

INSIDE: WOMAN OF THE YEAR: LAURA RICHARDS \* 35TH GREAT ALOHA RUN

# HAWAII *hospitality*

LODGING & FOODSERVICE  
JANUARY/FEBRUARY 2019

*Hawaii Lodging &  
Tourism Association's*

## MANAGER OF THE YEAR

Derek Bacigal  
of Hale Koa  
Hotel

PHOTO BY ANJJ LEE

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**Na Po'e  
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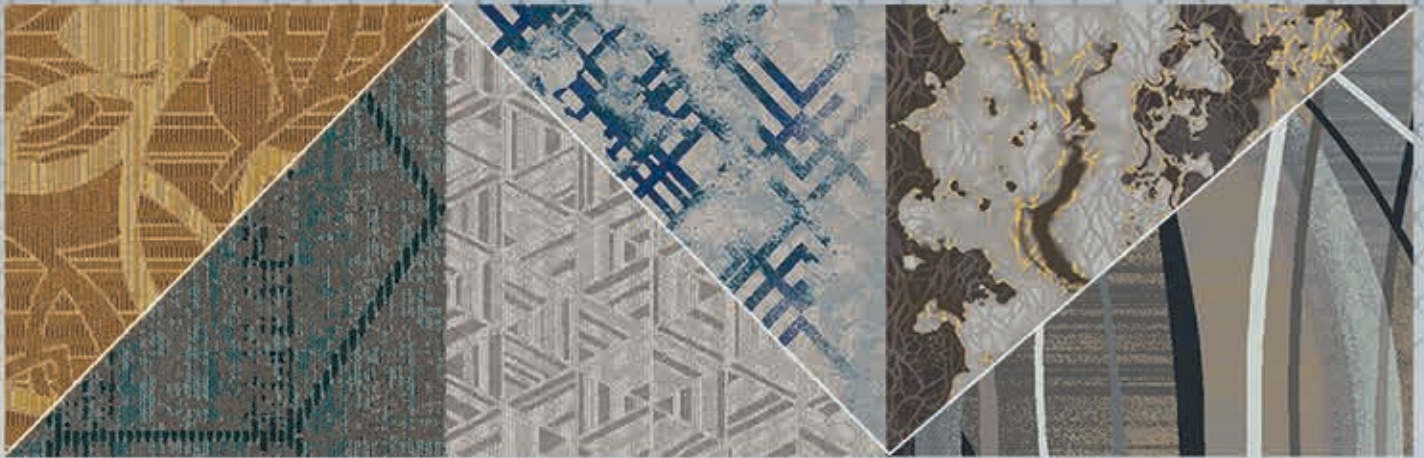


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## checking in

An under-30 engineer and a 33-year hospitality veteran head the 2019 Na Po'e Pa'ahana Awards being presented by the Hawaii Lodging & Tourism Association this month. Inside you'll find complete coverage of the event, including a look at the winners and complete lists of finalists and more than 300 nominees from across the Islands.

The Women in Lodging & Tourism selected Laura Richards of the Hanalei Colony Resort as 2019 Woman of the Year. During the flooding on Kauai last year, Richards and Hanalei Colony Resort provided crucial assistance.

Contributing Editor Don Chapman talks story with Ben Rafter, CEO of OLS Hotels and Resorts, on topics ranging from how he got his start to working with smaller "boutique" properties.

The 35th anniversary of the Great Aloha Run kicks off this month, and in this issue we review what participants can expect.

We also take a look at security issues that Hawaii's homeless crisis causes for the Islands' hotels, and how they are dealing with the problem.

Resolutions—we all make them, and we all do our best to achieve them. That includes Hawaii's food and beverage experts who share some of their professional—and personal—goals for 2019.

Aloha!

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# The Beauty of Boutique Hotels

**After running the largest hotel chain in Hawaii, Ben Rafter is going small**

**Ben Rafter** got his start in the hospitality industry with Westin Hotels and Resorts and stayed with big hotels for most of his distinguished career. But now that his focus is on small hotels, he thinks they could become, well, a really big thing.

As CEO of OLS Hotels and Resorts, he helped develop what is billed as “the first retro, art-themed boutique property in Hawaii”—Surfjack Hotel & Swim Club—in 2016. Response has been so promising, OLS will open two additional boutique hotels in Waikiki this year. (More in a moment.)

This is a tectonic career shift. Rafter was previously president and CEO of Aqua Hospitality and president of Aston Hotels and Resorts. Combined, they managed 56 properties and nearly 11,000 rooms across Hawaii and five other states. As the largest hotel operator in Waikiki, Rafter

hosted approximately 15,000 visitors per night. Prior to his combined role at Aqua-Aston, he grew Aqua from a small Waikiki operator to the only hotel company on all six Hawaii tourism islands. He quintupled the size of the company



The 72-room Renew hotel on Paokalani Avenue is set for a mid-summer opening.

in less than four years, becoming the largest operator in Hawaii in terms of properties. At Aqua he completed more than 20 renovations while also working on ground-up developments.

He knows big. But during walks through Waikiki—he’s an avid mountain hiker on weekends—Rafter began to envision another way to do hotels in modern Hawaii.

“I’d walk by these (small, independent hotels) all the time, and I’d look at a property and think we could really turn this into something special, and turn something that was two stars into four stars. More importantly, a four-star that is unique, totally different,” he says.

“So after I left Aqua-Aston, I started buying, for lack of a better term, the Island of Misfit Toys type of stuff—the pink elephant and the Jack-in-the-box that doesn’t work. Generally, all the unwanted properties.”

One of them was Hokele Suites, which Rafter describes as “on Lewers, on the wrong side of Kuhio. That was the knock on it.” But he and partners bought it and turned it into the Surfjack.

“I would walk by, look in, and it had a pool in the central courtyard,” Rafter says. “The rooms looked down on the pool. One of my observations in Hawaii is that everything is geared to look out, because you think the ocean is there. And if you’re the Royal Hawaiian or the Sheraton, that’s great. But



The Plantation Hale Suites is one of two OLS Hotels and Resorts properties on Kauai.

everything off the beachfront does not generally look out at the ocean. At the Surfjack, we decided to turn the scene in on itself, so you’re looking in at a self-contained environment. To me, that is one of the hallmarks of a good boutique hotel: You’re there for what’s happening in the hotel, not what’s happening outside the hotel.

“It wasn’t an epiphany, no moment where I was struck by some sort of idea that boutiques are better. But I think the way I looked at it was, one, these are hotels we can afford. Two, they’re small enough that you can have a really intimate experience, and it’s hard to do that with a thousand rooms. . . . If there was an epiphany, it was this: Let’s make these environments more intimate and sell a very unique experience, instead of doing something fairly generic



**Ben Rafter, CEO of OLS Hotels & Resorts**

*Continued on Page 50*



# Finally, Realistic Reporting of Tourism Numbers

Let me recap for you several important developments regarding the visitor industry.

The Hawaii Tourism Authority reported that statewide hotel occupancy had declined for October, for the fifth month in a row. Occupancy stood at 76.4 percent, and revenue per available room was a stagnant \$190. There were declines on all the major islands, with Hawaii Island experiencing the most significant drop due to the Kilauea eruption.

HTA's report for November was no less discouraging, showing statewide occupancy numbers falling to 75.8 percent, the worst in two years, and attributed this to the prolonged hotel workers' strike and several other factors.

***“Visitor arrival reports are showing the impact of transient vacation rentals—the overwhelming majority of which are operating illegally—on the economy and our hospitality industry.” — MUFU HANNEMANN***

The HTA also released figures showing that non-hotel, transient vacation rentals (TVR) saw double-digit increases in 2016. According to the HTA, bed-and-breakfast accommodations and vacation rental homes grew by 12.3 percent over the previous year—a significant phenomenon. About 54 percent of our visitors stayed in hotels in 2017, but the remainder used other accommodations.

One revealing fact from the HTA's report: In the visitor plant inventory report, there were 80,336 lodging units available for short-term rental by visitors, representing an increase of 1.6 percent (1,244 units) over 2016. The gains were in hotel (519), vacation rental (470) and timeshare (346) units.

For months, many in the industry like former HLTA Board Chair Gregg Nelson of the Napili Kai Beach Resort on Maui, myself and others had expressed concern that we needed more in-depth accurate reporting and assessment of the state of the hospitality industry. It seemed that all the public was hearing

was “good news” that focused on the increases in numbers of visitor arrivals and the like. We favor the more realistic approach that HTA is using now under its new head, Chris Tatum.

Meanwhile, the state's projection on economic growth has been downgraded from 1.5 percent to 1 percent. Some economists argue that the local economy peaked in 2015 and growth has been slowing since. Many believe that visitor arrivals will decrease, as will their spending.

For tourism businesses, these numbers are very significant. For instance, visitor arrival reports are showing the impact of transient vacation rentals—the over-

whelming majority of which are operating illegally—on the economy and our hospitality industry.

While I'm not an alarmist by any means, I have long cautioned legislators and the public about the fragility of the visitor industry.

These latest figures provide evidence that the state and county governments must take long-overdue action on regulating the illegal TVR market and collecting transient accommodations and general excise taxes from these scofflaws, if only to level the playing field between the hotel industry and TVRs, much less address the complaints from neighborhoods plagued by the proliferation of these rentals. After the Legislature failed to pass legislation the past three years, the HLTA is now looking to the county governments to provide the leadership and action to resolve this problem and, we hope, spur the state into action.

Furthermore, these latest numbers give credence to our contention that the industry is being unnecessarily taxed because of an erroneous belief among

public decision-makers that the hospitality industry is flush with cash from the record-high visitor arrival numbers. The TAT has been raised to pay for Honolulu's rail transit program and was nearly included in a constitutional amendment to authorize use of TAT revenue for public education. We beat back an attempt to impose the TAT on resort fees. The fact is that the hospitality industry continues to experience ever-increasing labor, construction and operating costs, and adding to our tax burden harms our ability to compete.

With the economy slowing, it would be prudent for government leaders, along with their counterparts in the visitor industry, to work together to keep our industry competitive and healthy.

I've pointed out several times this year that the HTA should underwrite a strategic marketing campaign to help Hawaii Island regain the visitors it has lost. While a number of businesses have closed because of the impact of the volcano, we can do more to bolster the hospitality industry by encouraging more travel to that unique and beautiful destination. Gov. David Ige just traveled to Japan on a tourism campaign, and we need more of that involved leadership. We need quality tourism, as opposed to quantity tourism.

I'm an optimist; I see the glass as half-full rather than half-empty. So while the numbers may not seem encouraging for the hospitality industry, I'm encouraged that we are beginning to see what should be an extended effort to educate our government leaders and the public of the challenges facing our industry, on the need to address major flaws in govern-

nance and that the hospitality industry is not a bottomless pot of money.

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







PHOTOS COURTESY GAR

# Walk, Run—It's All Fun!

The 35th Great Aloha Run targets fitness for all—and \$350,000 for Hawaii charities

BY BRETT ALEXANDER-ESTES

Jonathan Lyau is dusting off his running shoes and will compete in the Hawaii Pacific Health Great Aloha Run on Feb. 18.



Jonathan Lyau

Lyau, a frequent top 10 finisher, is no couch potato. But many a sofa spud finds his or her inner athlete at the Great Aloha Run. “Our hope is to create a healthier Hawaii,” says Claire Nakamura Rochon, administrator and event coordinator of the 2019 GAR. “If it means we are going to bring them out just one time a year, from Aloha Tower to Aloha Stadium, we are going to accomplish something right there.”



Claire Nakamura Rochon

Lyau will be on Aloha Tower’s starting line at 7 a.m. “It’s good timing,” he says. “Since it’s right after the holiday season, it gets me on track to be fit.” Lyau—plus another 30,000-or-so participants—are also helping to keep Hawaii charities on track this year.

“Typically, the GAR will annually raise between \$250,000 to \$350,000, and all of that goes to charity,” Rochon says, adding that the Carole Kai Charities event has raised \$14 million over the past 35 years for such nonprofits as the United Cerebral Palsy Association of Hawaii and other worthy causes like athletic programs at Hawaii’s schools.



## First Steps: Kapiolani Park & Blaisdell Center

For many, the first steps to racing readiness start at Kapiolani Park and the GAR’s free In Training Workshops—for cautious newcomers through elite runners—held through Feb. 10.



On Feb. 16-17, race participants pick up their packets at the Hawaii Pacific Health GAR Sports, Health & Fitness Expo, held at Blaisdell Center.

The HPH Expo also showcases health- and fitness-related services and products, says Rochon, and “some competitions, like the Miss Teen GAR Pageant, High School Challenge activities,” fitness demos, wellness talks and a dead-lifting championship.

## Next Steps: Aloha Tower

On race day, thousands will gather at Aloha Tower to run, jog and stroll the 8.15-mile course.



**Brandt Farias**

Hawaii Pacific Health, which is serving as the race’s title sponsor for its second year, is also providing “all of the medical support,” says Brandt Farias, senior vice

president and chief marketing officer at Hawaii Pacific Health. This includes clinical personnel as well as “spotters along the route and at Aloha Stadium to watch for runners who may need medical attention. In total, we provide nearly 400 medical personnel and volunteers on the day of the Run.”

Farias and Rochon say volunteers are the heart of the event. “Between the Run and the Expo the weekend before, there are 4,500 volunteers working on creating a healthier Hawaii,” says Farias.

## Last Steps: Shaka Zone

“We have an area that is pretty tough for most—in fact, it’s the last stretch we call the Shaka Zone,” says Rochon. “We have 100-plus volunteers out there making a whole lot of noise and cheering them on, giving them that last boost.”

Some who cross the finish line will celebrate a personal best. “Looking forward to my 35th (GAR),” says Lyau.

The GAR is also celebrating its 35th year with its first commemorative medal.

Lyau might add a medal to his other GAR prizes. “I’ve met and gotten to know many people who I can call friends,” he says. “The GAR builds camaraderie by participating in an event that basically anyone can do, and in turn promotes a healthy lifestyle.”



**Kealoha Curnan Medina**

When Kealoha Curnan Medina celebrates her 35 years at the Run, she will likely remember one race with “a *kupuna* in a wheelchair with the number ‘90’ on balloons attached, being

pushed by someone I assumed to be a grandson. Chicken skin ... maybe that will be me in 30 years—still going.”

The GAR “encourages people young and old to go out and enjoy the outdoors, whether they have trained for the event or not,” says Farias. “In many respects, you could say the Great Aloha Run is a grand legacy that Carole and her team have gifted to the people of Hawaii.”

Go to [greataloharun.com](http://greataloharun.com) to register and for more information.



**(Top) Young and old alike, the Great Aloha Run is for everyone. (Above) The 2019 GAR's Inaugural Finishers' Medal**



**Crossing the GAR finish line at Aloha Stadium**



## 29th Annual Na Po'e Pa'ahana

Awards Recognition Luncheon

# Hale Koa's Bacigal Named Manager of the Year

## HLTA selects Aulani's Kamanao as Outstanding Lodging Employee of the Year

BY DAVID PUTNAM

**A**s director of engineering at the Hale Koa Hotel, Derek Bacigal oversees the property's 818-room twin towers which house eight food and beverage outlets, 13 meeting facilities and two swimming pools.

Additionally, he's tasked to watch over the \$108 million in renovation projects at Hale Koa, an Armed Forces Recreation Center at Ft. DeRussy.

It's a lot of responsibility for the 28-year-old Bacigal, and for his outstanding efforts he has been named Manager of the Year by the Hawaii Lodging & Tourism Association. Bacigal will be recognized at the HLTA's 29th annual Na Po'e Pa'ahana Awards on Jan. 10 at the Sheraton Waikiki.

Mika Kamanao of Aulani, a Disney Resort & Spa, has been selected as Outstanding Lodging Employee of the Year. She and Bacigal will join winners in 18 other categories at the HLTA's awards luncheon.

Being nominated and then selected as a finalist, Bacigal says, "shows the value put into the community comes back."

As one of 50 candidates vying for the Manager of the Year honor, he says just being nominated by his hotel was an honor for him. "I was very excited. It's a very prestigious local award," he says.

Asked about the possibility of being chosen as Manager of the Year, he says the award will "empower me to continue what I'm doing" to train and educate the next generation of hotel engineers.

The Hale Koa wrote in its summary of Bacigal: "How this exceptional millennial pursues his profession with such



**Derek Bacigal**



**Mika Kamanao**

passion is a lesson to others, young and old, that success comes to those who give it their all. With each renovation, improvement and upgrade led by our director of engineering, the Hale Koa Hotel positions itself to 'Serve those who Serve' for years to come."

Bacigal was promoted to director of engineering at the Hale Koa last January from chief engineer. Previously, he was with Hyatt Hotels in San Francisco and Chicago.

The other two finalists for Manager of the Year are Randi Okuhara of the Sheraton Princess Kaiulani and Tylun Pang of the Fairmont Kea Lani.

Kamanao, who has been in the hospitality sector for 33 years, is Aulani's VIP coordinator. The resort says she works with its "most respected guests," such as celebrities, dignitaries, Make a Wish Families and Disney executives.

The other two finalists for Outstanding Lodging Employee of the Year are Nancy Jones of the Hilton Hawaiian Village Waikiki Beach Resort and Oralani Koa of The Westin Nanea Ocean Villas.

The HLTA also honored members and allied members for their contributions to the industry and the community. They are:

- **Allied Member of the Year:** Interstate Restoration Hawaii
- **Individual Allied Member of the Year** (new award): Carol Shimomura of Pacific Guardian Life
- **Chef/Restaurateur of the Year:** John Salcedo of Rumfire at Sheraton Waikiki
- **Hospitality Educator of the Year:** Lorelle Peros of UH Maui College



# 29th Annual Na Po'e Pa'ahana THE 2019 AWARD WINNERS

- **Leader in Sustainability Award:** Hyatt Hotels Hawaii
- **Na Po'e Pa'ahana Legacy Award:** Tihati Productions
- **Pulamahia Award** (new award): Kaanapali Beach Hotel
- **Community Service Award:** Hanalei Colony Resort
- **Woman of the Year:** Laura Richards, Hanalei Colony Resort (Women in Lodging and Tourism, an HLTA affiliate)

## Other 2019 Na Po'e Pa'ahana winners, by category:

### Bell & Valet

**Large Property (450+ rooms):** **Dibiano Bontog** is a valet captain at Aulani, A Disney Resort & Spa, and was a part of Aulani's original opening team. Writes the hotel: "With more than 11 years in the tourism industry, he brings a great work ethic, attitude and aloha to his role that contributes to Aulani's high guest satisfaction rating. He is also committed to giving back to his community, volunteering at Hawaii beach cleanups, coaching soccer and softball and acting as a Cub Scout leader for overnight camping events."

**Medium Property (200-449 rooms):** **Derek Clemente** of The Kahala Hotel & Resort "has seen it all," according to the hotel. "He has worked through multiple ownership changes, assisted more celebrities than he can remember, driven cars from five different decades and continues to remain as one of our 'ambassadors of aloha' at our front drive. Derek serves our guests a daily dose of aloha when he welcomes them 'home' to the resort."

**Small Property (under 200 rooms):** **Mark Guerrero** of the Maui Beach Hotel "goes over and beyond assisting our house guests in all aspects," according to Front Office Manager Cheryl Dizenzo. Guerrero serves as front desk guest service and night auditor at the hotel, where he has worked since 2008. "Mark is one of the greatest assets of the Maui Beach Hotel," Dizenzo writes in her nomination letter.

### Engineer & Maintenance

**Large Property (450+ rooms):** The Royal Hawaiian, A Luxury Collection Resort calls **Susan Iwasa** a "multi-tasker known for her professionalism, thoughtfulness and organization and coordination skills that make her a formidable force behind the scenes in the Engineering Department. ... For her, the experience of the guest is of the utmost importance and that prioritization of guest needs reflects her commitment to not just the Royal Hawaiian but to promoting tourism in the Islands."

**Medium Property (200-449 rooms):** **Neal Nitta**, notes the Andaz Maui at Wailea Resort, "truly leads with the spirit of hospitality and aloha every day. His hard work and humble ways are noticed throughout the resort and his designs and carpenter work have gained the respect of many within his 21 years of service."

**Small Property (under 200 rooms):** The Lawai Beach Resort notes that **Brian Perreira** completed more work orders than any other engineer at the property. The resort writes that "projects flow his way because he can be trusted to complete them on time with the best of intentions and excellent quality. Housekeepers can be overheard on the radio calling for him specifically to respond to their requests because of his attention to detail."

### Food & Beverage

**Large Property (450+ rooms):** **Patrick Ongjoco**, with 34 years of service at the Sheraton Waikiki as sous chef, "is a great communicator and mediator who brings people together to work as a team, ensuring that the main kitchen's line operations run smoothly and efficiently from the start of each day," according to the hotel. "Giving my time has been my way of giving back," says Ongjoco, who volunteers at Waialae Elementary where he tends to the school's educational garden and gives cooking demonstrations to the students.

**Medium Property (200-449 rooms):** Bartender **Keola Lasconia** keeps guests at Embassy Suites by Hilton Waikiki Beach Walk entertained. The property notes that "whether he is pretending to screw a pineapple

onto his soda gun for 'fresh pineapple juice,' singing along with the band into his sink stopper or adding a pineapple wedge to a Bud Light when someone asks for Hawaiian beer, one thing is for certain: You're sure to get a shot of laughter at Keola's bar."

**Small Property (under 200 rooms):** **Leonardo "Leo" Dasig**, the lead morning cook at The Surfjack Hotel & Swim Club "is such a team player that he will work overtime when needed and is always available to help," notes the hotel.

### Front Office

**Large Property (450+ rooms):** In 2013, **Khrisna Fabian** and her mother moved to Hawaii from the Philippines, and Fabian began working at Aulani, A Disney Resort & Spa, as a front desk agent. In 2017, she was honored as Aulani's "Cast Member of the Year" for her efforts "beyond her role" of welcoming and training new employees, and helping to lead Disney VoluntEAR events with local nonprofits.

**Medium Property (200-449 rooms):** **Samoa Leilua** has been a guest service manager at The Westin Nanea Ocean Villas since it opened in April 2017. "With her kind demeanor and selfless personality," the hotel writes, "she continues to embody the resort's founding core value of commitment to community, treating all guests and associates like her own *ohana*."

**Small Property (under 200 rooms):** **Channy-Lyn Motoyama**, notes The Surfjack Hotel & Swim Club, "is a fast-tracker and leader of this generation that has helped shape and established the personality" of the hotel.

### Housekeeper

**Large Property (450+ rooms):** Housekeeper **Adelina Cambe** has been "a dedicated employee" at the Sheraton Waikiki for more than 31 years. For 25 of those years, she has made 500 deep-fried lumpia for the housekeeping department's annual Charity Walk bake sale fundraiser. "People here in my department have helped me a lot, so I help them out," she says.

*Continued on Page 43*



# 'Together, Everyone Achieves More'

## HLTA Hawaii Engineers Advisory Council promotes 'best practices'—onsite and in the community

BY BRETT ALEXANDER-ESTES

When Eric Au, 2019 chair of the Hawaii Engineers Advisory Council (EAC), heard in October that many Island hospitality workers were on strike, he knew he had his work cut out for him.

"Most properties run a crew of 20 to 60 engineers, depending on the size of the property, to address guest calls, emergencies, operational projects, preventative maintenance and capital projects," says Au, who is also Marriott Hotels and Resorts' area director of engineering and facilities for Hawaii and French Polynesia-Bora Bora.

"During the strike, our engineering management team pulled together with the help of

## HLTA Hawaii Engineers Advisory Council Board of Directors

- **Chair:** Eric Au, Marriott International
- **Vice Chair:** Harzali Hashim, Sheraton Waikiki Resort
- **Treasurer:** Stephen Weldon, Hyatt Place Waikiki Beach
- **Secretary:** Karen Mashiba, Embassy Suites Waikiki Beach Walk
- **At-Large Director:** Bert Takahashi, Sheraton Waikiki Resort
- **At-Large Director:** Craig Matsuura, Aqua-Aston Hospitality
- **At-Large Director:** Chris Spencer, Royal Hawaiian Hotel
- **At-Large Director:** Derek Bacigal, Hale Koa Hotel
- **At-Large Director:** Dennis Maher, Trump International Waikiki

other task force management personnel from our mainland sister properties, to address all guest calls and emergencies," Au says. "This was remarkable, as we efficiently caught all the guest calls and emergencies with just two-to-three managers per shift."

This successful approach by Au and his colleagues at the EAC, a committee of the Hawaii Lodging & Tourism Association, exemplifies the council's motto: "Together, everyone achieves more," or TEAM.

TEAM has been a guiding principle since the council's founding in 2010,

EAC helped rebuild the stage for Kaiser High School's performing arts department, and also co-sponsored the 2017 Hotel Forum with the Hawaii Green Business Program. A year earlier, when it became clear that Hawaii's overheated classrooms were impacting student health and performance, the council donated and installed 32 room air-conditioners in 16 classrooms at Jefferson Elementary School in Waikiki. Other council community service includes raising funds for scholarships and non-profit organizations.

Au, as engineering director at Mar-

*"Plumbing issues across the board were definitely the highest frequency of calls." —Eric Au*

and fosters members' professional development and a strong industry network. Sixty Hawaii EAC members in 2018 were staff, managers or directors of hospitality engineering and/or maintenance departments; 30 were members of related businesses.

"Other HLTA Hawaii EAC members did provide support during the strike, so having that local support mechanism definitely helped, especially with the timing of our task force rotation," Au says. "This collaboration (and) sharing best practices builds stronger teams and individuals."

The council also works to build stronger communities. In 2017, the

riott's far-flung Pacific properties, says he must deal with an equally wide range of issues. "Depending on the country, state, city or county, codes (electrical, plumbing, energy, fire and life safety) may vary," he says. "So overseeing such a broad geographic location can be challenging. Also, working with different unions/nonunion properties, and with different ownership groups, can be challenging at times."

During the strike, "having the adequate manpower with appropriate knowledge and experience were crucial in addressing our guest calls on a timely basis," Au says. And while operational challenges depended on a specific property, he notes, "plumbing issues across the board were definitely the highest frequency of calls."

**Eric Au**



# Isle Foodies' New Year's Resolutions

## Hawaii's food and beverage pros share aspirations to make 2019 a stellar year

BY DAVID PUTNAM

It's that time of year to declare New Year's resolutions. We all want to accomplish some personal or business goals, even the pros in Hawaii's food



**Braulio Andaluz**

and beverage industry.

F&B experts around the Islands were asked by *Hawaii Hospitality* to share their top three aspirations for 2019. Among their responses: updating

menus, running 10Ks, eating healthier and training staff. One foodie has a cheese craving she wants to curb.

Braulio Andaluz, food and beverage director at the Royal Lahaina Resort, says he wants to "build a stronger bond with the local farmers community. Having stronger relationships with local farmers and growers is a key component to our Island culinary success. You depend on

a graduate of the University of Hawaii culinary program, I believe that in order to grow a better culinary community, the incorporation of culinary students into our programs is a priority."

And Resolution No. 3: "Creating awesome food and having fun doing it!"

Andaluz says the addition of Executive Chef Dylan Montano will move the Royal Lahaina's culinary team "on a new

*"Build a stronger bond with the local farmers community. Having stronger relationships with local farmers and growers is a key component to our Island culinary success. You depend on them as much as they depend on you." — Braulio Andaluz*

them as much as they depend on you."

Andaluz predicts "lots of fun and changes for this coming year." His No. 2 resolution is to "create a connection with the culinary programs in the Islands.

"Providing a venue for the up-and-coming students trying to make it in the culinary world is a goal for us. As

direction. He is taking a leadership role on the reshaping of our culinary department. By the end of the first quarter of 2019, we will be looking at a completely new menu. At the same time, by the end of the year we will be in the early stages of a full renovation of our three-meal restaurant. A very exciting project."

## Other F&B leaders' top three resolutions for 2019



**Shaymus Alwin**  
*Executive Sous Chef,  
The Royal Hawaiian*

1. Spend more time with my family.
2. Work on having better eating habits (eating more than one solid meal a day and healthier choices).
3. Keep in closer contact with my family on the Mainland.



**Sarah Brown**  
*Director of Food &  
Beverage, Sheraton  
Maui Resort & Spa*

1. Drink more tequila. I pick a liquor each year and expand my palate. This is the year of the worm!
2. Work on my emotional attachment to cheese. Our relationship is not healthy, and I need to establish boundaries.
3. Volunteer to do volunteer work.



**Shoji Namatame**  
*Executive Chef, Trump  
International Hotel Waikiki*

1. Use more local products as much as possible.
2. Introduce and educate young rising chefs and cooks about local products (e.g. ulu, fish, luau leaves, etc.).
3. Participate in more Hawaii community events in order to showcase our culinary offerings incorporating local products.



**Jason Waterlow**  
*Director of Food &  
Beverage, Halekulani*

1. Continue supporting our food and beverage team by removing as many obstacles as possible. This will make it easier for our team to focus on our guests.
2. Setting weekly goals that will help achieve the long-term goals.
3. Completing the 2019 King's Runner 10K in March without walking.



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*Hawai'i Lodging & Tourism Association's*

29th Annual  
**Na Po'e  
Pa'ahana**

*Awards Recognition Luncheon*

**Sheraton Waikiki | Grand Ballroom**

**January 10, 2019**



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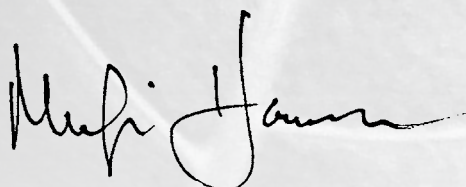
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# ALOHA

Na Po'e Pa'ahana can't begin to describe the men and women we are honoring today. They are the finest representatives of the hospitality industry and the people of the Islands, the most dedicated and exemplary professionals, the embodiment of aloha and hospitality, and the reasons Hawai'i continues to beckon visitors from throughout the globe, year after year. The Hawai'i Lodging & Tourism Association salutes the honorees and thanks them for their invaluable service and contributions to tourism, our industry and the Hawaiian Islands. *We're all in this together!*



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

## Special Thanks

Sheraton Waikiki  
The Orchid Lei Company  
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*Hawai'i Lodging & Tourism Association's*

# 29th Annual Na Po'e Pa'ahana

*Awards Recognition Luncheon*

# PROGRAM

**10:45 am – Doors Open**

**11:05 am – Opening Remarks by Emcees**

- Howard Dashefsky – *Anchor, KHON2 News*
- Marisa Yamane – *Anchor, KHON2 News*

**11:10 am – Oli/Blessing**

**11:15 am – Lunch**

**12 pm – Program Begins**

- Mufi Hannemann – *HLTA President & CEO*

## Na Po'e Pa'ahana Awards

- Allied Member of the Year
- Individual Allied Member of the Year
- Chef/Restaurateur of the Year
- Hospitality Educator of the Year
- Leader in Sustainability
- Women In Lodging & Tourism: Woman of the Year
- Excellence in Community Service
- Pūlamahia Award
- 2019 Na Po'e Pa'ahana Legacy Award
- Bell & Valet
- Engineer & Maintenance
- Food & Beverage
- Front Office
- Housekeeping
- Security Officer
- Manager of the Year
- Outstanding Lodging Employee of the Year

**1:50 pm – Closing Remarks**

**2 pm – Finalists Group Photo**

**2:15 pm – Off-stage Photo Opportunities**



# Heartfelt congratulations

to all the nominees of the 2019 Nā Po'e Pa'ahana Awards.

## FINALISTS



**Dennis Yap**  
Bell/Valet  
Person of the Year



**Pono Kahili**  
Engineer/Maintenance  
Person of the Year



**Allan Sagucio**  
Engineer/Maintenance  
Person of the Year



**Keola Lasconia**  
Food & Beverage  
Person of the Year



**Cassel Kanahele**  
Front Office  
Person of the Year

## HONORABLE MENTIONS



**Troy Boyce**  
Bell/Valet



**John Thompson**  
Bell/Valet



**Gowill Viloria**  
Bell/Valet



**Anchalee Yenwattana**  
Bell/Valet



**Henry Rodrigues**  
Engineer/Maintenance



**Shane Kalani Vares**  
Engineer/Maintenance



**Ashley Agustin**  
Front Office



**Frank Poei**  
Front Office



**Jessie Ann Acio**  
Front Office



**Kayo Mamaclay**  
Front Office



**Walter Aloiau**  
Front Office



**Yoke Sasaki**  
Front Office



**Zhi Yi Chen**  
Housekeeper



**Fiona Hong**  
Housekeeper



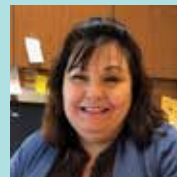
**Rosita Rosete**  
Housekeeper



**Jenny Wu**  
Housekeeper



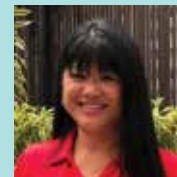
**Phung Kim Xiao**  
Housekeeper



**Tammy Awong**  
Lodging



**Kevin Doo**  
Lodging



**Teri Pagud**  
Lodging



**Lauren Yamamoto**  
Lodging



**Yuet Oy Au**  
Manager



**Shantel Burns**  
Manager



**Divina Garcia**  
Manager



**Luana Maitland**  
Manager



**Lorna Puna Stillman**  
Manager



# Family Time

## The 2019 Na Po'e Pa'ahana Awards celebrate industry unity and an expanded circle of winners

BY BRETT ALEXANDER-ESTES

**A**s Hawaii's hospitality achievers celebrate yet another banner year, they are also living the aloha that attracts the world to the Islands, over and over again.

"When everyone is seated and the ballroom is filled with voices and sounds, to me it sounds like family time, bright faces and beautiful smiles everywhere," says Carol Lopes, 2018 Na Po'e Pa'ahana Manager of the Year and executive housekeeper at Embassy Suites by Hilton Waikiki Beach Walk.

"We are more than participants—we are family honoring each other for being the best at what we do each and every day at work, home and play."

At work, Hawaii's strong family ethic is also supporting an unparalleled surge in visitor arrivals. According to a fourth-quarter report by the Department of Business, Economic Development and Tourism, Hawaii's 2018 visitor arrival growth rate was 5.8 percent, resulting in a total of 9.95 million visitors for the year. And while this year's growth rate is expected to rise 1.8 percent, Hawaii's popularity has confounded many forecasts in the past, and is likely to do so again.

Lopes, who grew up on the Hawaiian Homestead in Nanakuli and is also one of the



the heart of all hotels." This year, the Awards are again raising the awareness of the achievements of hospitality housekeepers—as well as staff and management in other departments—by highlighting the challenges posed by properties of various sizes.

"I love my job, and how I have a chance to make a difference for our guests and hosts every day," Lopes says. "‘Aloha’ is the value that guides me. It is more than a word. It is a feeling of caring, love, gratitude, kindness, understanding, and ... the ability to share and connect with each other."

Lopes' legacy of dedication and

*"We are more than participants—we are family honoring each other for being the best at what we do each and every day at work, home and play." – Carol Lopes*

founding members of the Hawaii Lodging & Tourism Association's Housekeeping Hospitality Council, knows what it takes to exceed expectations.

"I am very passionate about housekeeping," Lopes says. "It is

commitment continues in 2019 with the nomination of her son Pono Kahili as a Na Po'e Pa'ahana Engineer of the Year. "With courage, heart and aloha, anything can be possible," Lopes says. "Make it happen."





# CONGRATULATIONS

## TO THE AULANI RESORT NA PO'E PA'AHANA HONOREES



**BARRY YOKOYAMA**  
ENGINEER  
Engineering/Maintenance  
Person of the Year



**DIBIANO BONTOG**  
VALET CAPTAIN  
Bell/Valet Person  
of the Year



**NORIKO HARIMOTO**  
PUBLIC RELATIONS  
MANAGER  
Manager of the Year



**MIKA KAMANAO**  
VIP COORDINATOR  
Outstanding Lodging  
Employee of the Year



**ROGELIO "ROY" LOPEZ**  
HOUSEKEEPER  
Housekeeper of the Year



**GABRIELLE BARDELL**  
'AMA'AMA RESTAURANT SERVER  
Food & Beverage Person of the Year



**KHRISNA FABIAN**  
FRONT DESK AGENT  
Front Office Person of the Year



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## Person of the Year BELL & VALET

### Large Property (450+ Rooms)

**Dibiano Bontog**

*Aulani, A Disney Resort and Spa*

**Sam Delos Santos**

*Aston Kaanapali Shores*

**Jonah Dias**

*Grand Hyatt Kauai*

**Eugene Foki**

*Waikiki Beach Marriott  
Resort and Spa*

**Andrea "Ku'uipo" Haupu**

*Sheraton Maui Resort & Spa*

**Craig Miyasato**

*Hyatt Regency Waikiki Beach  
Resort & Spa*

**Chad Nakamura**

*The Royal Hawaiian, A Luxury  
Collection Resort*

**Cody Okabayashi**

*The Westin Maui Resort & Spa*

**Steven Pedroza**

*The Ritz-Carlton, Kapalua*

**Edwin Ramirez**

*Hale Koa Hotel*

**Ramel Reyes**

*The Westin Ka'anapali Ocean  
Resort Villas*

**Surapee Sartrapai**

*Hilton Hawaiian Village Waikiki  
Beach Resort*

**Christopher Segi**

*Trump International Hotel Waikiki*

**Maria "Ella" Sim**

*Fairmont Kea Lani*

**Ruben Stewart**

*Hilton Grand Vacations,  
Hilton Hawaiian Village*

**John Thompson**

*Outrigger Reef Waikiki Beach Resort*

**Jason Valai-Tufuga**

*Marriott's Ko Olina Beach Club*

**Terrance Yano**

*Halekulani*

**Anchalee Yenwattana**

*Outrigger Waikiki Beach Resort*

**Brent Yoshida**

*Sheraton Waikiki*

### Medium Property (200-449 Rooms)

**Dennis Arimoto**

*Waikiki Resort Hotel*

**Troy Boyce**

*OHANA Waikiki Malia by Outrigger*

**Arnold Cabico**

*Waikoloa Beach Marriott Resort &  
Ocean Club*

**Derek Clemente**

*The Kahala Hotel & Resort*

**Dennis Gomez**

*Kauai Marriott Resort & Beach Club*

**Vance Patao**

*The Westin Nanea Ocean Villas*

**Kalen Pu'u-Komoda**

*Andaz Maui at Wailea Resort*

**Ryan Ragudo**

*The Ritz-Carlton Residences,  
Waikiki Beach*

**Shannon Rodrigues**

*The Westin Princeville Ocean  
Resort Villas*

**Gowil Vilorio**

*Embassy Suites by Hilton  
Waikiki Beach Walk*

**Dennis Yap**

*OHANA Waikiki East by Outrigger*

### Small Property (Under 200 Rooms)

**Mark Guerrero**

*Maui Beach Hotel*

**Travis Waltman**

*The Lotus Honolulu  
at Diamond Head*

## Person of the Year ENGINEER & MAINTENANCE

### Large Property (450+ Rooms)

**Rodel Ambrocio**

*Hyatt Regency Waikiki Beach  
Resort & Spa*

**Daven Arcangel**

*The Westin Maui Resort & Spa*

**Roger Dollente**

*Marriott's Ko Olina Beach Club*

**Kapono Dougherty**

*The Westin Ka'anapali Ocean  
Resort Villas*

**Joshua Eng**

*Sheraton Maui Resort & Spa*

**Amading Fermin**

*Halekulani*

**Clyde Freitas**

*Sheraton Waikiki*

**Ruben Ganibe**

*'Alohilani Resort Waikiki Beach*

**Susan Iwasa**

*The Royal Hawaiian,  
A Luxury Collection Resort*

**Eugene Jaramillo**

*Waikiki Beach Marriott  
Resort and Spa*

**Gerald Lau**

*Prince Waikiki*

**William Merseburgh**

*Hale Koa Hotel*

**Micahel Pagaduan**

*Hilton Garden Inn Waikiki Beach*

**Maleko Pamat**

*Marriott's Maui Ocean Club*



**Reymundo “Rey” Savellano**  
*Aston Waikiki Beach Hotel*

**Dale Tsukahara**  
*Ala Moana Hotel by Mantra*

**William Tupou**  
*Hilton Hawaiian Village  
Waikiki Beach Resort*

**John Uyeno**  
*Grand Wailea,  
A Waldorf Astoria Resort*

**Ernest Yasay**  
*Grand Hyatt Kauai*

**Barry Yokoyama**  
*Aulani, A Disney Resort and Spa*

**Dennis Yoshimura**  
*Hilton Grand Vacations,  
Hilton Hawaiian Village*

## Medium Property (200–449 Rooms)

**Christofer Arellano**  
*The Ritz-Carlton Residences,  
Waikiki Beach*

**Norman Batara**  
*The Kahala Hotel & Resort*

**Christopher De Verre**  
*Waikoloa Beach Marriott  
Resort & Ocean Club*

**James Juan**  
*Mauna Kea Beach Hotel*

**Pono Kahili**  
*Embassy Suites by Hilton  
Waikiki Beach Walk*

**Keola Ke**  
*The Westin Princeville  
Ocean Resort Villas*

**Nathan Kupihea**  
*Kauai Marriott Resort & Beach Club*

**Gibson Mariano**  
*The Westin Nanea Ocean Villas*

**Neal Nitta**  
*Andaz Maui at Wailea Resort*

**Gilbert Remigio**  
*Marriott’s Waiohai Beach Club*

**Henry Rodrigues**  
*OHANA Waikiki Malia by Outrigger*

**Anacleto Sagucio**  
*Courtyard by Marriott  
Waikiki Beach*

**Shane “Kalani” Vares**  
*OHANA Waikiki East by Outrigger*

## Small Property (Under 200 Rooms)

**Eddie Agonoy**  
*Aqua Pacific Monarch*

**Mark Arthur**  
*Paradise Bay Resort*

**Arnold Bala**  
*The Lotus Honolulu at Diamond  
Head*

**Juan Baptista**  
*Aston Mahana at Kaanapali*

**Nick Bravo**  
*Luana Waikiki Hotel & Suites*

**Edmundo Coloma**  
*Aqua Bamboo Waikiki*

**Louie Miguel**  
*The Surfjack Hotel & Swim Club*

**Brian Pereira**  
*Lawai Beach Resort*

**Alex Reganit**  
*Aston Waikiki Beach Tower*

**Allan Sagucio**  
*Wyndham at Waikiki Beach Walk*

## Person of the Year FOOD & BEVERAGE

### Large Property (450+ Rooms)

**Christian Balasan**  
*Marriott’s Maui Ocean Club*

**Gabrielle Bardell**  
*Aulani, A Disney Resort and Spa*

**Jessica Cacal**  
*Sheraton Maui Resort & Spa*

**Margarethe Cristobal**  
*Prince Waikiki*

**Jeremy Dichoso**  
*Moana Surfrider,  
A Westin Resort & Spa*

**Quintina Gildea**  
*Ala Moana Hotel by Mantra*

**Dale Hanakoa**  
*Hyatt Regency Waikiki Beach  
Resort & Spa*

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

**Geraldine King**  
*Hale Koa Hotel*

**Shane Kuwaye**  
*Marriott’s Ko Olina Beach Club*

**Todd Mitsui**  
*Trump International Hotel Waikiki*

**Adolfo Molina**  
*Grand Wailea, A Waldorf  
Astoria Resort*

**Annie Natividad**  
*The Westin Maui Resort & Spa*

**Patrick Ongjoco**  
*Sheraton Waikiki*

**Lucie Ormsby**  
*Hyatt Regency Maui  
Resort & Spa*

**Francesca Peiler**  
*Hilton Hawaiian Village  
Waikiki Beach Resort*

**Sherwin Ragunjan**  
*Aston Waikiki Beach Hotel*

**Juan Ramirez**  
*Grand Hyatt Kauai*

**Jazzreah Reynon**  
*Turtle Bay Resort*

**Jeanne Sasaki**  
*Hilton Waikiki Beach*

**Kan Wat**  
*Halekulani*

**Marian Wong**  
*Waikiki Beach Marriott  
Resort and Spa*

**Jamie Zazzaro**  
*The Westin Ka’anapali  
Ocean Resort Villas*



## Medium Property (200-449 Rooms)

### **Roger Arrieta**

*The Westin Nanea Ocean Villas*

### **Garrett Bacarro**

*Marriott's Waiohai Beach Club*

### **Anthony Calvan**

*The Kahala Hotel & Resort*

### **Elsie Dela Cruz**

*Westin Hapuna Beach Resort*

### **Raylynn Kanehailua**

*Waikoloa Beach Marriott  
Resort & Ocean Club*

### **Donnie Kuoha**

*Mauna Kea Beach Hotel*

### **Keola Lasconia**

*Embassy Suites by Hilton  
Waikiki Beach Walk*

### **Glen Salcur**

*Hyatt Centric Waikiki Beach*

### **Lehua Verkerke**

*Andaz Maui at Wailea Resort*

### **Charlie Zabala**

*Kauai Marriott Resort  
& Beach Club*

## Small Property (Under 200 Rooms)

### **Leonardo Dasig**

*The Surfjack Hotel & Swim Club*

## Person of the Year FRONT OFFICE

## Large Property (450+ Rooms)

### **Ashley Agustin**

*Waikiki Beachcomber by Outrigger*

### **Walter Aloiau**

*Outrigger Waikiki Beach Resort*

### **Chenoa Aubrey**

*The Royal Hawaiian, A Luxury  
Collection Resort*

### **Grace Benson**

*Hilton Grand Vacations,  
Hilton Hawaiian Village*

### **Valerie Bumanglag**

*The Westin Maui Resort & Spa*

### **James "Ron" Chapman**

*Fairmont Kea Lani*

### **Khrisna Fabian**

*Aulani, A Disney Resort and Spa*

### **Laura Fisher**

*The Ritz-Carlton, Kapalua*

### **Salome Gutierrez**

*The Westin Ka'anapali Ocean  
Resort Villas*

### **Pamela Kanae**

*Marriott's Maui Ocean Club*

### **Kanoa Lacerdo-Magallanes**

*Sheraton Waikiki*

### **Victor Motilla**

*Grand Hyatt Kauai*

### **Jerome Padua**

*Halekulani*

### **Junko Partridge**

*Sheraton Maui Resort & Spa*

### **Frank Poei**

*Outrigger Reef  
Waikiki Beach Resort*

### **Renee Schoening**

*'Alohilani Resort Waikiki Beach*

### **Ai Shinozawa**

*Marriott's Ko Olina Beach Club*

### **Claire Supee**

*Hilton Hawaiian Village  
Waikiki Beach Resort*

### **Maureen Torres-Kaniho**

*Hyatt Regency Maui Resort & Spa*

### **Jeri Wigglesworth-Herrell**

*Hale Koa Hotel*

### **Kelly Ann "Noelani" Wright**

*Prince Waikiki*

### **Allyson Yoshimura**

*Waikiki Beach Marriott  
Resort and Spa*

## Medium Property (200-449 Rooms)

### **Jessie Ann Acio**

*OHANA Waikiki East by Outrigger*

### **Marla Davis**

*Kauai Marriott Resort  
& Beach Club*

### **Cohco Harbour**

*The Ritz-Carlton Residences,  
Waikiki Beach*

### **Samoa Leilua**

*The Westin Nanea Ocean Villas*

### **Marisa Onnagan**

*Courtyard by Marriott  
Waikiki Beach*

### **Kalili Pavao**

*The Westin Princeville  
Ocean Resort Villas*

### **Lynn Sato**

*The Kahala Hotel & Resort*

### **Tasha Tavares**

*Marriott's Waiohai Beach Club*

### **Emy Tomogsoc**

*Aston at The Whaler  
on Ka'anapali Beach*

### **Debbie Uwanawich**

*Waikoloa Beach Marriott  
Resort & Ocean Club*

## Small Property (Under 200 Rooms)

### **Debra Arakaki**

*Pagoda Hotel*

### **Siente Bargamento**

*Marriott's Kauai Lagoons  
- Kalanipu'u*

### **Cassel Kanahele**

*Hokulani Waikiki by Hilton  
Grand Vacation Club*

### **Yumi Kato**

*Aston Waikiki Beach Tower*

### **Channy-Lyn Motoyama**

*The Surfjack Hotel & Swim Club*

### **Yoke Sasaki**

*Wyndham at Waikiki Beach Walk*

### **Carissa Suguitan**

*The Lotus Honolulu at Diamond Head*



# **CONGRATULATIONS!**

## *2019 Nā Po'e Pa'ahana Finalists*

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



**William  
Merseburgh**

ENGINEERING  
PERSON OF THE YEAR



**Stacy  
Garcia**

SECURITY  
PERSON OF THE YEAR



**Juana  
Garen**

HOUSEKEEPING  
PERSON OF THE YEAR



**Geraldine  
King**

FOOD & BEVERAGE  
PERSON OF THE YEAR



**Jeri  
Wigglesworth-Herrell**

FRONT OFFICE  
PERSON OF THE YEAR



**Edwin  
Ramirez**

BELL DESK  
PERSON OF THE YEAR



**Derek  
Bacigal**

MANAGER  
OF THE YEAR



**Bernice  
Fielding**

EMPLOYEE  
OF THE YEAR



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# Person of the Year HOUSEKEEPING

## Large Property (450+ Rooms)

**Merlita Bagalacsa**

*The Westin Maui Resort & Spa*

**Renato Borromeo**

*Halekulani*

**Teresa Cajalne**

*Hyatt Regency Waikiki Beach Resort & Spa*

**Adelina Cambe**

*Sheraton Waikiki*

**Marisa Cendana**

*Hyatt Regency Maui Resort & Spa*

**Zhi Yi Chen**

*Waikiki Beachcomber by Outrigger*

**Samuel Dadulla**

*Hilton Hawaiian Village Waikiki Beach Resort*

**Juana Garen**

*Hale Koa Hotel*

**Vernard Gruezo**

*Waikoloa Beach Marriott Resort & Ocean Club*

**Fiona Hong**

*Outrigger Waikiki Beach Resort*

**Josephine Lacar**

*Hilton Waikiki Beach*

**Marites Ledda**

*Prince Waikiki*

**Rogelio Lopez**

*Aulani, A Disney Resort and Spa*

**Andrew Luong**

*Hilton Garden Inn Waikiki Beach*

**Lydia Macaraeg**

*Waikiki Beach Marriott Resort and Spa*

**Magdalena Magaoay**

*Marriott's Maui Ocean Club*

**Yolanda Mangayayam**

*Grand Hyatt Kauai*

**Josie Mariano**

*Marriott's Ko Olina Beach Club*

**Estrella Melchor**

*Sheraton Maui Resort & Spa*

**Marilyn Nicolas**

*Moana Surfrider, A Westin Resort & Spa*

**Lilia Ramos**

*Grand Wailea, A Waldorf Astoria Resort*

**Rosita Rosete**

*OHANA Waikiki East by Outrigger*

**Jim Simeon**

*Hilton Grand Vacations, Hilton Hawaiian Village*

**Wynne Simplot**

*The Ritz-Carlton, Kapalua*

**Allan Tecson**

*The Westin Ka'anapali Ocean Resort Villas*

**Olive Tuimaunei**

*Turtle Bay Resort*

**Jenny Wu**

*Outrigger Reef Waikiki Beach Resort*

**Phung Kim Xiao**

*OHANA Waikiki Malia by Outrigger*

## Medium Property (200-449 Rooms)

**Gliceria Ambida**

*Mauna Kea Beach Hotel*

**Idena Bumanglag**

*Ilikai Hotel & Luxury Suites*

**Romeo Cabilis**

*Courtyard by Marriott Waikiki Beach*

**Walter Dagulo**

*Marriott's Waiohai Beach Club*

**Cindy Finiiray**

*The Ritz-Carlton Residences, Waikiki Beach*

**Jennie Fukushima**

*Aston Waikiki Sunset*

**Raquel Lim**

*Andaz Maui at Wailea Resort*

**Milika Loketi**

*Aston at The Whaler on Ka'anapali Beach*

**Maria Pascual**

*Waikiki Resort Hotel*

**Vannesa Ramirez**

*Kauai Marriott Resort & Beach Club*

**Syliva Rara**

*Pearl Hotel Waikiki*

**Lordy Tamayo**

*The Kahala Hotel & Resort*

**Lorna Vallente**

*Westin Hapuna Beach Resort*

**Emelda Wada**

*Aqua Kauai Beach Resort*

## Small Property (Under 200 Rooms)

**Felicidad Bonilla**

*Pagoda Hotel*

**Marc Caesar Espiritu**

*EWA Hotel*

**Dominador "Domi" Flores**

*Marriott's Kauai Lagoons - Kalanipu'u*

**Cecilia Rabang**

*The Lotus Honolulu at Diamond Head*

**Virginia Suyama**

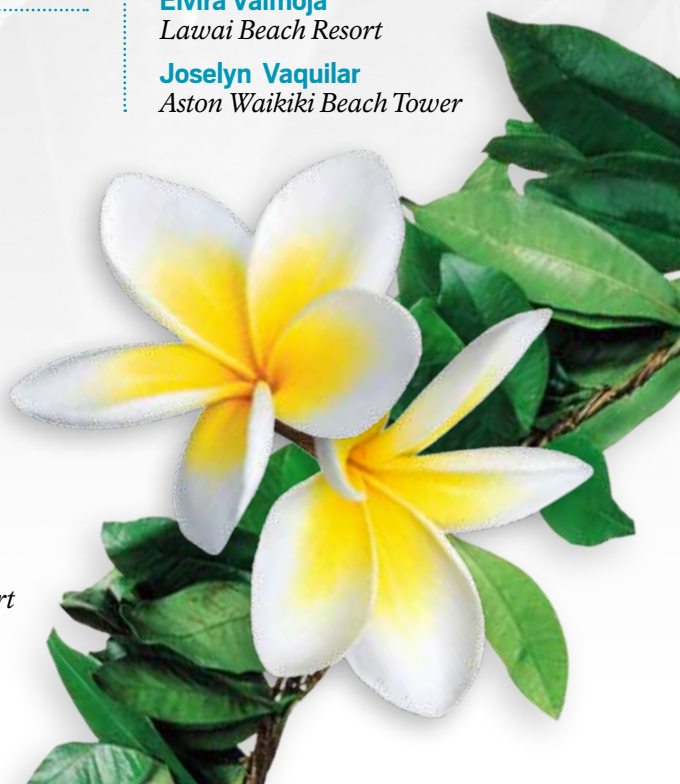
*The Surfjack Hotel & Swim Club*

**Elvira Valmoja**

*Lawai Beach Resort*

**Joselyn Vaquilar**

*Aston Waikiki Beach Tower*







# *one* COMPANY A WORLD OF *vacations*

Congratulations to all our Associates!  
We're proud of your accomplishments both at our resorts and in the community.  
Mahalo for all that you do.

## **Waikoloa Beach Marriott Resort & Ocean Club**

**Bell & Valet: Medium Property**

Arnold Cabico

**Engineer & Maintenance: Medium  
Property** Christopher De Verre

**Food & Beverage: Medium Property**

Raylynn Kanehailua

**Front Office: Medium Property**

Debbie Uwanawich

**Housekeeper: Medium Property**

Vernard Gruezo

**Manager of the Year**

Kelly Alonzo

**Security Officer: Medium Property**

Erik Awana

## **Marriott's Maui Ocean Club**

**2018 Outstanding Lodging**

**Employee of the Year**

Samantha Dizon

**Engineer & Maintenance: Large**

**Property**

Maleko Pamat

**Food & Beverage: Large Property**

Christian Balasan

**Front Office: Large Property**

Pamela Kanae

**Housekeeper: Large Property**

Magdalena Magaoay

**Security Officer: Large Property**

Justin Paki

## **Marriott's Ko Olina Beach Club**

**2018 Outstanding Lodging**

**Employee of the Year**

Kawailani Dutro

**Bell & Valet: Large Property**

Jason Valai-Tufuga

**Engineer & Maintenance: Large  
Property**

Roger Dollente

**Food & Beverage: Large Property**

Shane Kuwaye

**Front Office: Large Property**

Ai Shinozawa

**Housekeeper: Large Property**

Josie Mariano

**Manager of the Year**

Bryan Sadaoka

**Security Officer: Large Property**

Kenneth Coyaso, *Finalist*

## **Marriott's Kauai Lagoons - Kalanipu'u**

**Front Office: Small Property**

Siante Bargamento

**Housekeeper: Small Property**

Dominador "Domi" Flores, *Finalist*

**Security Officer: Small Property**

George Tandal, Sr, *Finalist*

## **Kauai Marriott Resort & Beach Club**

**Food & Beverage: Medium Property**

Charie Zabala

**Security Officer: Medium Property**

Christopher Veniegas

**2018 Outstanding Lodging**

**Employee of the Year**

Jane Narimatsu

**Bell & Valet: Medium Property**

Dennis Gomez

**Engineer & Maintenance: Medium**

**Property**

Nathan Kupihea

**Front Office: Medium Property**

Marla Davis

**Housekeeper: Medium Property**

Vannesa Ramirez

**Manager of the Year**

Kaylin Arakaki

## **Marriott's Waiohai Beach Club**

**2018 Outstanding Lodging**

**Employee of the Year**

Jenni Saguid

**Engineer & Maintenance: Medium**

**Property**

Gilbert Remigio

**Food & Beverage: Medium Property**

Garrett Bacarro

**Front Office: Medium Property**

Tasha Tavares

**Housekeeper: Medium Property**

Walter Dagulo

**Manager of the Year**

Sharolyn Segundo

**Security Officer: Medium Property**

Donald "Dondi" Viquefia, *Finalist*

## **The Westin Princeville Ocean Resort Villas**

**2018 Outstanding Lodging**

**Employee of the Year**

Leila Machado

**Bell & Valet: Medium Property**

Shannon Rodrigues

**Engineer & Maintenance: Medium**

**Property**

Keola Ke

**Front Office: Medium Property**

Kalili Pavao, *Finalist*

**Manager of the Year**

Ayie Melendez

**Security Officer: Medium Property**

James LaFave, *Finalist*

## **The Westin Nanea Ocean Villas**

**2018 Outstanding Lodging**

**Employee of the Year**

Oralani Koa, *Finalist*

**Bell & Valet: Medium Property**

Vance Patao, *Finalist*

**Engineer & Maintenance: Medium**

**Property**

Gibson Mariano

**Food & Beverage: Medium Property**

Roger Arrieta, *Finalist*

**Front Office: Medium Property**

Samoa Leilua, *Finalist*

**Security Officer: Medium Property**

Si'i Savou, *Finalist*

## **The Westin Ka'anapali Ocean Resort Villas**

**2018 Outstanding Lodging**

**Employee of the Year**

Jenna Mello

**Bell & Valet: Large Property**

Ramel Reyes

**Engineer & Maintenance: Large**

**Property**

Kapono Dougherty

**Food & Beverage: Large Property**

Jamie Zazzaro

**Front Office: Large Property**

Salome Gutierrez

**Housekeeper: Large Property**

Allan Tecson

**Manager of the Year**

Ryan Stansel

**Security Officer: Large Property**

Robilynn Lani



## Person of the Year SECURITY OFFICER

### Large Property (450+ Rooms)

**Justin Abregano**

*Turtle Bay Resort*

**Jason Archer**

*Grand Hyatt Kauai*

**Kenneth Coyaso**

*Marriott's Ko Olina Beach Club*

**Marcus Curimao**

*The Westin Maui Resort & Spa*

**Phillip Dolor**

*Hyatt Regency Waikiki Beach  
Resort & Spa*

**Don Ferreira**

*Mauna Kea Resort*

**Stacy Garcia**

*Hale Koa Hotel*

**Pauline Hafoka**

*The Ritz-Carlton, Kapalua*

**Anthony "Tony" Kaahanui**

*Moana Surfrider,  
A Westin Resort & Spa*

**Austin Lacount**

*Sheraton Princess Kaiulani*

**Robilynn Lani**

*The Westin Ka'anapali  
Ocean Resort Villas*

**Justin Paki**

*Marriott's Maui Ocean Club*

**Edward Pelekai**

*Hilton Hawaiian Village  
Waikiki Beach Resort*

**Sabino Perez**

*Waikiki Beach Marriott Resort and Spa*

**Kui Yee Hoy**

*Hilton Waikiki Beach*

### Medium Property (200-449 Rooms)

**Erik Awana**

*Waikoloa Beach Marriott  
Resort & Ocean Club*

**James LaFave**

*The Westin Princeville  
Ocean Resort Villas*

**Si'i Savou**

*The Westin Nanea Ocean Villas*

**Christopher Veniegas**

*Kauai Marriott Resort  
& Beach Club*

**Donald "Dondi" Viquelia**

*Marriott's Waiohai Beach Club*

### Small Property (Under 200 Rooms)

**George Tandal Sr.**

*Marriott's Kauai Lagoons  
- Kalanipu'u*

## MANAGER of the YEAR

**Debra Ann Achong**

*Halekulani*

**Ofelia Agdeppa**

*Aqua Aloha Surf Waikiki*

**Ward Almeida**

*The Lotus Honolulu  
at Diamond Head*

**Kelly Alonzo**

*Waikoloa Beach Marriott  
Resort & Ocean Club*

**Kaylin Arakaki**

*Kauai Marriott Resort & Beach Club*

**Mark Arthur**

*Paradise Bay Resort*

**Yuet Oy Au**

*OHANA Waikiki East by Outrigger*

**Derek Bacigal**

*Hale Koa Hotel*

**Speshel Baybayan**

*Maui Condo and Home, LLC*

**Mark Boettger**

*Andaz Maui at Wailea Resort*

**Flora Bumanglag**

*The Surfjack Hotel & Swim Club*

**Shantel Burns**

*Embassy Suites by Hilton  
Waikiki Beach Walk*

**Claire Butler**

*Hilton Hawaiian Village  
Waikiki Beach Resort*

**Donna Carbonell**

*Aston Kaanapali Shores*

**Eugenia Carin**

*Hilton Waikiki Beach*

**Sarah Cera**

*Aqua Kauai Beach Resort*

**Sherrie Chan**

*Lawai Beach Resort*

**Yvonne Chang**

*Hilton Grand Vacations,  
Hilton Hawaiian Village*

**Leslie Cho**

*Hampton Inn & Suites Oahu/Kapolei*

**Maynard "Manny" Crawford**

*Turtle Bay Resort*

**Zachary Drawdy**

*Mauna Kea Beach Hotel*

**Anna Enomoto**

*Aston Kaanapali Shores*

**Jennifer Evetushick**

*The Westin Maui Resort & Spa*

**Marcus Frerk**

*Aston Waikiki Beach Tower*

**Divina Garcia**

*OHANA Waikiki Malia by Outrigger*

**John Gieske**

*The Laylow, Autograph Collection*

**Noriko Harimoto**

*Aulani, A Disney Resort and Spa*

**James "Jim" Heid**

*Grand Wailea, A Waldorf Astoria Resort*

**Kaipo Henrikson**

*The Ritz-Carlton Residences,  
Waikiki Beach*

**Joanne Iwamoto**

*Moana Surfrider,  
A Westin Resort & Spa*

**Lisa Kaalekahi**

*Waikiki Beach Marriott Resort and Spa*

**Taryn Kabei**

*Prince Waikiki*





You were selected because of your focus on excellence in everything you do. Mahalo from your 'ohana at Hilton Hawaiian Village.



### Manager of the Year





# Hilton


**HAWAIIAN VILLAGE®**  
**WAIKIKI BEACH RESORT**

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**Lou Ellen Kaneshiro**

*The Royal Hawaiian,  
A Luxury Collection Resort*

**Carol Laau-Silva**

*Westin Hapuna Beach Resort*

**Claudette "Luana" Maitland**

*Outrigger Reef Waikiki Beach Resort*

**Ayie Melendez**

*The Westin Princeville  
Ocean Resort Villas*

**Corinne Mizuno**

*Sheraton Maui Resort & Spa*

**Charles Naura**

*Ala Moana Hotel by Mantra*

**Randi Okuhara**

*Sheraton Princess Kaiulani*

**Tylun Pang**

*Fairmont Kea Lani*

**Bryan Sadaoka**

*Marriott's Ko Olina Beach Club*

**Trinidad "Trini" Sanga**

*Trump International Hotel Waikiki*

**Sharolyn Segundo**

*Marriott's Waiohai Beach Club*

**Darren Seto**

*Aston Executive Centre Hotel*

**Richard Solomon**

*Hilton Grand Vacations,  
Waikoloa Resorts*

**Ryan Stansel**

*The Westin Ka'anapali Ocean  
Resort Villas*

**Lorna "Puna" Stillman**

*Outrigger Waikiki Beach Resort*

**Theresa Tomacder**

*The Kahala Hotel & Resort*

**Heidy Vicente**

*Courtyard by Marriott  
Waikiki Beach*

**Jennie Waiwaiole-Vega**

*Poipu Shores Resort*

**Eliot Yamamoto**

*Sheraton Waikiki*

## 2019 Outstanding Lodging EMPLOYEE OF THE YEAR

**Shermie Agustin**

*Mauna Kea Beach Hotel*

**Tammy Awong**

*Embassy Suites by Hilton  
Waikiki Beach Walk*

**Francis "Keoni" Cabanting**

*Fairmont Kea Lani*

**Satomi Crabbe**

*Hyatt Regency Waikiki Beach  
Resort & Spa*

**Liciora Dagupion**

*Aston at Papakea Resort*

**Rainier Dela Cruz**

*The Westin Maui Resort & Spa*

**Samantha Dizon**

*Marriott's Maui Ocean Club*

**Jamie Doi**

*The Ritz-Carlton Residences,  
Waikiki Beach*

**Kevin Doo**

*OHANA Waikiki East by Outrigger*

**Kawailani Dutro**

*Marriott's Ko Olina Beach Club*

**Bernice Fielding**

*Hale Koa Hotel*

**Lynn Hirayama**

*Halekulani*

**Nancy Jones**

*Hilton Hawaiian Village  
Waikiki Beach Resort*

**Mika Kamanao**

*Aulani, A Disney Resort and Spa*

**Oralani Koa**

*The Westin Nanea Ocean Villas*

**Han-Quoc Lam**

*Prince Waikiki*

**Raymond Longakit**

*Courtyard by Marriott  
Waikiki Beach*

**Leila Machado**

*The Westin Princeville  
Ocean Resort Villas*

**Kayo Mamaclay**

*OHANA Waikiki Malia by Outrigger*

**Ephraim Manumaleuna**

*Turtle Bay Resort*

**Lynn Matsumura**

*Waikiki Beach Marriott  
Resort and Spa*

**Jenna Mello**

*The Westin Ka'anapali Ocean  
Resort Villas*

**Claron Miguel**

*Grand Wailea,  
A Waldorf Astoria Resort*

**Jane Narimatsu**

*Kauai Marriott Resort & Beach Club*

**Teri Pagud**

*Wyndham Vacation Resorts Royal  
Garden at Waikiki*

**Joel Pananganan**

*Sheraton Waikiki*

**Norene Protacio**

*Hilton Grand Vacations,  
Hilton Hawaiian Village*

**Rashell Rivera**

*Maui Beach Hotel*

**Kareezma Rodriguez**

*Ala Moana Hotel by Mantra*

**Jenni Saguid**

*Marriott's Waiohai Beach Club*

**Todd Smith**

*Hilton Waikiki Beach*

**Jesse Suderman**

*Sheraton Princess Kaiulani*

**Gennifer Takawo**

*Aqua Palms Waikiki*

**Nicole Vegas**

*Paradise Bay Resort*

**Virgilio Velasco**

*Lawai Beach Resort*

**Emerson Viscarra**

*Aston Waikiki Beach Tower*

**Kwong Lui Wong**

*The Kahala Hotel & Resort*

**Lauren Yamamoto**

*Waikiki Beachcomber  
by Outrigger*





# TOGETHER, WE'RE *better!*

Congratulations to all our team members for being recognized as Na Po'e Pa'ahana finalists. We're proud of your accomplishments and all that you do, both at our hotels and in the community.

**Engineer & Maintenance: Large Property (450+ rooms)**

Daven Arcangel, The Westin Maui Resort & Spa  
Susan Iwasa, The Royal Hawaiian, A Luxury Collection Resort

**Food & Beverage: Large Property (450+ rooms)**

Patrick Ongjoco, Sheraton Waikiki

**Food & Beverage: Medium Property (200 - 449 rooms)**

Raylynn Kanehailua, Waikoloa Beach Marriott Resort & Ocean Club

**Front Office: Large Property (450+ rooms)**

Kanoa Lacerdo-Magallanes, Sheraton Waikiki

**Housekeeper: Large Property (450+ rooms)**

Merlita Bagalacsa, The Westin Maui Resort & Spa  
Adelina Cambe, Sheraton Waikiki

**Security Officer: Large Property (450+ rooms)**

Marcus Curimao, The Westin Maui Resort & Spa  
Anthony "Tony" Kaahanui, Moana Surfrider, A Westin Resort & Spa

**Manager of the Year**

Randi Okuhara, Sheraton Princess Kaiulani

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

**The Moana Surfrider,  
A Westin Resort and Spa**

Jeremy Dichoso, Food & Beverage  
Marilyn Nicholas, Housekeeper  
Joanne Iwamoto, Manager

**The Sheraton Waikiki**

Brent Yoshida, Bell/Valet  
Eliot Yamamoto, Manager  
Joel Pananganan, Outstanding  
Lodging Employee  
Clyde Freitas, Engineer & Maintenance

**The Royal Hawaiian**

Chad Nakamura, Bell/Valet  
Sam Ho, Food & Beverage  
Chenoa Aubrey, Front Desk  
Lou Ellen Kaneshiro, Manager

**The Ritz-Carlton Kapalua**

Stephen Pedroza, Bell/Valet  
Laura Fisher, Front Office  
Pauline Hafoka, Security Officer  
Wynne Simplot, Housekeeping

**Waikoloa Beach Marriott  
Resort & Ocean Club**

Arnold Cabico, Bell/Valet  
Vernard Gruezo, Housekeeper  
Erik Awana, Security Officer  
Debbie Uwanawich, Front Desk  
Christopher De Verre,  
Engineer & Maintenance  
Kelly Alonzo, Manager

**The Ritz-Carlton  
Waikiki Beach Residences**

Ryan Ragudo, Bell/Valet  
Cindy Finiray, Housekeeping  
Kaipo Henrikson, Manager  
Cohco Harbour, Front Desk  
Chris Arellano, Engineer & Maintenance  
Jamie Doi, Outstanding Lodging Employee

**The Marriott Waikiki Beach**

Lynn Matsumura, Outstanding  
Lodging Employee  
Lisa Kaalekahi, Manager  
Eugene Foki, Bell/Valet  
Eugene Jaramillo, Engineer & Maintenance  
Marian Wong, Food & Beverage  
Sabino Perez, Security Officer  
Allyson Yoshimura, Front Office  
Lydia Macaraeg, Housekeeper

**Kauai Marriott Resort & Beach Club**

Charlie Zabala, Food & Beverage  
Chris Veniegas, Security Officer  
Dennis Gomez, Bell/Valet  
Jane Narimatsu, Outstanding  
Lodging Employee  
Kaylin Arakaki, Manager  
Marla Davis, Front Desk  
Nathan Kupihea, Engineer & Maintenance  
Vannesa Ramirez, Housekeeper

**The Sheraton Princess Kaiulani**

Jesse Suderman,  
Outstanding Lodging Employee  
Austin Lacount, Security Officer

**The Westin Maui Resort and Spa**

Cody Okabayashi, Bell/Valet  
Merlita Bagalacsa, Housekeeper  
Marcus Curimao, Security Officer  
Valerie Bumanglag, Front Desk  
Annie Natividad, Food & Beverage  
Daven Arcangel, Engineer & Maintenance  
Jennifer Evetushick, Manager  
Rainier Dela Cruz, Outstanding  
Lodging Employee

**Sheraton Maui Resort & Spa**

Andrea "Ku'uipo" Haupu, Bell/Valet  
Estrella Melchor, Housekeeper  
Junko Partridge, Front Desk  
Jessica Cacal, Food & Beverage  
Joshua Eng, Engineer & Maintenance  
Corinne Mizuno, Manager

THE LUXURY COLLECTION™  
Hotels & Resorts

**WESTIN**  
HOTELS & RESORTS

**M**  
MARSHALL

**S**  
**Sheraton**



# THE 2019 FINALISTS

## Bell & Valet Person of the Year

### Large Property (450+ Rooms)



**Dibiano Bontog**  
*Aulani, A Disney  
Resort and Spa*



**Christopher Segi**  
*Trump International  
Hotel Waikiki*



**Chad Nakamura**  
*The Royal  
Hawaiian, A Luxury  
Collection Resort*

### Medium Property (200-449 Rooms)



**Derek Clemente**  
*The Kahala  
Hotel & Resort*



**Vance Patao**  
*The Westin Nanea  
Ocean Villas*



**Dennis Yap**  
*OHANA Waikiki  
East by Outrigger*

### Small Property (Under 200 Rooms)



**Mark Guerrero**  
*Maui Beach Hotel*



**Travis Waltman**  
*The Lotus Honolulu  
at Diamond Head*

## Engineer & Maintenance Person of the Year

### Large Property (450+ Rooms)



**Daven Arcangel**  
*The Westin Maui  
Resort & Spa*



**Susan Iwasa**  
*The Royal  
Hawaiian, A Luxury  
Collection Resort*



**Barry Yokoyama**  
*Aulani, A Disney  
Resort & Spa*

### Medium Property (200-449 Rooms)



**Pono Kahili**  
*Embassy Suites  
by Hilton Waikiki  
Beach Walk*



**Neal Nitta**  
*Andaz Maui  
at Wailea Resort*



**Anacleto Sagucio**  
*Courtyard  
by Marriott  
Waikiki Beach*

### Small Property (Under 200 Rooms)



**Juan Baptista**  
*Aston Mahana  
at Kaanapali*



**Brian Perreira**  
*Lawai Beach Resort*



**Allan Sagucio**  
*Wyndham at  
Waikiki Beach Walk*

## Food & Beverage Person of the Year

### Large Property (450+ Rooms)



**Todd Mitsui**  
*Trump International  
Hotel Waikiki*



**Patrick Ongjoco**  
*Sheraton Waikiki*



**Kan Wat**  
*Halekulani*

### Medium Property (200-449 Rooms)



**Roger Arrieta**  
*The Westin Nanea  
Ocean Villas*



**Raylynn Kanehailua**  
*Waikoloa Beach  
Marriott Resort  
& Ocean Club*



**Keola Lasconia**  
*Embassy Suites  
by Hilton Waikiki  
Beach Walk*

### Small Property (Under 200 Rooms)



**Leonardo Dasig**  
*Surfjack Hotel  
& Swim Club*



# 29TH ANNUAL NA PO'E PA'AHANA AWARDS

## Front Office Person of the Year

### Large Property (450+ Rooms)



**Khrisna Fabian**  
*Aulani, A Disney  
Resort & Spa*



**Kanoa  
Lacerdo-  
Magallanes**  
*Sheraton Waikiki*



**Kelly Ann  
"Noelani" Wright**  
*Prince Waikiki*

### Medium Property (200-449 Rooms)



**Samoa Leilua**  
*The Westin Nanea  
Ocean Villas*



**Kalili Pavao**  
*The Westin  
Princeville Ocean  
Resort Villas*



**Lynn Sato**  
*The Kahala  
Hotel & Resort*

### Small Property (Under 200 Rooms)



**Debra Arakaki**  
*Pagoda Hotel*



**Cassel Kanahele**  
*Hokulani Waikiki  
by Hilton Grand  
Vacation Club*



**Channy-Lyn  
Motoyama**  
*The Surfjack Hotel  
& Swim Club*

## Housekeeping Person of the Year

### Large Property (450+ Rooms)



**Merlita Bagalacsa**  
*The Westin Maui  
Resort & Spa*



**Adelina Cambe**  
*Sheraton Waikiki*



**Olive Tuimaunei**  
*Turtle Bay Resort*

### Medium Property (200-449 Rooms)



**Idena Bumanglag**  
*Ilikai Hotel  
& Luxury Suites*



**Romeo Cabilis**  
*Courtyard  
by Marriott  
Waikiki Beach*



**Lordy Tamayo**  
*The Kahala  
Hotel & Resort*

### Small Property (Under 200 Rooms)



**Dominador  
"Domi" Flores**  
*Marriott's Kauai  
Lagoons, Kalanipu'u*



**Cecilia Rabang**  
*The Lotus Honolulu  
at Diamond Head*



**Elvira Valmoja**  
*Lawai Beach  
Resort*

## Security Person of the Year

### Large Property (450+ Rooms)



**Kenneth Coyaso**  
*Marriott's Ko Olina  
Beach Club*



**Marcus Curimao**  
*The Westin Maui  
Resort & Spa*



**Anthony  
"Tony" Kaahanui**  
*Moana Surfrider,  
A Westin Resort  
& Spa*

### Medium Property (200-449 Rooms)



**James LaFave**  
*The Westin  
Princeville Ocean  
Resort Villas*



**Si'i Savou**  
*The Westin Nanea  
Ocean Villas*



**Donald  
"Dondi" Viquelia**  
*Marriott's Waiohai  
Beach Club*

### Small Property (Under 200 Rooms)



**George Tandal Sr.**  
*Marriott's Kauai  
Lagoons, Kalanipu'u*



## Manager of the Year



**Derek Bacigal**  
*Hale Koa Hotel*



**Randi Okuhara**  
*Sheraton Princess  
Kaiulani*



**Tylun Pang**  
*Fairmont Kea Lani*

## Outstanding Lodging Employee of the Year



**Nancy Jones**  
*Hilton Hawaiian Village  
Waikiki Beach Resort*



**Mika Kamaanao**  
*Aulani, a Disney  
Resort & Spa*



**Oralani Koa**  
*The Westin Nanea  
Ocean Villas*

## The Na Po'e Pa'ahana Individual Awards

Allied Member of the Year:  
**Interstate Restoration Hawaii**

Individual Allied Member of the Year:  
**Carol Shimomura, Pacific Guardian Life**

Chef/Restaurateur of the Year:  
**John Salcedo, Rumfire at Sheraton Waikiki**

Hospitality Educator of the Year:  
**Lorelle Peros, UH Maui College**

Na Po'e Pa'ahana Legacy Award:  
**Tihati Productions (Celebrating 50 Years)**

Excellence in Community Service Award:  
**Hanalei Colony Resort**

Woman of the Year Award:  
**Laura Richards, Hanalei Colony Resort**

Leader in Sustainability Award: **HYATT Hotels Hawaii**

Pūlamahia Award: **Kā'anapali Beach Hotel**

LAWAI BEACH RESORT   
*on Sunny Poipu*

**Congratulations to our team!**

**Sherrie Chan - Manager of the Year** 

**Brian Perreira - Engineer of the Year**

**Elvira Valmoja - Housekeeper of the Year**

**Virgilio Velasco - Outstanding Lodging Employee of the Year** 

5017 Lawai Rd. HI Koloa 96756 808-240-5100





# CONGRATULATIONS

Thank you to all our finalists and nominees  
that make Hawaii a World Class Destination.

Ofelia Agdeppa  
Eddie Agonoy  
Debra Arakaki\*  
Juan Baptista\*  
Speshel Baybayan  
Felicidad Bonilla  
Nick Bravo  
Idena Bumanglag\*  
Flora Bumanglag  
Donna Carbonell  
Sarah Cera  
Leslie Cho

Edmundo Coloma  
Liciora Dagupion  
Leonardo Dasig\*  
Sam Delos Santos  
Anna Enomoto  
Marc Caesar Espiritu  
Marcus Frerk  
Jennie Fukushima  
Mark Guerrero\*  
Yumi Kato  
Milika Loketi  
Louie Miguel

Channy-Lyn Motoyama\*  
Alex Reganit  
Rashell Rivera  
Darren Seto  
Virginia Suyama  
Gennifer Takawo  
Emy Tomogsoc  
Joselyn Vaquilar  
Emerson Viscarra  
Emelda Wada

\* Finalists



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# WOMEN IN LODGING & TOURISM'S Laura Richards

## WOMAN OF THE YEAR

The GM of Hanalei Colony Resort opened doors to victims of Kauai floods and to keep schools going

BY DAVID PUTNAM

**A**s devastating floods roiled across the island of Kauai in April, Laura Richards flung open the doors of the Hanalei Colony Resort.

There was no water or electricity, but the resort's general manager, who had weathered Hurricane Iniki in 1992, assisted in the emergency "by housing disaster relief teams and doubling up as a distribution center for food and medical services," says Hawaii Lodging & Tourism Association President and CEO Mufi Hannemann.

Richards and the resort "became a beacon of light for their community," Hannemann told HLTA Kauai members in June.

Richards has been selected 2019 Woman of the Year by the Hawaii chapter of Women in Lodging & Tourism. The annual, hospitality-industry award goes to a woman with outstanding leadership in her profession and community.

She was with family "over the holidays in Placerville (Calif.), and was shocked and humbled when I received the call," she says. "I had tears rolling down my face, and my family thought something awful might have happened.

"Of course, when they heard the news we all started hugging and crying with joy. It is wonderful to be recognized, but I am only a conduit for the many people who are working hard to make a brighter future for Kauai after a very difficult year.

"Sometimes we have to make lemonade out of lemons, and that is exactly what is happening right now."

The recipient of the Woman of the

### Tips for Success

Laura Richards, GM of Hanalei Colony Resort, offers advice for women interested in starting careers in the hospitality industry:

- Get an education in business and hospitality. If you can't afford to go to college, start with online courses.
- Never look at your job as just a job, but a part of your everyday life. We work eight-hour days (or more) and travel back and forth—it's a huge part of our day. So love your job.
- Be curious. Ask to move around in departments so you learn all aspects of the industry. Listen if you are asked to learn more, and take the challenge.
- Smile. You will feel happier.
- Work hard—it is more fulfilling.
- Look for ways to make a positive influence without complaining.
- Know your strengths and weaknesses.
- Surround yourself with people who fill your weak areas so you have a complete and positive team. Always be ready to accept that someone else may have a better idea.
- As you grow in your career, get a personal leadership consultant to help you understand your personality and where it fits in the hospitality world.
- Join an island chapter visitor bureau.
- Work with a terrific marketing and advertising team.

Continued on Page 44





Honolulu's homeless frequently find sleeping places on Waikiki Beach.

# Security Crisis for Isles' Lodging Industry

## Homelessness prompting hotels to adopt ways to ensure safety of visitors and staff

BY BRANDON BOSWORTH

**H**awaii's homeless crisis poses the "biggest problem" to hotel security personnel, according to local experts.

"There are several issues" related to homelessness, says Jerry Dolak, president of the Hawaii Hotel Visitor Industry Security Association (HHVISA). "The mentally ill homeless that do not care for themselves and yell at our guests and employees, the homeless



**Jerry Dolak**

with drug addictions who steal from guests who leave their property unattended and, of course, the defecation and urination in the public areas and retail spaces.

"We train all employees to be the eyes and ears of security and constantly escorting or trespassing the individuals that pose a threat to guests and employees."



**Dennis Maher**

added to an already difficult job. Guest safety is paramount; if they don't feel safe, they won't return."

Of course, not all homeless people pose a direct threat to guest safety, but that doesn't mean they don't pose problems for hotels.

"There are homeless well-known to security who are trespassed from

the property and are constantly asked to leave," Dolak says. When there is a "new face," Dolak says security "will give them the benefit of the doubt" and inform them of the services available at the Institute for Human Services (IHS).

"If they are looking for alternatives, security personnel can absolutely connect with us," says Kimo Carvalho, community relations director at the IHS. "We get about 50 referrals a month. Give as much information



**Kimo Carvalho**

as possible. It helps us respond. If you refer a homeless person to us we can often help."

The staff at Trump International Hotel Waikiki often works with IHS.

"In partnership with the Honolulu Police Department and IHS, we are trying to find ways to get the homeless to shelters," says Maher. "Many don't want to follow all the rules so they won't transition,



but some do, which helps. Our officers are trained to offer outside services to homeless who are found on the property.

“Another key factor to avoiding repeat issues with the homeless individuals is to treat them with respect; if you treat them as an individual and handle the situation in a nice way, they likely won’t return. When they are not treated well, they tend to return just to prove a point.”

Mahe says Honolulu’s controversial sit-lie ordinance might help push the homeless “out of Waikiki and hopefully into shelters.” However, “many of them have been in Waikiki for so long, to them it is their home,” he adds. “It is always a challenge when they come on or around the property; our guests don’t want to see or be approached by the individuals.

“Many times we can avert an issue by talking calmly and nicely to them and they will leave without incident, but there are times where we are already responding to an incident involving the individuals and have to deal with the situation accordingly.”

## Dealing with Sleepers

One recurring issue is homeless individuals sleeping on hotel property. Michael Gaul, Hawaii branch manager of Securitas



Michael Gaul

Security Services USA Inc., says waking up a homeless individual and asking them to leave can be hazardous.

“It has the highest risk potential,” he says. “Things could

go either way. Sometimes they wake up and charge our officers.”

He says the number of assaults on his officers has increased, and that it makes it “very hard for us to find employees. It affects retention.”

When dealing with sleeping homeless people, Gaul says it is important not to touch them, even if they are being unresponsive to verbal contact. “It can take up to an hour for some homeless to wake up, and another half hour to get them off the property. It’s important to be cognizant of that. You can’t just call 911 or HPD every time.”

If it appears that the individual does need medical attention, Gaul says to

call for help. “Sometimes non-compliant people need medical help. Call 911 and tell them someone needs medical attention.”

***“The rise in homelessness and crime in Waikiki has added to an already difficult job. Guest safety is paramount; if they don’t feel safe, they won’t return.”***

— Dennis Maher



Albert “Spike” Dennis

And if the individual is awake and responsive and you want them to vacate the premises, be nice, says Albert “Spike” Dennis, a consultant with Securitas.

Dennis stresses “treating them

with dignity and speaking in a normal tone. Don’t threaten them and don’t escalate the situation. Don’t lie, because deception is a trigger.”

He says since “safety is first,” he recommends keeping a distance of around 30 feet from the individual being engaged. If the person refuses to leave, Dennis says to call HPD and have a trespass citation issued. Also contact the police if the individual has an obvious mental health issue. “Law enforcement is well-trained and have the ability to commit someone against their will to a facility for observation,” Dennis says.

## Helping Housekeepers Feel Safe

Surveys in Seattle and Chicago found that over half of all hotel housekeepers have been sexually harassed by guests, and sexual harassment was one of the key issues during the recent Marriott Hotel strike.

Among other concessions, striking workers won access to panic buttons and the guarantee that hotel guests who are accused of assaulting workers will be expelled from the hotel.

Jerry Dolak, president of the Hawaii Hotel Visitor Industry Security Association (HHVISA), says this became an issue after some Mainland incidents.

“As a result, it has sparked an entire new industry of panic devices and locators employees can wear on their uniform,” he says. “Technology can now signal security departments with the very specific location of an employee in need. This technology comes with a hefty price tag. Several properties have also gone back to the old-fashioned buddy system by having employees work in pairs.”

“Guests can be a potential threat, but by creating the right procedures and policies we can reduce the potential exposure to these threats,” says Dennis Maher, director of facilities and security at Trump International Hotel Waikiki. “If a guest is

in the room, the room attendant should be partnered with someone so they are not alone, or leave the door open while they service the room. If the room is not occupied, simply close the door as you work on the room and place a card on the handle to alert the guest that you are inside.”

“Some hotels have a procedure in which



Hao Dang Tanacsos

housekeepers close and lock the door when servicing a room,” says Hao Dang Tanacsos, president of HAOsekeeping Inc. and chair of HLTA’s Hospitality Housekeeping

Council (HHC). “They will hang a sign on the door that says ‘Cleaning in Process.’”

Sometimes guests will want to enter a room that’s being cleaned. Tanacsos says if this makes a housekeeper feel unsafe, he or she can come back and clean the room later.

She adds that “all hotels have programs in place” dealing with sexual harassment. “Many in-house security departments can offer training to help spot suspicious individuals and keep staff safe.”





Waikiki and the surrounding area is a popular location for Honolulu's homeless as well as for tourists.

Gaul says being knowledgeable about legal and enforcement issues concerning the homeless is vital. "The Hawaii ACLU provides a great deal of information on Twitter ([twitter.com/acluhawaii](https://twitter.com/acluhawaii)) that can help people understand the situation," he says. "You can see if there's a homeless sweep upcoming in your area. Disseminate that information to your staff."

While security is a major issue, homeless individuals might be in need of assistance, and there are options available besides calling 911. Dennis suggests "creating partnerships with the community," and points out that "the ACLU has many outreach programs." Even if the police have to be called, Dennis recommends trying to bring in an outreach worker as well.

## Avoiding Theft

Another major problem hotel security face is theft. Maher says theft—along with the homeless and illegal parking—is the biggest concern to hotel security directors according to a 2017 survey. Most theft takes place when guests are away from the hotel, he says.

"The only thing we can continue to do is make our guests aware that they should not leave any valuables in their vehicles when they tour the island," Maher says. "Take what you can carry with you and leave the car empty."

Some theft is more high-tech in nature. "Phishing incidents are constant," Dolak says. "We have to teach all employees how to discern actual email requests from the fake ones. One mistake could cause a data breach."

Even with the problem of phishing, technology as a whole can help make hotels more secure. "Cameras remain one of the best security tools and keep getting better every year," Dolak says. "There is software that can alert us to suspicious movement uncharacteristic of a normal guest or pedestrian. The same goes for door-lock technology: A hotel door doesn't just record entries, the lock can record exiting and when doors are left ajar."

Some hospitality technology is more problematic. "There is technology designed to improve the guest experience that makes it harder for security such as guest check-in at kiosks or keys downloaded onto phones," Dolak says. "Se-

curity appreciates the human contact, especially when a well-trained front desk employee suspects something wrong such as fraud or human trafficking."

Despite their increasing widespread recreational use, Dolak says drones have not been much of an issue. "We thought drones would pose a serious nuisance and privacy issue," he says. "However, the drone community has been for the most part respectful of the 'no fly' zones."

One local resource for those in the hospitality security field is the Hawaii Hotel Visitor Industry Security Association.

"The HHVISA is a group of tourist industry security managers and members of law enforcement sharing problems and solutions and specific training to make us better at what we do: keeping guests and employees safe," says Dolak. "HHVISA hosts a private security alert webpage—[hhvisa.org](https://hhvisa.org)—with email alerts, a communication network with local police, federal law enforcement and emergency response agencies, and monthly meetings and annual seminars with specific hotel security industry training."



**Medium Property (200-449 rooms):** The Kahala Hotel & Resort points out that for more than 18 years, **Lordy Tamayo** “has taken great care to remember the finest details of our guests, providing everything expected from our luxurious resort. It is this attention to detail that he gives to our guests that create their desire to return year after year.”

**Small Property (under 200 rooms):** The Lawai Beach Resort calls **Elvira Valmoja** “a dedicated room attendant who goes out of her way to assist others, always with a smile and a positive attitude, demonstrating akahi (kindness and empathy) to everyone.” The resort turns to Valmoja and her 12 years of experience to help train new housekeeping associates.

## Security Officer

**Large Property (450+ rooms):** **Kenneth Coyaso**, or “Coach Ken” as he is called at Marriott’s Ko Olina Beach Club, has nearly 20 years of resort security and visitor industry-related service. He’s also a longtime softball coach and educator at Waianae High School. The resort writes that “for Kenneth, our visitors are *ohana* and the brightness of our future is dependent on how sincerely we are able to convey that aloha.”

**Medium Property (200-449 rooms):** **James LaFave**, a lead security officer, notes The Westin Princeville Ocean Resort Villas, has “saved a guest’s life during a heart attack. He’s also been called to simply patch up a guest with a Band-aid by the pool, or more unusual requests like taking meat out of the freezer in a guest room so it could be thawed for dinner. For James, no task is too small, and just as important as the work he does to keep people and their property safe is making guests feel welcome and at home by creating personal connections with each encounter.”

**Small Property (under 200 rooms):** **George Tandal Sr.** is a loss prevention officer at Marriott’s Kauai Lagoons – Kalanipuu. The hotel writes that he “wears multiple hats. You’ll find him engaging with our owners and guests at the lobby during check-in and . . . providing them information about the island and about their ‘home away from home,’ to assisting other departments with activities like setting up tables for housekeeping, with delivering amenities and assisting with the engineering team.”

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Year honor will be announced at the HLTA's Na Po'e Pa'ahana Awards on Jan. 10. Richards also will be honored by the WIL at its event on Jan. 23 at the Queen Kapiolani Hotel.

As part of its relief assistance, the Hanalei Colony Resort provided space for satellite classes for Hanalei Elementary, Middle and High Schools.

"In the hospitality industry, we are all trained for basic emergencies," Richards says. "Living and working in the Wainiha/Ha'ena area for three decades certainly helps. At Hanalei Colony Resort, we enjoy a uniquely remote setting, but with that comes the multiple challenges of road closures in Hanalei, electricity outages, tsunami warnings, hurricane warnings and more.

"I also lived at the resort after Hurricane Iniki, so I felt as prepared for a larger disaster situation as you can be—and you can never be fully prepared for the devastation of flooding and landslides."

Even before the flooding, Richards had been instrumental in developing a Wainiha/Ha'ena Disaster Master Plan, "where we established that the resort would serve in any way we could

during an emergency. We have a team at the resort that stays prepared and committed to deal with emergencies, and we all kicked into gear.

"I can't emphasize enough how important it is to prepare and train for situations like this, and recommend that all islands and resorts establish their own plan."

***"Hospitality is central to our way of life, and we need to work together to protect our islands by educating our visitors prior to arrival and working with them to help enhance our communities."***

— Laura Richards

Looking back at the flooding, "the difficulty for me was the unknown," she says. "For example, a big question was whether there would be any road left at all once excavation efforts began. Everyone in the area with heavy equipment just went to work, and we worried for their lives as it was daunting. Those of us who could remain at work just put our heads down and went with the flow of needs.

"So much was coming in so fast—it was often difficult to discern where re-

lief items were coming from and where they needed to go. Water, food, clothing and other supplies were arriving on boats and helicopters, which were also conducting evacuations. It was hard to get medical supplies in quickly, and there were some serious concerns, but thankfully many of those with the greatest needs were evacuated. I was able to

communicate with the county via phone 24/7, and the resort quickly became the go-to point for critical information."

The hospitality veteran says she has seen many changes in the industry over the years.

"Thirty years ago, hotels and resorts were doing all we could to grow the industry, as it is such an economic engine for our islands. We all wanted to share our aloha and welcome people to our home in paradise," she says. "Today, when we try to capture how many visitors come to our islands, it is blurred between timeshares, fractional ownerships, hotels and short-term vacation rentals, with a lack of oversight and coordination."

Much of this confusion, Richards says, stems from spiraling housing costs and hikes to homeowners' mortgages and taxes, "so they opt to participate in illegal short-term rentals."

Lack of coordination, she claims, also strains Hawaii's reefs, parks, local communities and infrastructure. "We pride ourselves in offering more flights here, yet we haven't been able to handle this additional visitor impact gracefully," she says. "This is a dilemma, and choices must be made.

"Hospitality is central to our way of life, and we need to work together to protect our islands by educating our visitors prior to arrival and working with them to help enhance our communities. We are not the only place in the world to face issues resulting from increased tourism, but we can be at the forefront of creating reasonable and sustainable solutions"—such as cultural awareness, cohesive industry guidelines and regulating traffic. "Nothing happens overnight, and we must start now.

"Kauai has been working on a tour-



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ism strategic plan for more than five years. It has taken time to grasp what our needs are and how we all can help. We have established short-term goals, and are now at a point where we are discussing the next 40 years.”

Richards enjoys outrigger paddling and hiking, but adds that her 10 grandchildren on Kauai “are my greatest pleasure, and living the beauty and fun of Kauai through their eyes is nothing short of a miracle.”

Along with her role at the resort, she is helping to develop the Kauai Strategic Plan and a new Master Resilience Plan and is working with the Hanalei Initiative, county and state to establish a full-scale North Shore shuttle service.

Richards says there has never been a better time for women to start a career in the hospitality sector.

*“Over the years, women have been finding their way into the corporate world and are more comfortable in our roles. We are natural-born leaders, organizers, strategic thinkers and multi-taskers. But we still have work to do. For example, equal pay between men and women is a very real issue.”*

“In the beginning of my hospitality career, when I was very young, I just wanted to turn 30 so someone would listen to me,” she says. “I not only felt invisible being a woman, but too young to know anything. This really bothered me.

“Over the years,” she adds, “women have been finding their way into the corporate world and are more comfortable in our roles. We are natural-born leaders, organizers, strategic thinkers and multi-taskers. But we still have work to do. For example, equal pay between men and women is a very real issue.

“Thankfully, in Hawaii our strong diversity of cultures has given many of us the opportunity to be strong in our respective fields, and I have had the opportunity to learn from many visionary women leaders.”



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## Fairmont Orchid Appoints Viviano

The Fairmont Orchid, a luxury resort on the Kohala Coast, has appointed **David Viviano** as executive chef. He will



David Viviano

oversee in-room dining and the resort's catering department as well as six dining venues.

"We're thrilled to welcome Chef Viviano to our Fairmont Orchid ohana," says General Manager

**Kelley Cosgrove**. "His passion for creating authentic, Hawaii Island-inspired fare, and fostering the culinary talent of our team allows us to elevate the memorable dining experiences we offer our guests even further."

With more than 17 years of culinary experience, Viviano most recently served as executive chef at Eau Palm Beach Resort & Spa in Manalapan, Fla. Previous executive chef appointments include Montage Kapalua Bay, St. Regis Princeville, St. Regis Aspen Resort and the Westin Phoenix Downtown.

## Aqua-Aston Taps Mayo

Aqua-Aston Hospitality has appointed **Fred Mayo** as general manager of Aston at the Maui Banyan. Mayo will head the condominium's 132-unit rental program and its Association of Apartment Owners (AOAO), and will also oversee client relations, guest services and satisfaction, resort administration, marketing, sales



Fred Mayo

and reservations initiatives.

"Fred will be the cornerstone of our operations at this property," says **Lesli Reynolds**, Aqua-Aston's senior vice president of operations. She adds that Mayo will play "an integral role in the success of Aston at the Maui Banyan, and providing exceptional customer service to our guests."

With more than two decades of industry

experience, Mayo has previously served as general manager of Lahaina Shores Beach Resort, Kapalua Villas and other Aston Hotels & Resorts properties in Hawaii.



Kapalua Bay Course #17 now offers Maui's only over-the-ocean par 3.  
COURTESY DAVE SANSOM PHOTOGRAPHY

## Kapalua Bay Revamps Golf Courses, Academy

Montage Kapalua Bay will soon revamp its Plantation Course, and has rerouted four holes on its award-winning Bay Course in addition to completing extensive upgrades to the course's shop and academy.

In February, the Plantation Course is scheduled to begin multimillion-dollar enhancements, which include resurfacing all greens, renovating all bunkers and adding new tee complexes.

Bay Course upgrades include a new 17th

hole, offering Maui's only over-the-ocean par 3. The golf shop has been relocated to the resort's Village Center. Kapalua Golf Academy's practice range and tee areas have been expanded, including a 9,000-square-foot putting green.

The Plantation Course hosts the PGA Sentry Tournament of Champions in January. Course enhancements are scheduled to be complete in November.

## HCC Promotes Feagaimaalii

The Hawaii Convention Center has promoted **Helene Feagaimaalii** from director of catering sales to director of food and beverage.



Helene Feagaimaalii

"Helene has elevated our catering services, and I am confident that she will continue to delight our guests with world-class food and beverage operations," says

**Teri Orton**, general manager of the Hawaii Convention Center, which is directed by AEG Facilities. "She exemplifies the center's 'we can make



## Turtle Bay Awards \$135,000

The Turtle Bay Foundation, a Turtle Bay Resort nonprofit, in December awarded \$135,000 in grants and scholarships to college-bound students and to 83 North Shore nonprofits. Award recipients, students, teachers and community members attended the 2018 awards ceremony.



it happen' attitude, and for the past 11 years has upheld our core values with her leadership and experience."

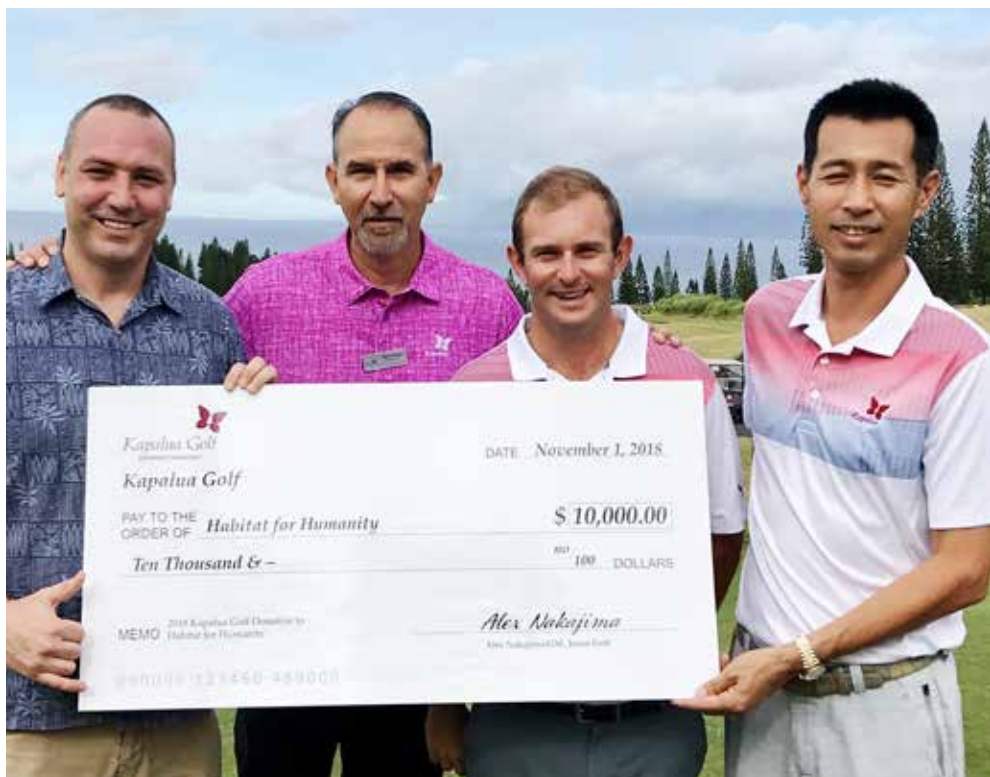
In her new role, Feagaimaalii oversees event menu development, food and beverage sales and collaborates in the planning and execution of successful functions with chefs, service managers and convention leaders.

## Kapalua Golf Gives \$10,000 to Aid West Maui

Kapalua Golf, a Troon company managing Kapalua Resort's golf and tennis complex, is donating \$10,000 to Habitat for Humanity in the wake of August's Lahaina Fire.

Habitat for Humanity will use the donation for its West Maui relief efforts. These include construction of 10 single-family affordable homes in Lahaina to replace dwellings lost in the fire. The donation was raised through September green fees at the resort's two golf courses.

Construction of the new homes is underway and is expected to be complete in mid-2019.



Max Tornai (left), the development director with Habitat for Humanity, accepts the donation with Kapalua Golf's Steve Sanchez, Zachary Peck and Alex Nakajima.

## Marriott's Tatum to Head HTA

Chris Tatum, formerly area general manager of Marriott Resorts Hawaii, says serving as president and CEO of the



Chris Tatum

Hawaii Tourism Authority is "a once-in-a-lifetime opportunity."

Tatum, whose career with Marriott spans 37 years, was chosen to head the state tourism agency by HTA's board of directors on Nov.

27. Tatum, who replaces **George Szigeti**, was scheduled to lead his first HTA meeting in his new official capacity on Dec. 27.

"This is a once-in-a-lifetime opportunity to make a difference in my home by developing a sustainable brand strategy that enhances the visitor's experience, while preserving our way of life," Tatum says.

The board selected Tatum from more than 100 candidates who applied for the position during a four-month search. Previously, Tatum served as chairman of

the Hawaii Lodging & Tourism Association and the Oahu Visitors Bureau.

Tatum, who moved to Hawaii while young, graduated from Radford High School and Michigan State University.

## Palafox Named Operations Director for HLTA

The Hawaii Lodging & Tourism Association has hired **Edgar Palafox** as new senior director of operations, replacing **Dean Nakasone**, who left the association



Edgar Palafox

to pursue other career opportunities.

Palafox worked in human resources for the Sheraton Waikiki and Hertz Corp. before joining Goodwill Hawaii as HR manager.

"With his

experience in business and the nonprofit sector, as well as management and labor, I feel that Edgar will be a great asset to

our organization and members," says **Mufi Hannemann**, HLTA president and CEO.

Prior to Goodwill, Palafox was an instructor at Hawaii Pacific University, HR manager at the Hawaii Community Foundation and Cheap Tickets, and a representative for the Hotel Employees & Restaurant Employees Union, Local 5. He earned his undergraduate degree at Linfield College and the University of Hawaii at Manoa and his master's at Hawaii Pacific University.

"I am excited to reintroduce myself to the visitor industry," says Palafox. "I know how much HLTA contributes to our community, from philanthropic efforts like the Charity Walk, to advocacy at the state and county levels. I am honored to join an organization that is so committed to creating positive change."

Hannemann says that "Dean's departure is a great loss for our organization. He's brought his tourism experience and insight and strong leadership to our membership, and we look forward to working with him again in his new endeavors."

The HLTA also promoted **Jared Higashi** to senior director of government and community affairs, and **Melina Hicks** became administrative director while **Ashley Yonamine** was named director of membership and communications.



# HRA Hall of Fame Inductions



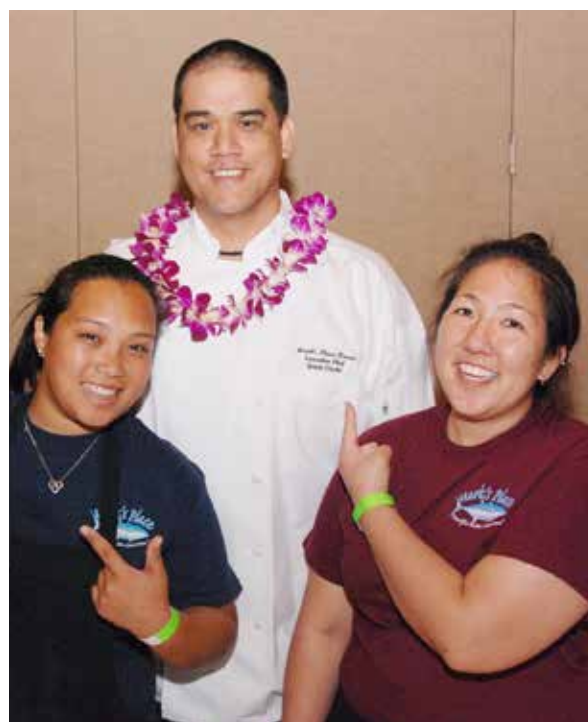
Gale Uechi, Laureen Fern, Paul Horner, Madelyn Fern

PHOTOS BY ANJJ LEE

The Hawaii Restaurant Association welcomed 10 new members into its Hall of Fame during a presentation on Nov. 19 at the Sheraton Waikiki Beach Hotel. Along with the Hall of Fame inductions, the HRA also hosted its annual Chefs of Aloha Dine Around.



Corey Nonaka, Alyssa Nonaka, Jayme Nonaka, Alan Wong, Susan Nonaka



Jewel Alquisalas, Gavin Onishi, Rachael Teves



Keli'i Gouveia, Steve Trecker, Marianne Dymond



Paul Uyehara, Misa Uyehara, Walt Kunimitsu



Galen Narimatsu, Jan Sueoka, Ernest Sueoka





**Julius Abrigado, Christine Jacinto, Carin Ham, Tim Kawamoto**



**Ernesto Limcaco, Maxie Asaghi, Hardy Kintscher, Tri Hong**



**Mikey Forville, Chris Blanc, Alexa Ryan**



**Dirk Koeppenastrop, Alissa Reyno, Fanny Queloz**



**Brian Gremillion, Ryan Higa**



**Matt Rose,  
Hide Sakurai,  
Michael Miller,  
Matt Goto**



**Keith Endo, Adrian Solorzana, Garrett Cho,  
Stuart Matsunami, Steven Nakahira**



**Shari Baker, Anne Lee, Duke Baker, Mitzi Walker, Danielle Howard**



**Leslie Acoba, Jason Takemura, Jojo Hombrebueno**



where there will be 5,000 people on site. And the great thing is, there's an argument for both. One is not better than the other, it's just different consumer choices.

"What we're trying to do is really customize the programming and the content. At Surfjack, there's a surf theme. We're launching a lot of movies, doing environmental things. We do clothing launches, but it's going to be a local company, not an Armani. Everything in the hotel is produced locally. In a small environment, you can do that. So we make that part of the offering. And we partnered with **Ed Kenney** to do the restaurant, Mahina and Suns. We also brought in Olive and Oliver, local retail operators."

It's safe to say not all hoteliers use terms like programming and content, but they didn't spend 15 years in the tech business. (More on that, too.)

Surfjack, Rafter says, provides a sort of blueprint for other properties.

"We have another project we're doing now, the White Sands, due to open in the spring," he says. "This one I'm really excited about because it's a walk-up—there are no elevators. When the history is written, it will be the last walk-up in Waikiki. It's on Nohonani just off Kuhio. So same thing, we're not going for oceanfront. But it has so many of the same elements as Surfjack. There's a central pool surrounded by three walk-up buildings (95 rooms total) that look in on the pool.

"What makes this one unique is that it's green and tropical, and there are trees, and Waikiki has gradually turned into a lot of concrete. But you look into this hotel and it's a green oasis. What we're modeling this hotel after is 'come experience the Hawaii of the late 1950s and '60s when the jet age had just started and all hotels were like this.' ... We're partnering with a local restaurant operator from Chinatown, Fete."

Due to open mid-summer is Renew, 72 rooms, on Paokalani just off Kalakaua.

"That one we have to get really creative," Rafter says, "because the hotel itself, great location, but the lobby is small and there's no pool. So in conjunction with some of the same people (including local designer **Michelle Jaime**, who worked on Surfjack), we're trying to take this concept of wellness, which is big right now, but make it wellness external of the hotel. If you have a big hotel, you probably have a spa.

We want to push wellness out into the community. And the amount of stuff that happens on Oahu that guests are interested in, it's amazing some of the things we've found that go beyond basic yoga or basic standup paddling. That's something we want to push out into.

"Younger people are naturally going to gravitate more to it."

OLS is also involved in two Kauai properties, Plantation Hale Suites in Kapaa and Banyan Harbor Resort in Lihue. "I've always thought Kauai offers just about everything Hawaii offers," Rafter says. "I'm very positive about Kauai."

***"To me, that is one of the hallmarks of a good boutique hotel. You're there for what's happening in the hotel, not what's happening outside the hotel."***

**— Ben Rafter**

Previously, Rafter spent more than 15 years guiding successful technology companies. In various roles he created global innovation centers, acted as a principal strategist for G2000 and other startup companies. In 1996, he co-founded Innerlinx (LiveBid), which was acquired by Amazon.com. He sold another company, which led to his exclusion from the tech industry for a year.

Hospitality beckoned.

"I'd always had an affinity for hotels because my first job out of the University of Washington was at Westin, which at the time was based out of Seattle where I grew up," he says. "I remember my choice of internships was Westin or Starbuck's. Starbuck's back then was very small. I probably should have gone there, but I don't drink coffee, so I went to Westin. I was in their IT department (distribution), and viewed it more as a technology thing rather than a hospitality thing, but found it to be a fun job.

"I remember talking with **Mike Holland**, who had founded Aqua Hotels, a larger-than-life, 40-year hotel guy. And I told him one of the challenges with the industry is you have all these people who have the hospitality part down, but you don't have the analytics part down. And if you could merge those two together, you'd really have something."

Noting that baseball is his favorite sport because it is so tied to analytics, Rafter is trying to do similar things at OLS, which also operates more than 20 Mainland hotels and is in an "aggressive" acquisition mode.

"The amount of information that comes into a hotel is significant. ... We're catching up," Rafter says, "but there is so much data available to our industry, and we know we haven't figured out how to embrace it. So you have all this data, but you can't lose sight of the fact we're selling an experience, especially here in Hawaii.

"But we do know not everybody wants to come here and sit on the beach anymore. A lot of this is geared toward shifting consumer dynamics. There is a lot more sophistication in travel today, a lot more content, a lot more information. People can self-select their experience.

In my mind, we need to really push hard on this sub-40 market.

"There's a place in the world for 800-room hotels, there's a place for 200-bed hotels, there's a place for 80-room hotels. ... And all of this stuff working together is what makes Hawaii great. Now HTA, HVCB and all the organizations that help market Hawaii need to grab all this and convey to consumers that Hawaii is not the same place it was 20 years ago.

"The oldest millennials are almost 40. People think millennials are all 24 years old with beards, slinging coffee. What gets lost is the number of millennials with significant jobs and families and everything else. The numbers are massive. We need to get the word out that Hawaii is not just this place your parents visited seven times, it's also a place you should visit, and not just on your honeymoon. And this is not anything new anymore. All the things we've been talking about—localized, more content, diversity of properties—these things are not trends any longer. They're set in stone.

"I don't know what they're calling the generation that is 23 now, but we should be looking at what they're thinking about."



*Have a good story about a good person in the Hawaii hospitality industry? Please e-mail me at [don@tradepublishing.com](mailto:don@tradepublishing.com).*





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