and 3, at the Stan Sheriff Center. This is a rare opportunity to see in person some of the NBA's most exciting players, like Blake Griffin of the Clippers and Kyle Lowry of the Raptors.

The Raptors have a special connection to Hawaii in Bobby Webster, the team's new general manager and a 2002 Iolani School graduate. Come out and give Bobby a shaka.

On Oct. 14, the Ironman World Championship triathlon will attract competitors and media attention worldwide, with the island of Hawaii providing a magnificent backdrop.

Hawaii sports events ramp up statewide going into the holidays. The Maui Jim Invitational, arguably the nation's best college basketball tournament, takes place in Lahaina on Nov. 20-22.

That same week, the Hawaii Open, Hawaii's only Women's Tennis Association tournament, is held at the Patsy T. Mink Central Oahu Regional Park. With a field of international players, fans worldwide will watch a week of tennis via TV and live stream.

On Dec. 10, the Honolulu Marathon will draw elite runners, as well as thousands of entrants from Japan.

Two weeks later, the Hawaiian Airlines Diamond Head Classic and Hawaii Bowl will be seen by sports fans who enjoy top-notch college basketball and exciting college football. Both events, strategi-

cally scheduled around the holidays, are widely watched nationwide.

In January, professional golf tees off the New Year with the Sentry Tournament of Champions on Maui followed in consecutive weeks by the Sony Open on Oahu, and Mitsubishi Electric Championship on the island of Hawaii. While much of the world is enduring harsh winter weather, Hawaii's warmth and sunny skies will be filling TV screens and live streams.

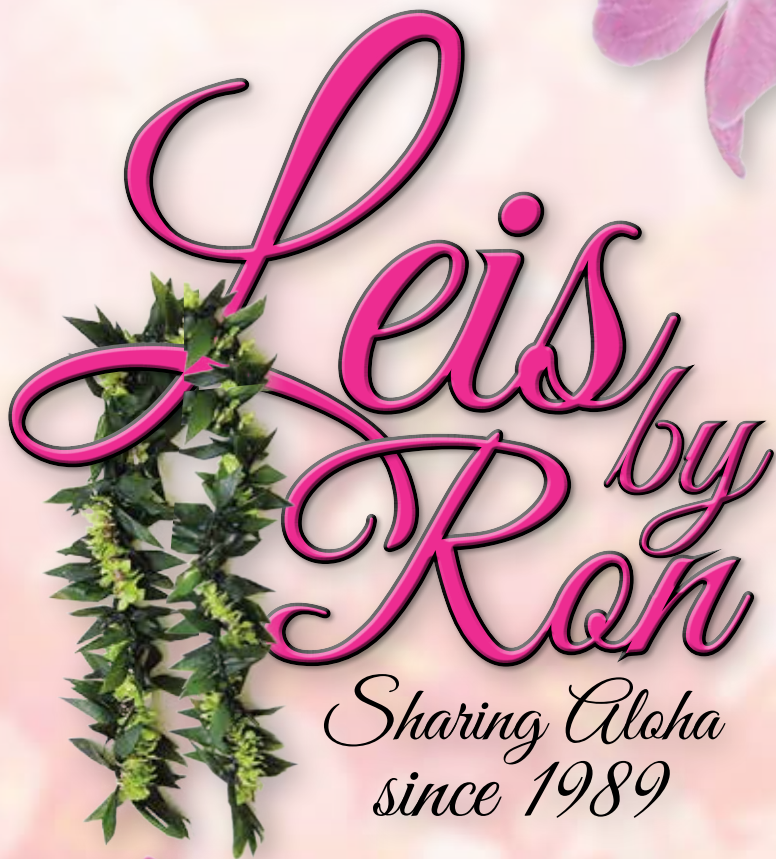

As spring begins, the Lotte Championship brings to Oahu many of the world's best women professional golfers, particularly from Asia. These players have huge international followings.

HTA is proud to help support these sports events for Hawaii, knowing how much they contribute to tourism's overall success.

Mahalo for all your support. Join us in welcoming the Hawaii sports season.

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





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PHOTOS BY ANJJ LEE

Hospitality's Young Professionals & Entrepreneurs, a committee of the Hawaii Lodging and Tourism Association, hosted a Membership Drive & Mixer in conjunction with the HLTA on Aug. 24 at Lucky Strike Social Honolulu.



Lee-Ann Arakaki, Kelli Kajiware, Marife Collo



Deonna Lee Loy, Lauren Caliwag



Shouma Moniz, Rodger Wada, Nicholas Riopelle



Brent Kitsus, Brandon Kaya



Diane Serrano, Joslyn Bantilan



John Hulihe'e, Natalie Wells, Denise Luna, Dayna Lee



Lakeesha Green, Michelle Paul, Julia Dilts



Donovan Itai, Michael Gurney



Ryan Inouye, Joy Veeraplin, Nala Han



Melissa Mackintosh, Trina Yagi, Kenix Lau



Jared Higashi, Kyle Smigielski, Koichi Takahashi



Georgia Lunan, Justine Timmins, Austin Bryant, James Cho



Nadine and Elton Murata, Byron Riddle

Big Plans for Meeting at Turtle Bay

For HLTA, the last quarter of the year marks the season for our annual General Membership Meeting. Once held up to four times a year, GMM is now an annual event that rotates through the Islands, and is one of the highlights of HLTA membership as it provides the perfect opportunity to form long-lasting connections with fellow industry colleagues.

This year HLTA is celebrating its 70th anniversary as an association, so members can expect even more activities at this year's GMM, to be held from Oct. 19-21 at Turtle Bay Resort on the North Shore.

At the GMM, members and their guests will be able to enjoy informative workshops and take in exciting tours during the day, such as the Polynesian Cultural Center, as well as enjoy entertaining receptions in the evenings.

One of our featured speakers during our educational session will be St. Louis School graduate Ray Bickson, principal and CEO of the Bickson Hospitality Group. Based in New York, the Hawaii-born and -raised Bickson has over 40 years of hotel experience working in four continents, nine countries and 13 cities.

Networking opportunities will also dominate the agenda, such as the sponsor showcase, in which allied members get to share and spotlight their products and services with the attendees.

There will also be plenty to announce during the business session of the weekend, where we cover the association's accomplishments over the past year as well as future initiatives and usher in our new HLTA Chair Maui Napili Kai General Manager Gregg Nelson, who takes the reins from Scott Ingwers, regional vice president and managing director of Trump International Waikiki. For more information on the General Membership Meeting, contact Dean Nakasone at dnakasone@hawaiiilodging.org.

As our members know, HLTA gives due recognition to our industry through the Na Po'e Pa'ahana Awards. The awards gala will take place on Nov. 16 at the Hawaii Convention Center, and will be the perfect way to celebrate HLTA's 70th anniversary. We hope you will be able to join us for this commemorative occasion.

In other HLTA news, tourists and

locals in the International Market Place got a glimpse of Hawaii's Golden Days as a statue of music legend Don Ho was unveiled on Aug. 13 in the very place he used to reign supreme with his nightly show at the popular Duke Kahanamoku's night club.

To celebrate the statue, a blessing ceremony with speakers and performances by the Ho family followed by special entertainment by Melveen Leed, Marleen Sai, Nina Kealiiwahamana, Kimo Kahoano, Nathan Aweau, Henry Kaponu, and a host of others. During the day-long program, my staff and I, in conjunction with the Pauahi Foundation, presented the Hawaii Lodging & Tourism Association Don Ho Legacy Scholarship to this year's inaugural recipient Daylan-Blake Kala'i of Kamehameha Schools Hawaii campus. Kala'i will be attending New York University to study performing arts and to his credit would like to someday help other youths of Hawaii pursue their passion for the arts.

Joining us on stage to make the presentation to Daylan was Don Ho's widow, Haumea. We were following through on a commitment I had made to Haumea and son Dwight when we posthumously honored Don Ho with the Na Po'e Pa'ahana Legacy Award in 2016. I stated then that we would establish a scholarship in his honor in subsequent years to award a student of Hawaiian ancestry, who wishes to pursue a career in music, arts and entertainment.

A special mahalo to Jack and Cha Thompson of Tihati Productions for raising funds years ago to enable HLTA to recognize the arts and music in this fashion. Congratulations also to Michael Fenley, the GM of International Market Place and his staff for doing an excellent

job in sponsoring a special celebration in honor of Uncle Don Ho.

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

A Bow to Hall of Famers

Every year the Hawaii Restaurant Association honors the great leaders of the foodservice industry by inducting them into the HRA Hall of Fame. The 11th annual Hall of Fame inductions, featuring the Chefs of Aloha Dine-Around, will be on Sept. 18 in the Pomaikai Ballrooms at the Dole Cannery.

This event is to reward the legends of the foodservice industry. These individuals have given countless hours in the promotion of the restaurant industry in Hawaii. It is time for us to show them the appreciation that they deserve. Inductees to the Hall of Fame will have their name and business live on for many years to come.

In addition to the sensational cuisine, the event offers a selection of wine, beer and spirits to the attendees. Each year

the event attracts over 500 guests, all from businesses that are either restaurants or support the foodservice industry with products and services.

The Hawaii Restaurant Association is celebrating 70 years of supporting the foodservice industry in the Islands. With direct links to the National Restaurant Association, HRA can assist with many facets of the food service industry.



Gregg Fraser, executive director of the Hawaii Restaurant Association, can be reached at gregg.fraser@hawaiirestaurant.org or 944-9105. For information, visit hawaiirestaurant.org.





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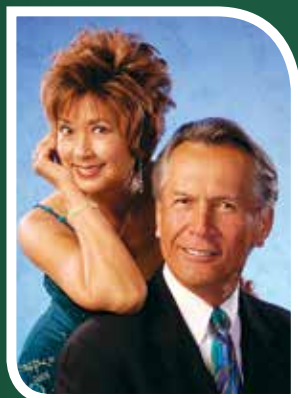
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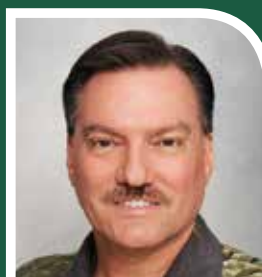
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