

INSIDE: WOMAN OF THE YEAR: HAO DANG TANACSOS * FOOD FIGHT

HAWAII *hospitality*

LODGING & FOODSERVICE
Winter 2020

Expanding BRANDS

Two Hawaii resorts may soon stretch from North America to the coast of Africa

Hawai'i Lodging & Tourism Association's

30th Annual
Na Po'e
Pa'ahana

Awards Recognition Luncheon

2020 WINNERS



HAWAII Hotel & Restaurant Show

BROUGHT TO YOU BY:



HAWAII LODGING
& TOURISM
ASSOCIATION



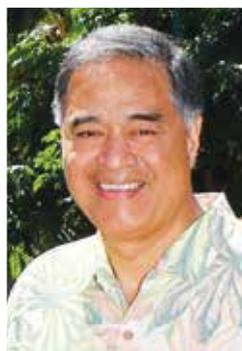
Hawaii Restaurant
Association



Star Advertiser

APRIL 15TH & 16TH, 2020

10am - 5pm • Hawaii Convention Center



"Our highly successful inaugural Hawaii'i Hotel and Restaurant Show portends an even greater event this coming April. The Hawaii'i Lodging & Tourism Association's partnership with the Honolulu Star-Advertiser and the Hawaii'i Restaurant Association ensures that 2020's show will enhance and solidify our standing as having the premier hospitality trade show in the islands."

MUFI HANNEMANN

President & CEO,
Hawaii'i Lodging & Tourism Association



Don't miss your chance to be a part of the second annual Hawaii'i Hotel & Restaurant Show, Hawaii'i's official Hospitality trade show. Grow your business and expand your networking reach as you learn from key decision-makers in management, purchasing, human resources, IT and more.

Do Not Miss Your Chance to Exhibit or Attend the Show!

Register Today at HawaiiHotelandRestaurantShow.com

The Expo is Open to Industry Professionals Only. Admission is Free.

THIS SHOW IS POWERED BY STAR★EVENTS

Celebrating **2** Generations
Of Working Together and Success of Hospitality Investors
and their 'ohana as a preferred flooring vendor
since 1985



Embassy Carpets®

Coast-to-Coast Quality
Since 1985
Luxury LVT | Carpet Tiles



HAWAII LODGING
& TOURISM
ASSOCIATION
Allied Member

UNDERSTAND THE DIFFERENCE BETWEEN **PRICE** AND **COST**
PRICE IS WHAT YOU PAY • **COST** IS WHAT YOU GET IN QUALITY & SERVICE

Embassy Carpets®

Quality and Trust with Confidence
Since 1985

Embassycarpets.com

contents

winter 2020_vol.35/no.1

- 4 Checking In: David Putnam
- 6 Beyond the Reef
- 10 Na Po'e Pa'ahana Winners
- 15 Special Section:
Na Po'e Pa'ahana Awards
- 39 2020 Woman of the Year
- 40 Food Fight



- 42 TV Matters
- 44 Plush Maui Resort Raises the Bar
- 47 Calendar
- 48 News Briefs
- 49 HLTA: Mufi Hannemann
- 50 HRA: Sheryl Matsuoka

ON THE COVER

Orchid Suite at the new Halekulani Okinawa
PHOTO COURTESY HALEKULANI OKINAWA

checking in

A security officer on Maui and a director of housekeeping in Honolulu top the 30th annual Na Po'e Pa'ahana Awards, which will be presented by the Hawaii Lodging & Tourism Association this month.

Inside this edition you'll find complete coverage of the event, including a look at the winners and the list of hundreds of finalists from across the Islands.

Also in this issue, we profile hospitality industry veteran Hao Dang Tanacosos of HAOskeeping Inc., the Women in Lodging & Tourism's Woman of the Year.

As we embark into a new decade, it is an appropriate time to delve into the importance of safe food handling. In our report, we take a look at how proper hygiene and hand-washing practices are essential to the Islands' restaurants and cooks.

Hawaii brands are going global. Our coverage includes a peek at Halekulani's first offshore resort, the Halekulani Okinawa. And Outrigger Resorts tells us it is planning to open new hotels from Kauai to Australia during the next five years.

New Publication Schedule

There is a schedule change taking place with this issue of *Hawaii Hospitality*: Beginning in 2020, we will be publishing quarterly. This "Winter" edition will be followed in April with our "Spring" issue, in July with our "Summer" issue and in October with the "Fall" edition. We will continue bringing you up-to-date and useful industry news and information.

Aloha!

Editor
david@tradepublishing.com

HAWAII *hospitality*

Publisher

Amanda Canada

Editor

David Putnam

Associate Editors

Brett Alexander-Estes
Priscilla Pérez Billig

Senior Advertising Directors

Barry Redmayne
Charlene Gray

Senior Account Executives

David Kanyuck
Jennifer Dorman

Advertising Coordinator

Lorraine Cabanero

Lead Art Director

Ursula A. Silva

Art Director

Jonathan Tanji

Circulation Manager

Chelse Takahashi

Press Manager

Abe Popa

Press Operator

Dean Onishi

Bindery Operator

Austin Popa

TRADE

PUBLISHING & PRINTING

287 Mokauea Street, Honolulu, Hawaii 96819
Tel: (808) 848-0711 | Fax: (808) 841-3053
www.tradepublishing.com

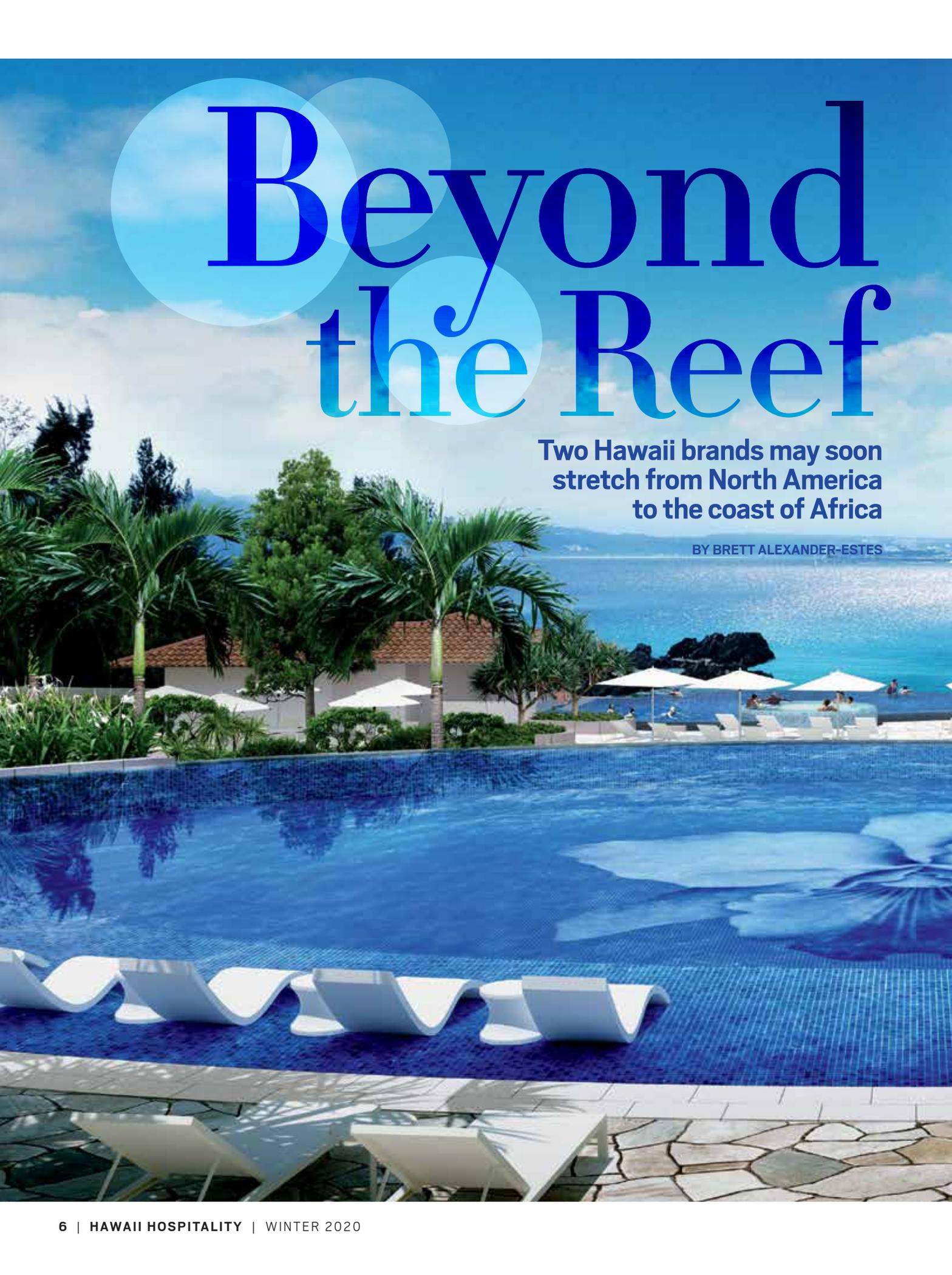
Copyright 2020 with all rights reserved. Unauthorized reproduction is prohibited. *Hawaii Hospitality* is published on the tenth day of each month by Trade Publishing Company, with offices at 287 Mokauea, Honolulu HI 96819. Unsolicited materials must be accompanied by self-addressed, stamped return envelope. Publisher reserves the right to edit or otherwise modify all materials and assumes no responsibility for items lost or misplaced during production. Content within this publications is not to be construed as professional advice; Trade Publishing disclaims any and all responsibility or liability for health or financial damages that may arise from its content. Statement of fact and opinion in articles, columns or letters of contributors are the responsibility of authors alone and do not necessarily reflect the opinion of Trade Publishing Co. Single copy rate is \$5, with subscriptions available at \$25 per year. For information, call (808) 848-0711.

***EFFICIENCY AND
EXPERTISE
DURING YOUR
PROJECT.***

***SERVICE AND
SUPPORT LONG
AFTER.***

ANDERSON
POOLWORKS

Kihei Office: 808.725.3534
www.andersonpoolworks.com



Beyond the Reef

Two Hawaii brands may soon stretch from North America to the coast of Africa

BY BRETT ALEXANDER-ESTES

Halekulani Okinawa, Halekulani's first offshore resort, opened in July. Halepuna by Halekulani opened in October, just steps away from Halekulani Waikiki, the brand's original—and for more than 100 years—its only property.

“As a world-renowned brand, the recent development of the newest Halekulani properties came as a result of the enduring popularity and success of Halekulani Waikiki over the years,” says Peter Shaindlin, chief operating officer of Halekulani Corporation. “We created the ‘Halepuna’ brand in

order to meet the demand for a luxury boutique concept in Waikiki, with the new property now offering the same luxury expertise of the Halekulani brand in a boutique-style space.

“Halekulani Okinawa caters to international audiences seeking the same scale of service and luxury amidst a new locale bursting with a rich heritage and culture steeped in history and legend.”



Peter Shaindlin

According to a recent article in the *Honolulu Star-Advertiser*, new Halekulani locales may soon also include California and Mexico.

Another legendary Hawaii hotelier is also expanding offshore. Outrigger Resorts is planning to open “two to three new Outrigger Resorts each year over the next five years,” says Sean Dee, Outrigger Hospitality Group chief marketing



Halekulani's famous Orchid Pool at the new Halekulani Okinawa

PHOTO COURTESY HALEKULANI OKINAWA

officer. The first will likely be on Kauai, Dee says, and Outrigger is “actively looking in the South Pacific, Australia and North America.”

Halekulani and Outrigger are responding to a global visitor market—and may have what it takes to succeed on a global scale.



Sean Dee

Unmatched Service

The Halekulani “is known for its sophisticated luxury, tranquility and long history of Hawaiian hospitality, which can be seen in all aspects of its service and accommodations,” Shaindlin says. “Halekulani has received more than 500 accolades, awards and honoraria, having recently been named the number-one hotel in Hawaii by the *Condé Nast Traveler* Readers’ Choice Awards.” Halekulani’s world-class standing is evident in its dining venues,

he notes, which include La Mer, Hawaii’s longest consecutively ranked AAA Five Diamond restaurant.

The Halekulani is “very exclusive,” says Jerry Agrusa, associate professor



Jerry Agrusa

in the School of Travel Industry Management at the University of Hawaii at Manoa. So exclusive, he says, that its ads appear only in select trade maga-



House Without A Key at Halekulani Waikiki

PHOTO COURTESY HALEKULANI

zines—never on TV.

But what really sets Halekulani apart, Agrusa says, is its grasp of Japanese protocol.

“In Japan, they believe the customer is God,” he says. “There’s a certain way Japanese folks expect things to be done. When walking in a hotel hallway, for example, some Japanese guests expect not just a ‘hello’ or an ‘aloha,’ but a head bow.

“Most Hawaii properties have not mastered (Japanese service) completely, but I think the Halekulani has,” he says. “Halekulani has such a strong brand, especially with Japanese tourists here in Hawaii.

“I think Okinawa is a good match.”

Ke ‘Ano Wa‘a

Outrigger Hospitality Group’s offshore portfolio already includes Premier Beachfront Resorts in Fiji, Thailand, Guam, Mauritius and the Maldives; “by Outrigger” branded locations and third-party managed properties.

“But our core brand is Outrigger Resorts, and that’s the focus of our expansion,” says Dee. “Our mission is to be the premier beachfront resort brand in the world.”

Other hospitality brands like Sandals, which dot the Caribbean and may expand further, vie with Outrigger for honors as the world’s sand-and-sea champion.

But Outrigger’s deep cultivation of local traditions makes each of its seaside properties unique.

Ke ‘Ano Wa‘a—“The Outrigger Way”—developed under the mentorship of George Kanahale, recognizes the deep connection between hosts, guests and place, Dee says, and has been the foundation for Outrigger service for more than 25 years.

“At Outrigger, we strive to be the most authentic Hawaii hospitality brand,” he says. “In Thailand, we want to be the most authentic Thai brand. In Fiji, we celebrate the Bula spirit, and in Mauritius and the Maldives we celebrate the local culture.

“Every new host goes through (Ke ‘Ano Wa‘a) orientation,” he emphasizes. “Outrigger is where local culture meets world-class hospitality.”

For hosts “to feel proud of their language, proud of their customs, it’s been really empowering for them. And it’s something they take great pride in connecting with guests.”

Hosts in Fiji celebrate their customs every day, he says: “There’s a sunset ceremony, there’s a fire dance, there’s kava drinking ceremonies, there’s cultural workshops” that are shared with guests, many from North America and Australia.

“We organize tours to local villages. (Guests) go to the local communities. They become friends with the locals in the village, to the extent that we’re



Coral planting at Outrigger’s Castaway Island in Fiji, part of Outrigger’s popular OZONE program

PHOTO COURTESY OUTRIGGER HOTELS AND RESORTS

Guests at Outrigger Fiji Beach Resort have helped build a new school in a nearby village.

PHOTO COURTESY OUTRIGGER HOTELS AND RESORTS



beginning to help build a school” near the Outrigger Fiji Beach Resort.

Recently, Dee attended the ground-breaking of the school’s new teachers’ quarters, built with the help of the resort’s hosts, engineering department and guests.

“Our guests feel like they’re part of the village,” Dee says. “And we encourage our hosts to treat our guests like family.”

New Legacies Abroad

Four Seasons, a luxury brand that started in 1961 as a Toronto motor hotel, has since expanded to more than 100 properties worldwide. Eighty percent of Four Seasons guests, Agrusa says, are repeat business.

Outrigger is aiming for similar success. “Our goal is 90 percent,” Dee says. “We want 90 percent of the people who stay with us to recommend Outrigger

as a place for their friends and family to visit.

“We have a number of properties that consistently score over 90 percent: the Outrigger resort in the Maldives, Castaway Island in Fiji, our beachfront properties here in Waikiki.”

The Waikiki Beachcomber, a former Holiday Inn that opened last year and launched Outrigger’s current expansion, is already exceeding expectations. Dee says that according to a recent Trip Advisor report, “Beachcomber hit the ‘Top Ten Resorts’ in all of Honolulu within five months of rebranding” as an Outrigger property.

A resort’s beauty and amenities are usually the initial draw, says Agrusa, but service is what makes or breaks a property. With Four Seasons guests, he points out, “the word ‘no’ is not used. They have the protocol, they have the service, they have the number of staff.”

Like Four Seasons, both Outrigger



The Outrigger Fiji Beach Resort

PHOTO COURTESY OUTRIGGER HOTELS AND RESORTS

and Halekulani have strong legacies of service that support their expansion.

“We have received very positive feedback thus far on the newest Halekulani and Halepuna properties,” Shaindlin says. “We have shared our history with Hawaii for over a century now, and are grateful for the opportunity to not only expand further into this destination through Halepuna, but also expand our legacy abroad with Halekulani Okinawa—and now offer international audiences a brand-new product in a most exciting destination.”



Halekulani Waikiki’s morning service at Orchids restaurant

PHOTO COURTESY HALEKULANI



Orchid Suite at the new Halekulani Okinawa

PHOTO COURTESY HALEKULANI OKINAWA

30th Annual Na Po'e Pa'ahana

Awards Recognition Luncheon

Sheraton Maui's Togashi Chosen Outstanding Lodging Employee of the Year

HLTA tabs Hilton Hawaiian Village's Butler as Manager of the Year

BY DAVID PUTNAM

During his 23 years as a security officer at The Sheraton Maui Resort and Spa, **Kirk Togashi** has dealt with numerous crises, ranging from a frantic couple who lost a wedding ring to calming down exhausted travelers to attending to and getting medical treatment for an ailing 3-year-old girl.

And he's had his share of working with police on multiple cases.

With his unwavering commitment to serve Hawaii's guests, Togashi has been selected Outstanding Lodging Employee of the Year by the Hawaii Lodging & Tourism Association as part of its 30th annual Na Po'e Pa'ahana Awards. The awards recognize associates statewide who do exceptional work on the job and in the community.

Claire Butler, director of housekeeping at the Hilton Hawaiian Village, has been named Manager of the Year.

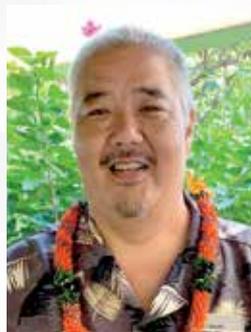
Togashi and Butler will join other Na Po'e Pa'ahana winners at the HLTA's awards luncheon on Jan. 9 at the Hilton Hawaiian Village.

"Kirk has touched countless lives with his genuine kindness, intuitive helpfulness and his unique ability to connect with visitors in a way that truly makes them feel as if they've known Kirk for many years," writes the Sheraton resort in its

nomination letter for Togashi.

Togashi serves as president of Lahaina's Shore Casters Club, where he makes time to teach keiki catch-and-release fishing practices, and to respect the ocean and about wildlife preservation.

"Kirk," the resort writes in his nomination, "is truly an ambassador of aloha."



Kirk Togashi



Claire Butler

Butler has been part the Hilton Hawaiian Village leadership team for 43 years since being hired as an assistant manager for Rainbow Lanai restaurant. After stints in room service and housekeeping, she rose to director of housekeeping in 1990.

She oversees a department of 14 managers and 620 employees at Hawaii's largest resort with over 2,800 rooms.

"Claire is a living example of exemplary professionalism, and walks the campus daily with her team to inspect room cleanliness

and conditions and personally engage with the more than 600 housekeepers that work at the Village," the resort notes in nominating her for the HLTA award.

"Claire knows every task that needs to be accomplished and how to get it done by working with her team. She knows the complexities of the operation inside and out."

30th Annual Na Po'e Pa'ahana THE 2020 AWARD WINNERS

Other Na Po'e Pa'ahana winners this year are, by category:

Bell & Valet

Large Property (450+ rooms): **Dayle Ho'opai**, who recently retired as a first-grade teacher, brings 21 years of experience in the hospitality industry to her role as bell clerk at the Outrigger Reef Waikiki Beach Resort. "I am in awe of her selflessness and never-ending mission to offer help," writes Tina



Dayle Ho'opai

Geronimo, front services manager at the resort.

Medium Property (200-449 rooms): **Peter Nonaes** "is our model model who has never called in sick for 35 straight years," states his nomination letter from the OHANA Waikiki Malia by Outrigger. Guests, the resort notes, "are often pleasantly surprised"



Peter Nonaes

when the veteran bellman provides detailed information in Japanese on getting around Waikiki.

Small Property (under 200 rooms): Bell/valet attendant **Ted Tuttle** has 28 years in the hospitality industry at the Wyndham Vacation



Ted Tuttle

Resorts Royal Garden at Waikiki. In his time he's done it all, from attending to arriving guests to even changing flat tires and giving dead car batteries a jump. "He is an asset to the resort," the resort writes in his nomination letter.

Engineering & Maintenance

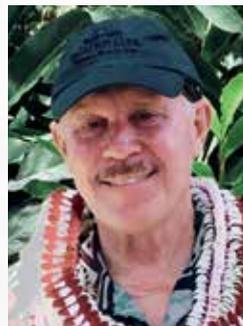
Large Property (450+ rooms): **Mundy Gillcoat**, Westin Ka'anapali Ocean Resort Villas' water feature engineer, is regarded as a "prankster" among his coworkers, "because, really, there is only one Mundy; full of light, positivity and a heartwarming prank or two up his sleeve." His creative



Mundy Gillcoat

leanings also made it possible to set up the KOR's aquaponic herb garden system for the chefs/restaurants. "Mundy's wit, *kokua* and heart shines so bright that it illuminates our west side of Maui," the resort notes.

Medium Property (200-449 rooms): **Lee Ridley** is grounds operations supervisor at Marriott's Waiohai Beach Club, which he joined in 2005. "Every day he offers his extensive knowledge in landscaping, agriculture and Hawaiian culture to create a beautiful and homelike atmosphere," the hotel writes in its nomination letter. Every other Thursday, he holds a Native Plant Walk for guests.



Lee Ridley

Small Property (under 200 rooms): **Kyle "Kalani" Tihada** of Napili Kai Beach Resort "is always looking to learn new things in his role and in general," his nomination letter notes.

"He is aware that there is a cost to items being down in a guest room or elsewhere on the resort. He will try his best to resolve any issue he is faced with."



Kyle Tihada

Food & Beverage

Large Property (450+ rooms): **Imelda "Amie" Tungpalan** joined the Sheraton Princess Kaiulani Hotel in 1986 and now serves as head pantry. She's built a reputation for "her love of making pretty cakes. Part of what makes Amie such a valued team



Imelda Tungpalan

member to management and coworkers alike is her willingness to take on responsibility, her total ownership of and commitment to the work she does and her enthusiasm to mentor others," the hotel says.

Medium Property (200-449 rooms): **Gemsley "Gems" Balagso** was part of the opening team for The Westin Nanea Ocean Villas Resort in 2017. "Gems has crafted and carved his culinary passion for 15 years; he has excelled in various roles and restaurants that benefited by his thirst for learning," says the resort in its nomination letter for the award-winning cook.



Gemsley Balagso

Front Office

Large Property (450+ rooms): The Westin Maui Resort & Spa notes that the “graceful presence” of its lead lobby ambassador, **Giadee “Gia” Kaiwi**, is key to the resort’s success. “Her passion to create memorable moments shines through all of her interactions.” The Ewa Beach native switched roles in 2018 after 11 years as a guest relations manager at the resort.

Medium Property (200-449 rooms): Without hesitation, **Manuel Nicolas** performed CPR on a 78-year-old guest at the OHANA Waikiki Malia by Outrigger and, after two breaths, the man began to breathe again and was sent to the hospital for treatment.



Manuel Nicolas

Aside from his heroic actions, the guest service representative, the hotel notes, is known for “his daily efforts, his positivity, his sincerity and his pure heart of hospitality.”

Small Property (under 200 rooms): Wyndham at Waikiki Beach Walk says guest service representative **Charles Ursua** “exemplifies our ideals.” Furthermore, his “seemingly photographic memory ensures he can greet each guest by name and personalize each interaction with them.”



Charles Ursua



Flordeliza Leo

Housekeeping Large Property (450+ rooms): **Flordeliza Leo** started at Hilton Hawaiian Village in 1992 and has worked as a personal housekeeper in the premier Ali‘i tower for the past



MEMBERS HONORED

The Hawaii Lodging & Tourism Association also honored members and allied members for their contributions to the industry and the community. The winners, recognized at the HLTA’s luncheon on Jan. 9, are:

- **Allied Member of the Year:** Kaiser Permanente
- **Allied Individual Member of the Year:** Lester Kodama, *Honolulu Star-Advertiser*
- **Chef/Restaurateur of the Year:** Tylon Pang, executive chef and director of food and beverage, Fairmont Kea Lani
- **Excellence in Community Service Award:** Sheraton Kaua‘i (Chip Bahouth)
- **Leader in Sustainability Award:** Prince Resorts Hawaii
- **Hospitality Educator of the Year:** Kenneth Agcaoili, Kaimuki High School
- **Na Po‘e Pa‘ahana Legacy Award:** Polynesian Cultural Center
- **Pūlamahia Award:** Aulani, A Disney Resort & Spa
- **Ho‘okamaha‘o Award:** Debbie Nakanelua Richards, Hawaiian Airlines
- **Woman of the Year:** Hao Dang Tanacsos, HAOskeeping Inc. (Women in Lodging and Tourism, an HLTA affiliate)

27 years. Over the years she has earned “numerous guest commendations,” the resort states, adding that she has built “several long-lasting bonds with her guests.”

Medium Property (200-449 rooms): Desk supervisor **Erlinda Aranca** “truly makes guests feel comfortable and welcoming, with genuine Island hospitality and concern,” The Kahala Hotel & Resort notes in her nomination letter. The hotel regards the 40-year hospitality industry veteran as its “go to” person when help is needed in housekeeping.



Erlinda Aranca

Small Property (under 200 rooms): **Laurie Manatay**, a housekeeper at Aston Islander on the Beach, is “incredibly giving,” the hotel says. “Her

extraordinary sense of aloha extends to everyone she meets, including her fellow teammates as well as owners, guests and contractors.” She often treats coworkers to home-baked cornbread and other goodies.



Laurie Manatay

Security Officer

Large Property (450+ rooms): Security Supervisor **Eric Capllonch**, a former firefighter, has been with the Sheraton Princess Kaiulani for 10 years. “Because of his years as a first responder and his myriad certifications, when he is on duty, Eric is the natural person associates call to take charge when there is a medical emergency or safety issue on the property,” the hotel writes



in his nomination letter. Additionally, “one of his most impressive skills is his ability to make sound judgments in extremely stressful situations.”



Eric Capllonch

Medium

Property (200-449 rooms): Andrew Materne, loss prevention officer at The Ritz-Carlton Residences, Waikiki Beach, “can be counted on to do more than his security role. He helps at the



Andrew Materne

front desk, room service, information technology and engineering,” according to his supervisors. “Andrew gives everything he has to his work and to others, wanting nothing

in return. His intelligence, generosity and humility exemplify the true nature of the aloha spirit and hospitality at its finest.”

Small Property (under 200 rooms):

Joseph Pascua of Lawai Beach Resort is enjoying a banner year in his eighth year at the property, having also been selected Security Officer of the Year in October 2019 at the Malama Awards by the HLTA Kauai chapter. In his nomination letter, the resort writes that Pascua “is an experienced and knowledgeable security officer who puts safety as a top priority, protecting the work area for his team and coworkers.”



Joseph Pascua

and knowledgeable security officer who puts safety as a top priority, protecting the work area for his team and coworkers.”



Linen and Uniform Rental Services

Servicing Hawaii Since 1964

**Hotel Linen | Restaurant Linen | Uniforms
Dust Control | Janitorial Supplies | Healthcare Linen**

www.alsco.com | 808-834-7500



AIRPRO
Indoor Air Solutions

**HAWAII'S DUCT CLEANING
PROFESSIONALS**

*Experience professional and
outstanding workmanship.
Serving all islands.*

- HVAC SYSTEMS CLEANING & RESTORATION
- KITCHEN EXHAUST SYSTEMS CLEANING
- FIRE PREVENTION MANAGEMENT
- BATHROOM & DRYER EXHAUST
- TRASH CHUTE CLEANING

(800) AIR-DUCT

(808) 832-1178

**1916 Democrat Street
Honolulu, HI 96819**

WWW.AIRPROHAWAII.COM

NADCA & IKECA Certified Technicians
ASCS, CVI, PECT, CECS



The Largest Manufacturer of Mattresses
in the United States...

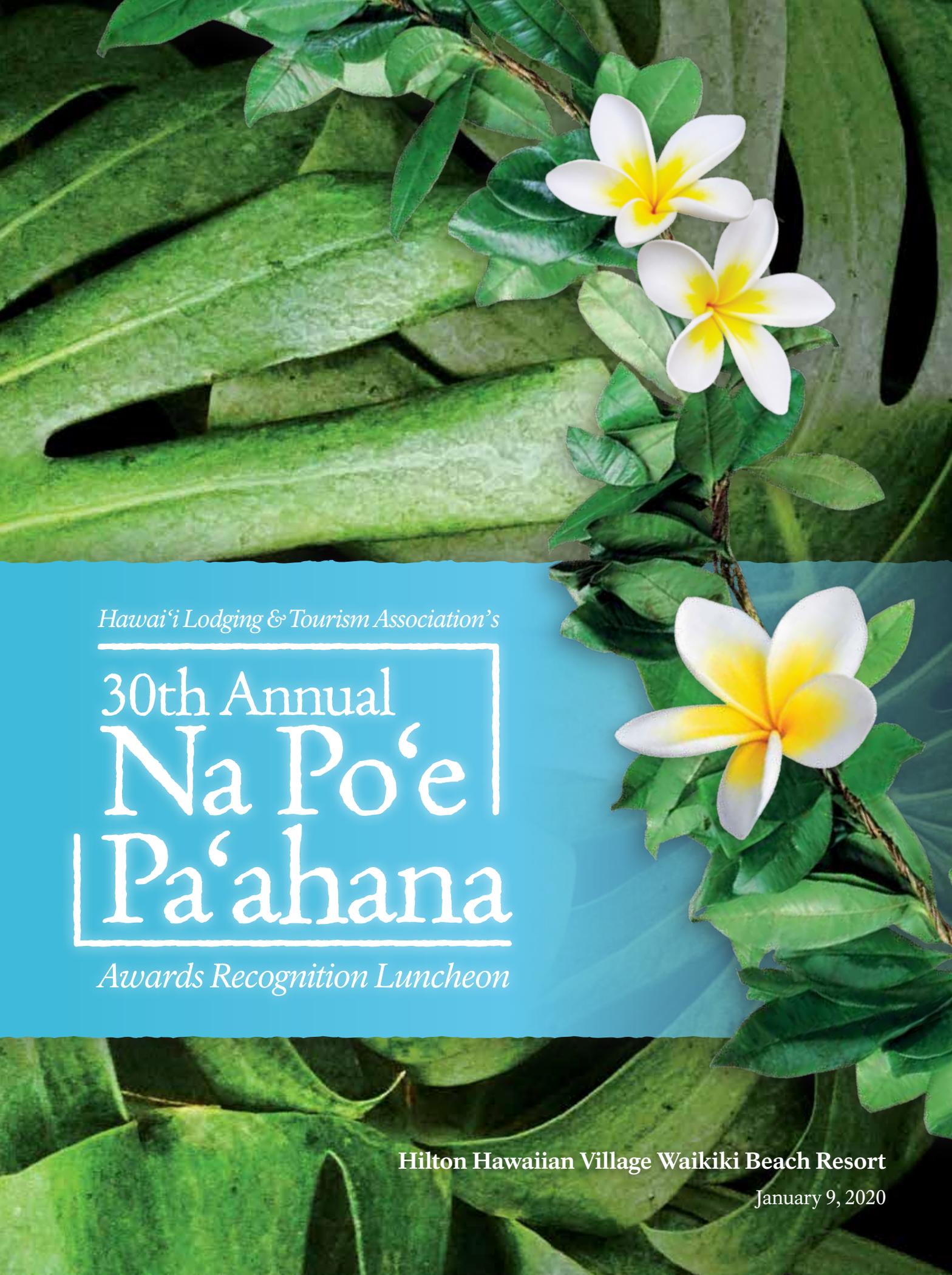


Now distributed in Hawaii by Orbit Sales!

Our selection of beds will suit any hotelier's needs. From performance mattresses to luxurious five star beds using the best material components and certified foams for year after year performance.

Orbit *Enhancing Hospitality*
SALES *Environments Since 1988*

808-625-1000 • www.orbitsales.com



Hawai'i Lodging & Tourism Association's

30th Annual
**Na Po'e
Pa'ahana**

Awards Recognition Luncheon

Hilton Hawaiian Village Waikiki Beach Resort

January 9, 2020

ONE *team* COUNTLESS POSSIBILITIES.

*Warmest congratulations to all of our Associates!
You are proof that good things come to those who are willing to
reach and your accomplishments make us proud.
Mahalo for all that you do.*

**Waikoloa Beach Marriott
Resort & Ocean Club**
Medium Property

**2019 Outstanding Lodging
Employee of the Year:**

Lito Juan

Bell & Valet :

RJ Matundan

Engineer & Maintenance:

Jordan Lagaret

Food & Beverage:

Harold Teshima

Front Office:

Elizabeth Ramos

Housekeeper:

Felix Tabudlo

Security Officer:

Michael Pacyao

**The Westin Ka'anapali
Ocean Resort Villas**
Large Property

**2019 Outstanding Lodging
Employee of the Year:**

Sandy Agcaoil

Bell & Valet:

Krimson Keanu Koa

Engineer & Maintenance:

Mundy Gillcoat

Food & Beverage:

Alison Azcueta

Front Office:

Shaiyan Maniago-Fukushima

Housekeeper:

Maria Malavi

Manager of the Year:

Steve Aheong

Security Officer:

Kekealani Theodore Ishizaka

**The Westin Nanea
Ocean Villas**
Medium Property

Engineer & Maintenance:

Lee Aaron Yap

Food & Beverage:

Gemsley Balagso

Manager of the Year:

Jasmine Valdez

Security Officer:

Janal Pagdilao

Marriott's Maui Ocean Club
Large Property

Bell & Valet:

Kama Kane

Engineer & Maintenance:

Christian Dela Vega

Food & Beverage:

Ron Scoggins

Front Office:

Marynor Pacleb

Housekeeper:

John Galvez

Security Officer:

Rhapsody Lunes

**Marriott's Kauai Lagoons
– Kalanipu'u**
Small Property

2019 Outstanding Lodging

Employee of the Year:

Brooke Foreman

Engineer & Maintenance:

Kana'au'au Dunn

Front Office:

McKenna Lopez-Estacio

Housekeeper:

Geraldine Baniaga

Manager of the Year:

Brycen Campos

**Marriott's Waiohai
Beach Club**
Medium Property

**2019 Outstanding Lodging
Employee of the Year:**

Delia Tumbaga

Bell & Valet:

Marco Bucao

Engineer & Maintenance:

Lee Ridley

Food & Beverage:

Timothy Jeffrey

Front Office:

Britney Balaan

Housekeeper:

Ben de Guzman

Manager of the Year:

Betty Dela Cruz-Acob

Security Officer:

Zachary Sui

**The Westin Princeville
Ocean Resort Villas**
Medium Property

2019 Outstanding Lodging

Employee of the Year:

Kalili Pavao

Engineer & Maintenance:

Keola Ke

Food & Beverage:

Wayne Chow

Front Office:

Russandra Rivera

Housekeeper:

Nia Fifita

Manager of the Year:

Charlie Balilea

Security Officer:

Alex Napa'a

**Kauai Marriott Resort
& Beach Club**
Large Property

**2019 Outstanding Lodging
Employee of the Year:**

Jasmine Hashimoto

Bell & Valet:

Eric Leanio

Food & Beverage:

Gina Torres

Front Office:

Tanya Fletcher

Housekeeper:

Betty Galzote

Security Officer:

Randy Bargayo

**Marriott's Ko Olina
Beach Club**
Large Property

**2019 Outstanding Lodging
Employee of the Year:**

Jay Szadkowski

Bell & Valet:

Jaron Bolosan

Engineer & Maintenance:

Chris Ibanez

Food & Beverage:

Richard Nueva Espana

Front Office:

Gardenia Kaukani

Housekeeper:

Marie Joy Francisco

Manager of the Year:

Gwen Alcantra

Security Officer:

Tehani-Lee Pai



THE  Orchid Lei Company

819 MOOWAA STREET SUITE 202 HONOLULU, HI 96817
Phone. 808.847.1107 Facsimile: 808.843.2225 Email: order@theorchidlei.com
WWW.THEORCHIDLEI.COM

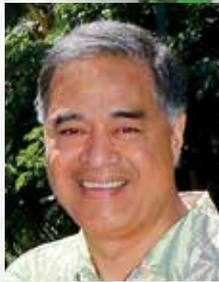
Proudly serving Hawaii since 2003

QUALITY | SERVICE | PROMISE

Innovative products by THE Orchid Lei Company. All right reserved. Copyright pending.

ALOHA

“The exceptional men and women we honor at Na Po‘e Pa‘ahana represent the finest representatives of our hospitality industry. They work tirelessly to give our visitors a memorable island experience, generously share the aloha that makes Hawai‘i special, and still find the time to give of themselves to the betterment of our entire community. The members of the Hawai‘i Lodging & Tourism Association are proud to recognize these individuals and congratulate our 2020 honorees for the professionalism and dedication that bring visitors back to our shores year after year. We’re all in this together, and these men and women certainly embody that spirit of working together as one to make our industry among the best in the world.”



Mufi Hannemann

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

Special Thanks

Hilton Hawaiian Village Waikiki Beach Resort
The Orchid Lei Company
Oahu Publications Inc.
Hawaii.com

Media Partner

Trade Publishing Co.

A/V Sponsor

PSAV

Hawai‘i Lodging & Tourism Association’s

30th Annual
**Na Po‘e
Pa‘ahana**

Awards Recognition Luncheon

PROGRAM

10:45 am – Doors Open

11:05 am – Opening Remarks by Emcees

- Tannya Joaquin – *Co-Host on Living 808, KHON2 News*
- Brigitte Namata – *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
- Ho‘okamaha‘o Award
- 2020 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

Elite Awards 'Set the Bar'

The Na Po'e Pa'ahana Awards celebrate—and inspire—Hawaii's hospitality industry winners

BY BRETT ALEXANDER-ESTES



Mika
Kamao

When Mika Kamao, VIP coordinator at Aulani, A Disney Resort & Spa, accepted her award as the 2019 Na Po'e Pa'ahana Outstanding Employee of the Year, she was "shocked," she says.

"It's such an honor just to be nominated for this award because it recognizes the best of the best in Hawai'i tourism," Kamao says. "I've been part of this industry for more than 30 years, and it's given so much to me. That's why it's humbling to be honored in this way."

For Derek Bacigal, director of engineering at the Hale Koa Hotel, winning the 2019 Na Po'e Pa'ahana Manager of the Year award was "overwhelming. I felt *hānai*'ed to the gathering place and to Waikiki."

The bond between these two winners and their *ohana* is crucial to Hawai'i's global standing, especially as the Islands' visitor count continues to climb. "I'm inspired every day by the people I work with in the Hawai'i tourism industry," Kamao says. "I work with, and interact with, people who are doing great things for our guests and to help make Hawai'i a better place."

Mufi Hannemann, president and CEO of the Hawai'i Lodging &

Tourism Association, says that like Kamao and Bacigal, the dedicated people who comprise the ranks of the hospitality industry "are among the best in the world, and are a major reason Hawai'i continues to prosper as one of the premier destinations in the world.

"They are also the reason the Hawai'i Lodging & Tourism Association has honored the best among them through the Na Po'e Pa'ahana Awards for 30 years. These employees perform their work responsibilities with professionalism and dedication, but also embody the aloha spirit in ways that capture the hearts of our visitors, and remain true to the culture and traditions of our Islands."

By doing so, says Bacigal, the Na Po'e Pa'ahana Awards "set the bar for the very best in the industry and community."

Hawai'i's 2019 visitor count proves it.

"We offer much more than beautiful beaches and sunsets," says Hannemann. "It is our people who make visitors' experiences meaningful and memorable, and that is why we recognize and honor those who are the heartbeat of the hospitality industry."

"On behalf of the Hawai'i Lodging & Tourism Association, I commend and congratulate our 2020 honorees, and thank our many generous sponsors for joining us in celebrating the achievements of our 'hard-working people.'"



Derek
Bacigal

CONGRATULATIONS!

2020 Nā Po'e Pa'ahana Finalists

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



Candy Merseburgh
HOUSEKEEPING



Daniel Allen
SECURITY



Miguel Torres-Cubillo Jr.
ENGINEERING



Annie Pang Tan
ACCOUNTING



Roy E.K. Robins Jr.
PARKS & RECREATION



Vincente Pereira-Dos Santos
BELL DESK



Leticia Ungos
BANQUETS



Tiarae Bass
FRONT OFFICE



HALE KOA HOTEL

808.955.0555
halekoa.com

Person of the Year

BELL & VALET

Large Property (450+ Rooms)

Carlos Marquez
Prince Waikiki

Chad Fujimoto
Halekulani

Claire Asari
*Hyatt Regency Waikiki Beach
Resort & Spa*

Dayle Ho'opai
*Outrigger Reef Waikiki Beach
Resort*

Eric Borges
The Westin Maui Resort & Spa

Eric Leanio
*Kauai Marriott Resort
& Beach Club*

Jaron Bolosan
Marriott's Ko Olina Beach Club

Kama Kane
Marriott's Maui Ocean Club

Kapualokelani Hew-Len
*Waikiki Beach Marriott
Resort & Spa*

Kento Tamada
Sheraton Princess Kaiulani Hotel

Krimson 'Keanu' Koa
*The Westin Kā'anapali Ocean
Resort Villas*

Kyle Kawabata
Waikiki Beachcomber by Outrigger

Lisa Farley
*The Royal Hawaiian, A Luxury
Collection Resort*

Petter Lino
Sheraton Waikiki

Richard Asuncion
*Moana Surfrider, A Westin Resort
& Spa*

Rob Tabon
Trump International Hotel Waikiki

Robbie Fronda
Sheraton Maui Resort & Spa

Seth Armstrong
Grand Hyatt Kauai Resort & Spa

Takayuki Ueno
Aulani, A Disney Resort & Spa

Victor Luna
Hilton Hawaiian Village

Vinny Pereira-Dos Santos
Hale Koa Hotel

Medium Property (200-449 Rooms)

Ano'ai Quiocho
Andaz Maui at Wailea Resort

Benjamin Stegmann
*The Ritz-Carlton Residences,
Waikiki Beach*

Francis Galiza
*Four Seasons Resort O'ahu
at Ko Olina*

Jacob Nohara
OHANA Waikiki East by Outrigger

Jeff Oania
The Kahala Hotel & Resort

Jon "Keoni" Kipapa
*Embassy Suites by Hilton Waikiki
Beach Walk*

Marco Bucao
Marriott's Waiohai Beach Club

Peter Nonaes
*OHANA Waikiki Malia
By Outrigger*

RJ Matundan Jr.
Waikoloa Beach Marriott

Sam Delos Santos
Aston Kāanapali Shores

Samuel Aquino
Ilikai Hotel & Luxury Suites

Small Property (Under 200 Rooms)

Ted Tuttle
*Wyndham Vacation Resorts Royal
Garden at Waikiki*

Person of the Year

ENGINEER & MAINTENANCE

Large Property (450+ Rooms)

Chris Ibanez
Marriott's Ko Olina Beach Club

Christian Dela Vega
Marriott's Maui Ocean Club

Craig Hamasaki
Ala Moana Hotel

Deo Aveno
The Westin Maui Resort & Spa

Edward Corrales
Hilton Grand Vacations

Elpidio Rivera
Hilton Hawaiian Village

Erante Pante
*Waikiki Beach Marriott Resort &
Spa*

Eugene Uyeno
Halekulani

Henry Tu
*Moana Surfrider, A Westin Resort
& Spa*

Jeannie Andrade

Grand Hyatt Kauai Resort & Spa

John Ehia

Prince Waikiki

Loell Magana

Sheraton Maui Resort & Spa

Marc Butin

The Royal Hawaiian, A Luxury Collection Resort

Mark Nagata

Sheraton Princess Kaiulani Hotel

Miguel Torres

Hale Koa Hotel

Mundy Gillcoat

The Westin Kā'anapali Ocean Resort Villas

Nathan Garcia

Sheraton Waikiki

Russell Sasaki

Aulani, A Disney Resort and Spa

Zechariah "Zech" Kuhaulua

'Alohilani Resort Waikiki Beach

**Medium Property
(200-449 Rooms)**

Adrian Ching

Embassy Suites by Hilton Waikiki Beach Walk

Arden Agasid

The Kahala Hotel & Resort

Chrestopher Quinto

Courtyard by Marriott Waikiki Beach

Gabriel Mokuahi

The Westin Hapuna Beach Resort

Gan Fei Su

OHANA Waikiki East by Outrigger

Jordon Lagaret

Waikoloa Beach Marriott

Joshua Higgins

The Ritz-Carlton Residences, Waikiki Beach

Kenneth Asato

OHANA Waikiki Malia by Outrigger

Keola Ke

The Westin Princeville Ocean Resort Villas

Lee Aaron Yap

The Westin Nanea Ocean Villas

Lee Ridley

Marriott's Waiohai Beach Club

**Small Property
(Under 200 Rooms)**

Jason Kamai-Santos

Lawai Beach Resort

Kana'au'ao Dunn

Marriott's Kauai Lagoons - Kalanipu'u

Kyle "Kalani" Tihada

Napili Kai Beach Resort

Ritchie Suico

Wyndham at Waikiki Beach Walk

Rodolfo Dela Cruz

Pono Kai Resort

**Person of the Year
FOOD & BEVERAGE**

**Large Property
(450+ Rooms)**

Agnes Pabinguit

The Grand Wailea, A Waldorf Astoria Resort

Alison Azcueta

The Westin Kā'anapali Ocean Resort Villas

Chad Nakamura

Waikiki Beach Marriott Resort & Spa

Christian Agsalog

Hyatt Regency Maui Resort & Spa

Dana Crocker

The Royal Hawaiian, A Luxury Collection Resort

Eduardo "Eddie" Domingo

Fairmont Kea Lani Maui

Emmanuel Valencia

Halekulani

Geminiano Amodo

Moana Surfrider, A Westin Resort & Spa

Gina Torres

Kauai Marriott Resort & Beach Club

Gui Qui Lei

Hyatt Regency Waikiki Beach Resort & Spa

Hillary Atai

The Westin Maui Resort & Spa

Imelda "Amie" Tungpalan

Sheraton Princess Kaiulani Hotel

Judy Irvine

Aulani, A Disney Resort & Spa

Julia Katayama

Prince Waikiki

Kia Miller

Ala Moana Hotel

Kimeley Chan

Hilton Waikiki Beach Hotel

Leticia Ugnos

Hale Koa Hotel

Linda Miller

Sheraton Waikiki

Lydia Ornellas

Grand Hyatt Kauai Resort & Spa

Marion Sidon

Sheraton Maui Resort & Spa

Richard Nueva Espana

Marriott's Ko Olina Beach Club

Rockwell Nago

Hilton Hawaiian Village

Ron Scoggins

Marriott's Maui Ocean Club

Sonny Africa

Trump International Hotel Waikiki

Medium Property (200-449 Rooms)

Chelsea Fernandez
Sheraton Kauai Coconut Beach Resort

Gemsley Balagso
The Westin Nanea Ocean Villas

Harold Teshima
Waikoloa Beach Marriott

Jacob Brown
The Westin Hapuna Beach Resort

Justyn Wee
Embassy Suites by Hilton Waikiki Beach Walk

Kunani Texiera
Andaz Maui at Wailea Resort

Timothy Jeffrey
Marriott's Waiohai Beach Club

Wayne Chow
The Westin Princeville Ocean Resort Villas

Person of the Year FRONT OFFICE

Large Property (450+ Rooms)

Candis Quartero
Waikiki Beach Marriott Resort & Spa

Carina Hidaka
Prince Waikiki

Catherine Rapanotti
The Ritz-Carlton, Kapalua

Gardenia Kaukani
Marriott's Ko Olina Beach Club

Giadee Kaiwi
The Westin Maui Resort & Spa

James Clark
Hyatt Regency Maui Resort & Spa

Jennifer Runyan
Honua Kai Condominium Association

Jin Hee Kim
Hyatt Regency Waikiki Beach Resort & Spa

Karen Marushige
Hilton Grand Vacations

Kevin Schiermann
Hilton Hawaiian Village

Lauren Matsuyama-Gray
Grand Hyatt Kauai Resort & Spa

Lia Nagata
Halekulani

Logan Galbiso
Sheraton Waikiki

Marynor Pacleb
Marriott's Maui Ocean Club

Michelle "Mikala" Chang
Outrigger Waikiki Beach Resort

Michelle Takahama
The Grand Wailea, A Waldorf Astoria Resort

Miwa Hamada
Moana Surfrider, A Westin Resort & Spa

Nerony "Noni" Slade
Aulani, A Disney Resort & Spa

Rey Soriano
Outrigger Reef Waikiki Beach Resort

Robert "Bobby" Cabana
Sheraton Princess Kaiulani Hotel

Sailau Ioakimi
Sheraton Maui Resort & Spa

Sean Pulido
Aston Waikiki Beach Hotel

Shaiyan Maniago-Fukushima
The Westin Kā'anapali Ocean Resort Villas

Sophia Chen
Waikiki Beachcomber by Outrigger

Tanya Fletcher
Kauai Marriott Resort & Beach Club

Tara Eugenio
Fairmont Kea Lani Maui

Tiaarae Bass
Hale Koa Hotel

Medium Property (200-449 Rooms)

Britney Balaan
Marriott's Waiohai Beach Club

Cohco Harbour
The Ritz-Carlton Residences, Waikiki Beach

Dawn Johnson
Aston Kā'anapali Shores

Elizabeth Ramos
Waikoloa Beach Marriott

Faith Rapozo
Sheraton Kauai Coconut Beach Resort

Joseph Bac
The Kahala Hotel & Resort

Kana'i Matsukado
Park Shore Waikiki

Kayla Reyes
Courtyard by Marriott Waikiki Beach

Lorena Rosete
Embassy Suites by Hilton Waikiki Beach Walk

Malia Dungca
Hyatt Centric Waikiki Beach

Manuel "Manny" Nicolas
OHANA Waikiki Malia by Outrigger

HEARTFELT CONGRATULATIONS

to all the nominees of the 2020 Nā Po'e Pa'ahana Awards.

FINALISTS



Dayle Ho'opai
Bell/Valet
Person of the Year



Peter Nonales
Bell/Valet
Person of the Year



Ted Tuttle
Bell/Valet
Person of the Year



Justyn Wee
Food & Beverage
Person of the Year



Lorena Rosete
Front Office
Person of the Year



Manuel Nicolas
Front Office
Person of the Year



Charles Ursua
Front Office
Person of the Year

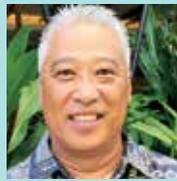


Armador Manzano
Housekeeper
Person of the Year

HONORABLE MENTIONS



Jacob Nohara
Bell/Valet



Jon Kipapa
Bell/Valet



Kyle Kawabata
Bell/Valet



Adrian Ching
Engineer/Maintenance



Gan Fei Su
Engineer/Maintenance



Kenneth Asato
Engineer/Maintenance



Ritchie Suico
Engineer/Maintenance



Michelle Chang
Front Office



Rey Soriano
Front Office



Shane Holmes
Front Office



Shari Souza
Front Office



Sophia Chen
Front Office



Charile Mandia
Housekeeper



Danny Chan
Housekeeper



Errol Yanuaría
Housekeeper



Leilani Ambrocio
Housekeeper



Leonida Lumantas
Housekeeper



Susana Macadangdang
Housekeeper



Xin Jiang Zhou
Housekeeper



Kay Lee
Lodging



Milton Kami
Lodging



Troy Hiura
Lodging



Amante Castro
Manager



Carol Ly
Manager



Cecilia Derramas
Manager



Jennifer Agdeppa
Manager



Janice Ng
Manager



Robert English
Manager



Windy Seguancia
Manager



Brian Sakamoto
Security

Russandra Rivera

The Westin Princeville Ocean Resort Villas

Scott Nakama

Waikiki Resort Hotel

Shari Souza

OHANA Waikiki East by Outrigger

**Small Property
(Under 200 Rooms)**

Anthony Diep

Aston Waikiki Beach Tower

Canisius Filibert

Aqua Skyline at Island Colony

Charles Ursua

Wyndham at Waikiki Beach Walk

Del "Kawana" Dela Cruz

Aqua Bamboo Waikiki

Janine Pagador

Lawai Beach Resort

Jocelyn Glovasa

Pono Kai Resort

Lori Sanehisa-Lee

Pagoda Hotel

McKenna Lopez-Estacio

Marriott's Kauai Lagoons - Kalanipu'u

Nicolette Ancog

Aqua Aloha Surf Waikiki

Shane Holmes

Wyndham Vacation Resorts Royal Garden at Waikiki

Tiana Meyers

Hampton Inn & Suites Oahu/Kapolei

**Person of the Year
HOUSEKEEPING**

**Large Property
(450+ Rooms)**

Anatalia Alejo

The Grand Wailea, A Waldorf Astoria Resort

Betty Galzote

Kauai Marriott Resort & Beach Club

Candy Merseburgh

Hale Koa Hotel

Cary Yalon

Fairmont Kea Lani Maui

Catherine Francis

Hilton Grand Vacations, Grand Islander

Cristina Barut

'Alohilani Resort Waikiki Beach

Danny Chan

Outrigger Waikiki Beach Resort

Dennis Austria

The Ritz-Carlton, Kapalua

Elvin Talusan

Sheraton Waikiki

Errol Yanuaria

Waikiki Beachcomber by Outrigger

Faustino Fabro

Hilton Garden Inn Waikiki Beach

Flordeliza Leo

Hilton Hawaiian Village

Gleisie Enriquez

The Royal Hawaiian, A Luxury Collection Resort

Jayson Salvador

Aulani, a Disney Resort and Spa

Jesus Fernando

Waikiki Beach Marriott Resort & Spa

John Galvez

Marriott's Maui Ocean Club

Josie Locquiao

Trump International Hotel Waikiki

Lady Salazar

Sheraton Princess Kaiulani Hotel

Loreto Bumanglag

Prince Waikiki

Manuel Canaveral

Moana Surfrider, A Westin Resort & Spa

Maria Malvi

The Westin Kā'anapali Ocean Resort Villas

Marie Joy Francisco

Marriott's Ko Olina Beach Club

Michael Dulluog

Aston Waikiki Beach Hotel

Noralyn Opalek

Grand Hyatt Kauai Resort & Spa

Rosita Dumelod

Sheraton Maui Resort & Spa

Silverio Leano

The Westin Maui Resort & Spa

Susana Macadangdang

Outrigger Reef Waikiki Beach Resort

Winnie Hui

Halekulani

XiLi Lin

Hyatt Regency Waikiki Beach Resort & Spa

**Medium Property
(200-449 Rooms)**

Benedicto de Guzman

Marriott's Waiohai Beach Club

Erlinda Aranca

The Kahala Hotel & Resort

Ethel Quezon Ruiz

The Ritz-Carlton Residences, Waikiki Beach



HO‘OMAIKA‘I!

CONGRATULATIONS TO THE 2019 AULANI
RESORT NA PO‘E PA‘AHANA HONOREES



RUSSELL SASAKI ENGINEER
Engineering/Maintenance
Person of the Year



JAYSON SALVADOR
CUSTODIAN
Housekeeper of the Year



JIM PHAM TRAINING &
DEVELOPMENT MANAGER
Manager of the Year



JUDY IRVINE RESOURCE
COORDINATOR
Food & Beverage Person of
the Year



NERONY "NONI" SLADE
FRONT DESK AGENT
Front Office Person of the Year



TAKAYUKI "TAKA" UENO
VALET CAPTAIN
Bell/Valet Person of the Year



**MAHALO FOR ALL YOU DO TO MAKE MAGIC HAPPEN EACH DAY!
WE ARE SO PROUD OF OUR 'OHANA.**

Evelynta Aizawa

Kohala Suites by Hilton Grand Vacations and The Bay Club at the Waikoloa Beach Resort

Felix Tabudlo

Waikoloa Beach Marriott

Joenard Cerezo

Courtyard by Marriott Waikiki Beach

Koinonia "Nia" Fifita

The Westin Princeville Ocean Resort Villas

Leilani Ambrocio

OHANA Waikiki Malia by Outrigger

Leonida Lumantas

Embassy Suites by Hilton Waikiki Beach Walk

Mary Ann Quintal

Four Seasons Resort O'ahu at Ko Olina

Matilde Daguio

The Westin Hapuna Beach Resort

Myra Francisco

Mauna Kea Resort

Raysha Lee Naipo

Andaz Maui at Wailea Resort

Rowell Ranada

Waikiki Resort Hotel

Virginia Yokota

Hyatt Centric Waikiki Beach

Xin Jiang Zhou

OHANA Waikiki East by Outrigger

**Small Property
(Under 200 Rooms)**

Amador Manzano

Hokulani Waikiki by Hilton Grand Vacations

Charlie Mandia

Wyndham at Waikiki Beach Walk

Eugene Mayo

Lawai Beach Resort

Geraldine Baniaga

Marriott's Kauai Lagoons - Kalanipu'u

Kiona Eteuati

The Whaler on Kaanapali Beach

Laurie Manatay

Aston Islander on the Beach

Sheryl Milano

Maui Beach Hotel

Teresita Visitacion

Ewa Hotel Waikiki

Xiaoling Guo

Pono Kai Resort

Person of the Year
SECURITY OFFICER

**Large Property
(450+ Rooms)**

Abdulbeau Akapo

Sheraton Waikiki

Avlyn Moniz

Mauna Kea Resort

Brandon Kaina

The Westin Maui Resort & Spa

Daniel Allen

Hale Koa Hotel

Darrell Moniz

Waikiki Beach Marriott Resort & Spa

Eric Capllonch

Sheraton Princess Kaiulani Hotel

Frank Johnson

The Royal Hawaiian, A Luxury Collection Resort

Frank Sapalasan

Grand Hyatt Kauai Resort & Spa

Jeff Tito Vili

Ala Moana Hotel

Jessica Tidwell

Hilton Grand Vacations Waikoloa Hawaii

Justin Tapuro

The Grand Wailea, A Waldorf Astoria Resort

Kekealani Ishizaka

The Westin Kā'anapali Ocean Resort Villas

Nikola "Junior" Vena, Jr

Fairmont Kea Lani Maui

Randy Bargayo

Kauai Marriott Resort & Beach Club

Rhapsody Lunes

Marriott's Maui Ocean Club

Shannon Feliciano

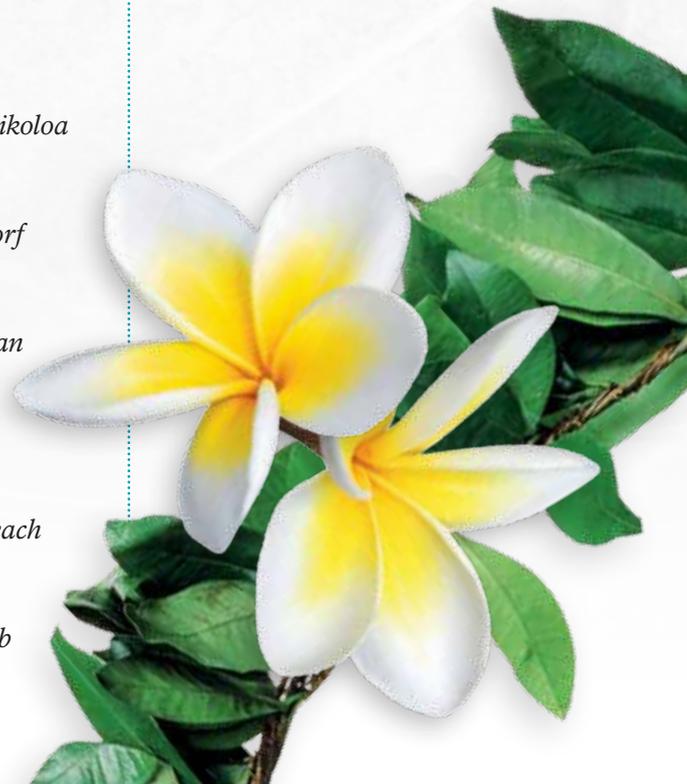
Hilton Hawaiian Village

Tehani - Lee Pai

Marriott's Ko Olina Beach Club

Wesley Kuromoto

Hyatt Regency Waikiki Beach Resort & Spa



CONGRATULATIONS TO OUR NOMINEES

PRINCE WAIKIKI

Loreto Bumanglag
HOUSEKEEPER
OF THE YEAR

Carina Hidaka
FRONT DESK PERSON
OF THE YEAR

Julia Katayama
FOOD & BEVERAGE
PERSON OF THE YEAR

Carlos Marquez
BELL/VALET PERSON
OF THE YEAR

John Ehia
ENGINEERING & MAINTENANCE
PERSON OF THE YEAR

Ariel Galam
OUTSTANDING LODGING
EMPLOYEE OF THE YEAR

Jason Higashi
MANAGER OF THE YEAR

MAUNA KEA RESORT

Avlyn Moniz
SECURITY OFFICER OF THE YEAR

MAUNA KEA BEACH HOTEL

Myra Francisco
HOUSEKEEPER OF THE YEAR

Michael Hofstedt
MANAGER OF THE YEAR

Diane Onodera
OUTSTANDING LODGING
EMPLOYEE OF THE YEAR

THE WESTIN HAPUNA BEACH RESORT

Matilde Daguio
HOUSEKEEPER OF THE YEAR

Manu Mokuahi
ENGINEERING & MAINTENANCE
PERSON OF THE YEAR

Jacob Brown
FOOD & BEVERAGE PERSON OF THE YEAR

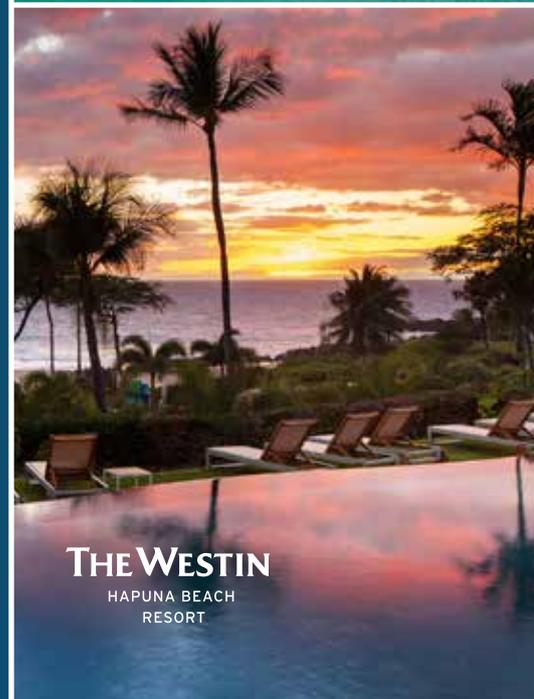
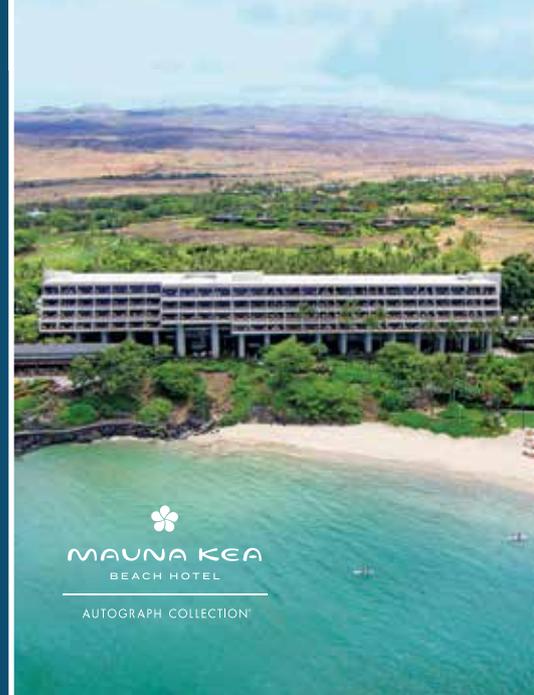
You take our team beyond the expected.
We are proud to share this journey with you.



Prince Resorts Hawaii

A PREMIER COLLECTION OF LUXURY RESORTS
AND GOLF COURSES ON O'AHU AND HAWAI'I ISLAND

PRINCERESORTSHAWAII.COM



Medium Property (200-449 Rooms)

Albert Tempel

Andaz Maui at Wailea Resort

Alex Napa'a

The Westin Princeville Ocean Resort Villas

Andrew Materne

The Ritz-Carlton Residences, Waikiki Beach

Brian Sakamoto

OHANA Waikiki Malia by Outrigger

Janal Pagdilao-Bala

Westin Nanea Ocean Resort Villas

Michael Pacyao

Waikoloa Beach Marriott

Zachary Sui

Marriott's Waiohai Beach Club

Small Property (Under 200 Rooms)

Joseph Pascua

Lawai Beach Resort

MANAGER of the YEAR

Alvin Milan

Trump International Hotel Waikiki

Amante Castro

OHANA Waikiki Malia by Outrigger

Annie Pang-Tan

Hale Koa Hotel

Betty Dela Cruz-Acob

Marriott's Waiohai Beach Club

Brycen Campos

Marriott's Kauai Lagoons - Kalanipu'u

Carol Ly

Outrigger Waikiki Beach Resort

Cecilia Derramas

Outrigger Reef Waikiki Beach Resort

Charleston "Charlie" Balilea

The Westin Princeville Ocean Resort Villas

Claire Butler

Hilton Hawaiian Village

Crystal Sellona

Sheraton Maui Resort & Spa

Debbie Lintao

Sheraton Princess Kaiulani Hotel

Denver Simon

Hilton Grand Vacations, Grand Islander

Donna Yu

The Kahala Hotel & Resort

Greg Peros

Maui Beach Hotel

Gwen Alcantra

Marriott's Ko Olina Beach Club

Ha'aheo Zablan

Waikiki Beach Marriott Resort & Spa

Hannah Kim

Grand Hyatt Kauai Resort & Spa

Huy Vo

The Ritz-Carlton Residences, Waikiki Beach

Janice Ng

Waikiki Beachcomber by Outrigger

Jasmine Valdez

The Westin Nanea Ocean Villas Resort

Jason Higashi

Prince Waikiki

Jeanelle Somera

Pono Kai Resort

Jennifer Agdeppa

Hokulani Waikiki by Hilton Grand Vacations

Jim Pham

Aulani, A Disney Resort & Spa

Joel Armas

Four Seasons Resort O'ahu at Ko Olina

Joseph Yamaoka

'Alohilani Resort Waikiki Beach

Junli Lu

Courtyard by Marriott Waikiki Beach

Kainoa Horcajo

The Grand Wailea, A Waldorf Astoria Resort

Kari Tsugawa

Sheraton Waikiki

Keith Nellenback

Halekulani

Kim Asuncion

Aston Waikiki Sunset

Maria Burns

Sheraton Kauai Coconut Beach Resort

Melanie Tennant

Luana Waikiki Hotel and Suites

Micah Suderman

The Royal Hawaiian, A Luxury Collection Resort

Michael Hofstedt

Mauna Kea Resort

Michele Auelua

Aston Waikiki Beach Hotel

Mitch Johnson

Hyatt Regency Waikiki Beach Resort & Spa

Neleah Sarmiento

The Westin Maui Resort & Spa

Nicole Riveira

Moana Surfrider, A Westin Resort & Spa

Richard "Rick" Texeira

Fairmont Kea Lani Maui

Robert English

OHANA Waikiki East by Outrigger

Congratulations

NA PO'E PA'AHANA AWARD NOMINEES

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

Kevin Velasco

Outstanding Lodging Employee of the Year

Lia Nagata

Front Office Person of the Year

Chad Fujimoto

Bell/Valet Person of the Year

Eugene Uyeno

Engineer/Maintenance Person of the Year

Emmanuel Valencia

Food and Beverage Person of the Year

Keith Nellenback

Manager of the Year

Winnie Hui

Housekeeper of the Year



Halekulani

On the Beach at Waikiki

Roxanne "Roxy" Poepoe
Park Shore Waikiki

Steve Aheong
*The Westin Kā'anapali Ocean
Resort Villas*

Steven Lam
Ala Moana Hotel

Terry Klask
Lawai Beach Resort

Windy Segcuancia
Wyndham at Waikiki Beach Walk

2019 Outstanding Lodging EMPLOYEE OF THE YEAR

Anthony Harris
Sheraton Waikiki

Ariel Galam
Prince Waikiki

Brooke Foreman
*Marriott's Kauai Lagoons -
Kalanipu'u*

Carlos Ong
*The Ritz-Carlton Residences,
Waikiki Beach*

Charles Schmucker
*Waikiki Beach Marriott Resort &
Spa*

Christina Kwan
The Kahala Hotel & Resort

Delia Tumbaga
Marriott's Waiohai Beach Club

Diane Onodera
Mauna Kea Resort

Dominador Melchor
*Courtyard by Marriott Waikiki
Beach*

Estelle Thach
*Four Seasons Resort O'ahu at Ko
Olina*

Francisca Amado
Hilton Hawaiian Village

Herbert Semana
*Sheraton Kauai Coconut Beach
Resort*

James Tom Hoon
*Moana Surfrider, A Westin Resort
& Spa*

Jasmine Hashimoto
*Kauai Marriott Resort & Beach
Club*

Jay Szadkowski
Marriott's Ko Olina Beach Club

Jennelle Tom
Aston Waikiki Sunset

Jimena Armstrong
Grand Hyatt Kauai Resort & Spa

Josephine Kamaka
*The Grand Wailea, A Waldorf
Astoria Resort*

Kalili Pavao
*The Westin Princeville Ocean Resort
Villas*

Kanika "Nikki" Utley
'Alohilani Resort Waikiki Beach

Kauiolaakea Kaina
The Westin Maui Resort & Spa

Kay Lee
*Embassy Suites by Hilton Waikiki
Beach Walk*

Kevin Velasco
Halekulani

Kirk Togashi
Sheraton Maui Resort & Spa

Leinaala Kealoha
Maui Beach Hotel

Leonora Sebastian
Aston Waikiki Beach Hotel

Lester "Les" Tanabe
Sheraton Princess Kaiulani Hotel

Lito Juan
Waikoloa Beach Marriott

Maylin Passmore
*Hyatt Regency Waikiki Beach
Resort & Spa*

Milton Kami
Waikiki Beachcomber by Outrigger

Nohealani Ralar
The Ritz-Carlton, Kapalua

Quinn Jeannalyn Mapalo
Pono Kai Resort

Roy "Kalae" Robbins Jr.
Hale Koa Hotel

Sandy Agcaoli
*The Westin Kā'anapali Ocean
Resort Villas*

Shantel Silva
Fairmont Kea Lani Maui

Shoko Fox
Hilton Grand Vacations

Terry Beisch
Lawai Beach Resort

Troy Hiura
Outrigger Waikiki Beach Resort

Wanette Kawahara
Hyatt Regency Maui Resort & Spa

THE 2020 FINALISTS

Bell & Valet Person of the Year

Large Property
(450+ Rooms)



Dayle Ho'opai
*Outrigger Reef
Waikiki Beach
Resort*



Petter Lino
Sheraton Waikiki



Robbie Fronda
*Sheraton Maui
Resort & Spa*

Medium Property
(200-449 Rooms)



Benjamin Stegmann
*The Ritz-Carlton
Residences, Waikiki
Beach*



Peter Nonaes
*OHANA Waikiki
Malia By Outrigger*



Samuel Aquino
*Ilikai Hotel & Luxury
Suites*

Small Property
(Under 200 Rooms)



Ted Tuttle
*Wyndham Vacation
Resorts Royal Garden
at Waikiki*

LAWAI BEACH RESORT



on Sunny Poipu

Congratulations to our team!

Terry Klask - Manager of the Year 

Jason Kamai-Santos - Engineer of the Year

Eugene Mayo - Housekeeper of the Year

Terry Beisch - Outstanding Lodging Employee of the Year

Janine Pagador - Front Office Person of the Year

Joseph Pascua - Security Officer of the Year 

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

Engineer & Maintenance Person of the Year

Large Property
(450+ Rooms)



Marc Butin
*The Royal Hawaiian,
A Luxury Collection
Resort*



Mark Nagata
*Sheraton Princess
Kaiulani Hotel*



Mundy Gillcoat
*The Westin
Kā'anapali Ocean
Resort Villas*

Medium Property
(200-449 Rooms)



Joshua Higgins
*The Ritz-Carlton
Residences, Waikiki
Beach*



Lee Aaron Yap
*The Westin Nanea
Ocean Villas Resort*



Lee Ridley
*Marriott's
Waiohai Beach
Club*

Small Property
(Under 200 Rooms)



**Kyle "Kalani"
Tihada**
*Napili Kai Beach
Resort*



Rodolfo Dela Cruz
Pono Kai Resort



**Jason Kamai-
Santos**
*Lawai Beach
Resort*

Food & Beverage Person of the Year

Large Property
(450+ Rooms)



**Eduardo "Eddie"
Domingo**
*Fairmont Kea Lani
Maui*



Emmanuel Valencia
Halekulani



**Imelda "Amie"
Tungpalan**
*Sheraton Princess
Kaiulani Hotel*

Medium Property
(200-449 Rooms)



Gemsley Balagso
*The Westin Nanea
Ocean Villas*



Jacob Brown
*The Westin Hapuna
Beach Resort*



Justyn Wee
*Embassy Suites
by Hilton Waikiki
Beach Walk*

Front Office Person of the Year

Large Property
(450+ Rooms)



Giadee Kaiwi
*The Westin Maui
Resort & Spa*



Michelle Takahama
*The Grand Wailea,
A Waldorf Astoria
Resort*



**Nerony "Noni"
Slade**
*Aulani, A Disney
Resort & Spa*

Medium Property
(200-449 Rooms)



Lorena Rosete
*Embassy Suites by
Hilton Waikiki Beach
Walk*



Manuel Nicolas
*OHANA Waikiki
Malia by Outrigger*



Scott Nakama
Waikiki Resort Hotel

Small Property
(Under 200 Rooms)



Charles Ursua
*Wyndham at Waikiki
Beach Walk*



Janine Pagador
Lawai Beach Resort



Lori Sanehisa-Lee
Pagoda Hotel

Housekeeping Person of the Year

Large Property (450+ Rooms)



Dennis Austria
*The Ritz-Carlton,
Kapalua*



Flordeliza Leo
*Hilton Hawaiian
Village*



Lady Salazar
*Sheraton Princess
Kaiulani*

Medium Property (200-449 Rooms)



Erlinda Aranca
*The Kahala
Hotel & Resort*



Felix Tabudlo
*Waikoloa Beach
Marriott*



Mary Ann Quintal
*Four Seasons Resort
O'ahu at Ko Olina*

Small Property (Under 200 Rooms)



Amador Manzano
*Hokulani Waikiki
by Hilton Grand
Vacations*



Geraldine Baniaga
*Marriott's
Kauai Lagoons -
Kalanipu'u*



Laurie Manatay
*Aston Islander
on the Beach*

Building
Our
Future,
Together.



Nohona Hale is Hawaii's newest rental community that will add 111 units to Honolulu's affordable housing inventory.

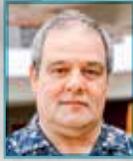
SWINERTON 

SWINERTON.COM

PAUHI TOWER, 1003 BISHOP ST., SUITE 1340 HONOLULU, HI 96813 | 808.521.8408 | BC-3753

Security Person of the Year

Large Property
(450+ Rooms)



Darrell Moniz
*Waikiki Beach
Marriott
Resort & Spa*



Eric Capllonch
*Sheraton Princess
Kaiulani*



Frank Johnson
*The Royal
Hawaiian,
A Luxury
Collection Resort*

Medium Property
(200-449 Rooms)



Albert Tempel
*Andaz Maui at
Wailea Resort*



Alex Napa'a
*The Westin
Princeville Ocean
Resort Villas*



Andrew Materne
*The Ritz-Carlton
Residences,
Waikiki Beach*

Small Property
(Under 200 Rooms)



Joseph Pascua
Lawai Beach Resort

Manager of the Year



Claire Butler
Hilton Hawaiian Village



Crystal Sellona
*Sheraton Maui Resort
& Spa*



Kainoa Horcajo
*The Grand Wailea, A
Waldorf Astoria Resort*

Outstanding Lodging Employee of the Year



Kanika 'Nikki' Utley
*'Alohilani Resort
Waikiki Beach*



Kirk Togashi
*Sheraton Maui
Resort & Spa*



Lester Tanabe
*Sheraton Princess
Kaiulani*

The Na Po'e Pa'ahana Individual Awards

Allied Member of the Year:
Kaiser Permanente

Allied Individual Member of the Year:
Lester Kodama, Honolulu Star-Advertiser

Chef/Restaurateur of the Year:
Tylun Pang, Fairmont Kea Lani

Excellence in Community Service Award:
Sheraton Kaua'i

Leader in Sustainability Award:
Prince Resorts Hawai'i

Hospitality Educator of the Year:
Kenneth Agcaoili, Kaimuki High School

Na Po'e Pa'ahana Legacy Award:
Polynesian Cultural Center

Woman of the Year Award:
Hao Dang Tanacsos, HAOSkeeping

Pūlamahia Award:
Aulani, A Disney Resort & Spa

Ho'okamaha'o Award:
Debbie Nakanelua-Richards, Hawaiian Airlines



CONGRATULATIONS

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

FINALISTS

LAURIE MANATAY

Aston Islander on the Beach
Housekeeper: Small Property

LORI SANEHISA-LEE

Pagoda Hotel
Front Office: Small Property

SAMUEL AQUINO

Ilikai Hotel & Luxury Suites
Bell & Valet: Medium Property

NOMINEES

Nicolette Ancog - Aqua Aloha Surf Waikiki
Front Office: Small Property

Del "Kawana" Dela Cruz - Aqua Bamboo Waikiki Hotel
Front Office: Small Property

Melanie Tennant - Aqua Luana Waikiki Hotel & Suites
Manager of the Year

Canisius Filibert - Aqua Skyline at Island Colony
Front Office: Small Property

Sam Delos Santos - Aston Kaanapali Shores
Bell & Valet: Medium Property

Dawn Johnson - Aston Kaanapali Shores
Front Office: Medium Property

Anthony Diep - Aston Waikiki Beach Tower
Front Office: Small Property

Jennelle Tom - Aston Waikiki Sunset
2019 Outstanding Lodging Employee of the Year

Kim Asuncion - Aston Waikiki Sunset
Manager of the Year

Kiona Eteuati - Aston at The Whaler on Kaanapali Beach
Housekeeper: Small Property

Teresita Visitacion - Ewa Hotel Waikiki
Housekeeper: Small Property

Tiana Meyers - Hampton Inn & Suites on Oahu/Kapolei
Front Office: Small Property

AQUA ASTON
HOSPITALITY

AquaAston.com



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.

Bell/Valet: Large Property (Over 450 Rooms)

Robbie Fronda, Sheraton Maui Resort & Spa
Petter Lino, Sheraton Waikiki

Bell/Valet: Medium Property (200-450 Rooms)

Benjamin Stegmann, The Ritz-Carlton Residences, Waikiki Beach

Housekeeping: Large Property (Over 450 Rooms)

Lady Salazar, Sheraton Princess Kaiulani
Dennis Austria, The Ritz-Carlton, Kapalua

Housekeeping: Medium Property (200-450 Rooms)

Felix Tabudlo, Waikoloa Beach Marriott Resort & Spa

Security Officer: Large Property (Over 450 Rooms)

Eric Capllonch, Sheraton Princess Kaiulani Hotel
Frank Johnson, The Royal Hawaiian, A Luxury Collection Resort
Darrell Moniz, Waikiki Beach Marriott Resort & Spa

Security Officer: Medium Property (200-450 Rooms)

Andrew Materne, The Ritz-Carlton Residences, Waikiki Beach

Front Desk: Large Property (Over 450 Rooms)

Giadee Kaiwi, The Westin Maui Resort & Spa

Food & Beverage: Large Property (Over 450 Rooms)

Imelda "Amie" Tungpalan, Sheraton Princess Kaiulani

Engineer & Maintenance: Large Property (Over 450 Rooms)

Mark Nagata, Sheraton Princess Kaiulani
Marc Butin, The Royal Hawaiian, A Luxury Collection Resort

Engineer & Maintenance: Medium Property (200-450 Rooms)

Joshua Higgins, The Ritz-Carlton Residences, Waikiki Beach

Manager of the Year

Crystal Sellona, Sheraton Maui Resort & Spa

Outstanding Lodging Employee of the Year

Kirk Togashi, Sheraton Maui Resort & Spa
Lester Tanabe, Sheraton Princess Kaiulani

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

Kauai Marriott Resort & Beach Club

Betty Galzote, Housekeeping
Eric Leanio, Bell/Valet
Gina Torres, Food & Beverage
Randy Bargayo, Security Officer
Tanya Fletcher, Front Desk
Jasmine Hashimoto, Outstanding Lodging Employee

The Moana Surfrider, A Westin Resort and Spa

Linda Miller, Food and Beverage
Logan Galbiso, Front Desk
Elvin Talusan, Housekeeping
Abdulbeau Akapo, Security Officer
Anthony Harris, Outstanding Lodging Employee
Kari Tsugawa, Manager

The Royal Hawaiian, a Luxury Collection Resort

Lisa Farley, Bell/Valet
Gleisie Enriquez, Housekeeping
Frank Johnson, Security Officer
Dana Crocker, Food and Beverage
Marc Butin, Engineer & Maintenance
Micah Suderman, Manager

The Ritz-Carlton, Kapalua

Dennis Austria, Housekeeping
Nohealani Ralar, Outstanding Lodging Employee
Catherine Rapanotti, Front Desk

The Ritz-Carlton Residences, Waikiki Beach

Carlos Ong, Outstanding Lodging Employee
Huy Vo, Manager
Benjamin Stegman, Bell/Valet
Joshua Higgins, Engineer & Maintenance
Cohco Harbour, Front Desk
Ethel Quezon Ruiz, Housekeeping
Andrew Materne, Security Officer

Sheraton Maui Resort & Spa

Robbie Fronda, Bell/Valet
Sailau Ioakimi, Front Desk
Loell Magana, Engineer & Maintenance
Rosita Dumelod, Housekeeping
Marion Sidon, Food & Beverage
Crystal Sellona, Manager
Kirk Togashi, Outstanding Lodging Employee

Sheraton Princess Kaiulani

Kento Tamada, Bell/Valet
Eric Capllonch, Security Officer
Imelda "Amie" Tungpalan, Food and Beverage
Lady Salazar, Housekeeping
Mark Nagata, Engineer & Maintenance
Robert "Bobby" Cabana, Front Desk
Leslie "Les" Tanabe, Outstanding Lodging Employee
Debbie Lintao, Manager

Sheraton Waikiki

Petter Lino, Bell/Valet
Nathan Garcia, Engineer & Maintenance
Linda Miller, Food and Beverage
Logan Galbiso, Front Desk
Elvin Talusan, Housekeeping
Abdulbeau Akapo, Security Officer
Anthony Harris, Outstanding Lodging Employee
Kari Tsugawa, Manager

Waikiki Beach Marriott Resort & Spa

Candis Quartero, Front Desk
Chad Nakamura, Food and Beverage
Charles Schmucker, Outstanding Lodging Employee
Darrell Moniz, Security Officer
Erante Pante, Engineer & Maintenance
Ha'aheo Zablan, Manager
Jesus Fernando, Housekeeping
Kapualokelani Hew-Len, Bell/Valet

Waikoloa Beach Marriott Resort & Spa

RJ Matundan, Bell/Valet
Felix Tabudlo, Housekeeping
Michael Pacyao, Security Officer
Elizabeth Ramos, Front Desk
Harold Teshima, Food and Beverage
Jordon Lagaret, Engineer & Maintenance
Lito Juan, Outstanding Lodging Employee

The Westin Maui Resort & Spa

Neleah Sarmiento, Manager
Kaiulolaakea Kaina, Outstanding Lodging Employee
Brandon Kaina, Security Officer
Eric Borges, Bell/Valet
Hillary Atai, Food and Beverage
Silverio Leano, Housekeeping
Deo Aveno, Engineer & Maintenance
Giadee Kaiwi, Front Desk



Hao Dang Tanacsos

WOMAN OF THE YEAR

Veteran consultant raises the bar for housekeepers in Hawaii

BY DAVID PUTNAM



When a client turns to Hao Dang Tanacsos to improve its housekeeping services, it triggers a flurry of activity.

Tanacsos, owner of Kailua-Kona-based consultant firm HAOskeeping Inc., is liable to implement new procedures, protocols and systems. She may begin to retrain housekeepers on guest room cleaning and presentation to ensure uniformity and upgrade supervisors' leadership skills. No detail escapes her eye—inventory of materials and supplies gets reorganized and safety checklists become part of the daily routines.

“Women are not the same as in the past; we speak up and ask questions without fear of any consequence.”

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

Tanacsos says when she was informed of her being selected that she was “super happy, and appreciated! At the same time, also feeling so privi-

leged; there are many great individuals who deserve to (be recognized) more than me, and I am so lucky.”

The Hawaii WIL chapter is affiliated with the American Hotel & Lodging Association (AH&LA) Women in Lodging program. According to its webpage, WIL is “committed to the professional development of women in the hospitality industry, promoting long-term careers in hospitality, and enhancing professionalism and success for women. The organization accomplishes its mission through educational programming, structured mentoring and networking opportunities.”

In her letter of nomination, Vicky Cayetano, president and CEO of Unit-

ed Laundry Services Inc., says “through a lifetime of training and mentoring executive housekeepers,” that Tanacsos “adds that ‘extra special touch’ to this critically important service provided to our visitors when they stay at our beautiful resorts in Hawaii-*nei*.”

Tanacsos is a founding member of the Hospitality Housekeeping Council for the Hawaii Lodging and Tourism Association. Since its inception in

October 2017, the Council now has 113 members.

During her years in the hospitality industry, Tanacsos says technology has been the biggest game-changer.

“Some of the hotels’ housekeepers are using mobile phones to update rooms and check the status of the rooms. I would like to see hospitality businesses focus more on service training—great customer service is important,” she says. “Beautiful beaches and luxury amenities are not enough to maintain repeat business.”

Tanacsos says women today are not as restricted in what they can accomplish in the corporate world.

“It’s up to us how to handle the situation,” she says. “It’s always challenging in the corporate world, regardless of gender. Women are not the same as in the past; we speak up and ask questions without fear of any consequence.”

In her spare time, which is rare, she likes “cooking and traveling.”

Cayetano says Tanacsos “consistently maintains and shares her positive and inspirational principles garnered during her many years in the housekeeping profession in Hawaii.”

What advice does she have for women starting careers in the hospitality industry? “Great industry! Work hard, never stop learning, be a team player, be tenacious,” she says.

FOOD FIGHT

Experts warn to prevent contamination with proper handling

BY PRISCILLA PÉREZ BILLIG



A cooking student prepares a dish in the CIP kitchen.

PHOTO COURTESY REID SHIMABUKURO

Way beyond a simple tummy ache, gastrointestinal illness from food poisoning can cause severe symptoms, such as diarrhea, vomiting, nausea, fever—and in extreme cases, death. According to the Hawaii Department of Health (DOH), most of these diseases are spread when food becomes contaminated with fecal matter containing bacteria, viruses or parasites.

This contamination can happen at a farm, manufacturing plant, restaurant or in the home; proper hygiene and hand-washing practices are essential to limit the spread of disease.

Peter Oshiro, environmental health program manager, DOH Food Safety Branch, adds that nearly all causes of foodborne illness are preventable if



Peter Oshiro

proper care is taken with food employee personal health and hygiene; maintenance of proper temperature controls regarding cooking, storing, cooling and reheating of potentially hazardous foods; proper sanitizing and cleaning of food equipment and utensils; and ensuring that food is obtained from approved food sources.

Oshiro explains that the normal procedure is when someone reports a suspected foodborne illness, they contact the DOH Disease Investigation Branch (DIB) epidemiologists, who keep these statistics and are charged with doing a case interview to determine how the complainant got sick. They attempt to do a 72-hour food history to ascertain what was eaten and whether the symptoms and onset of illness match the possible source of illness.

“If the epidemiologists at DIB think it may have come from a regulated facility inspected and permitted by the Food Safety Branch, it is referred to my staff to investigate the facility in question,” Oshiro says.

Hawaii Placard Program

The Hawaii Journal of Medicine & Public Health reported in 2015 that from late July 2014 to May 2015 there were 6,559 food establishments inspected statewide using the new placard system, with 79 percent receiving a green card (Pass), 21 percent receiving a yellow (Conditional Pass), and no red placards (Closed) issued.

“It appears that our placarding and food safety inspection program is working very well,” Oshiro says. “But the amount of overall food illnesses seems to be on the rise. Last year, about 2,200 foodborne illnesses were reported. Only 127 were referred back to us as coming from licensed food establishments. Hawaii’s population is probably making themselves sick due to poor food handling and hygiene practices.”

Oshiro takes issue with the purported horror stories of what goes on at the “back of the house” in restaurants. “Can you imagine what goes on in peo-

ple's homes where no one has any clue about food safety, personal hygiene, disease transmission or proper disinfection?"

Food Safety Education

In 2017 new state food safety rules designed to improve public health protection went into effect. The amended Food Safety Code introduced a new mandate for a Food Handlers Education certification for persons-in-charge at all food establishments.

The new rule requires that at least one employee present at every food establishment during normal work hours (including during food preparation) must have a formal food handlers training level certification.

"Today on Oahu, there has been at least a 50 percent reduction in the occurrences of food illness risk factors," Oshiro says.

The Hawaii Restaurant Association offers training and certification in the form of the ServSafe Food Protection Manager Certification program, accredited by the American National Standards Institute-Conference for Food Protection (ANSI-CFP).

"Changing the behavior of people toward sources of foodborne illness is one of the principal keys to reducing foodborne illness," says Aurora Saulo, professor and extension specialist in food technology at the University of Hawaii.

"Educational intervention is always helpful," she adds. "Food



Richard Dela Cruz fires it up at the Culinary Institute of the Pacific.

PHOTO COURTESY REID SHIMABUKURO

handlers are one of the last points of defense against food contamination



Aurora Saulo

in a restaurant." Teaching food handlers common-sense practices in food safety that they can use at work and in their personal lives is one of the most helpful ways to reduce food

infection and contamination.

"For example, many still do not believe that food allergies are a serious problem," Saulo adds. "Food allergies can be a matter of life and death—it is that serious. Of the eight food allergens that are considered major by the U.S. Food and Drug Administration, all except wheat have caused death."

On the front line of training future food industry professionals, the Culinary Institute of the Pacific at Kapiolani Community College requires all students to enroll in its CULN 112-Sanitation and Safety course.

Topics taught in this course encompass safe food handling and preparation, points out Lauren

Tamamoto, coordinator of the Culinary Innovation Center and instructor in the Culinary Arts Department. At the end of the course, students take a ServSafe Food Protection Manager Exam, which is accredited by the ANSI-CFP.



Lauren Tamamoto

"This certification is good for five years and verifies that holders of the certificate have enough knowledge to produce safe foods," Tamamoto says. "In addition to the mandatory course, proper food safety practices are reinforced throughout all of the Culinary Arts lab courses in our curriculum."

The greatest factor in avoiding foodborne illnesses is a staff that is properly trained in personal hygiene, handwashing and food safety, Tamamoto says. Next in importance is proper food time, temperature controls and proper food purchasing practices.

As a tourism destination, Hawaii offered 3,665 eating and drinking establishments in 2018 with estimated sales of \$5.6 billion. In 2019, 98,900 restaurant and foodservice jobs in Hawaii accounted for 15 percent of state employment. By 2029, that number is projected to grow by 6 percent, or 5,900 additional jobs, for a total of 104,800, reports the U.S. Bureau of Labor Statistics.

CIP student Kylie Yue presents a culinary innovation.

PHOTO COURTESY REID SHIMABUKURO



TV Matters

What is a good channel mix for a hotel?

BY STEPHANIE SPARKS SMITH

A hotel's channel and its respective contribution from the various distribution channels is a sign of the health and diversity of your revenue. Yes, it varies by hotel location, brand, mix of sales and a variety of other factors. But let's discuss what distribution channels make up the channel mix, how to build it, how the pie should be divided and how to shift it.

Types of distribution channels

Hotel distribution channel definition: The platforms or methods customers are using to transact and book hotel rooms. The main distribution channels that are used to calculate the channel mix are:

- Website
- OTA (Online Travel Agency)
- Direct/In-House
- GDS (Global Distribution Systems)
- Central Reservations System/Phone

When you break down each channel, each of them are needed in their own way.

Having a good channel mix is like

making a layer cake. The base layer, the foundation, is the Direct/In-House efforts. This is the sales piece of the cake which includes corporate travel and group business.

The next layer of the cake comes from the hotel's website efforts. This is generally your lowest cost of sale. It fuels information for the other areas. Over time, through proper operational efforts, loyal guests could be taught to use this channel on future bookings.

But the website alone cannot be the entire cake, or it will be a small cake.

The last layers, the smallest ones, are the remaining three: OTA, GDS and phone. The combination of website, OTA and GDS are considered your online channels.

Many go through great efforts to shift OTA business to the website to reduce commissionable fees. Commendable, but it is impossible for any individual hotel to market themselves to match the exposure of an OTA. An OTA is a necessary evil and should be leveraged when needed.

It is possible to become overly dependent on the OTAs. But if you lack a group or corporate base, then this is

generally the filler.

The GDS (Global Distribution Systems) can be broken down into Sabre, WorldSpan, Amadeus and Apollo. Some of your corporate business also likely comes via this channel.

A balanced channel mix isn't overly weighted in one area.

What is a good mix?

Each hotel and market will differ. Also, independent hotels will differ from branded hotels. Extended Stay and Select Service hotels will differ from Full Service hotels. A hotel with more meeting space will look different than one with none or limited space.

But, let's put some numbers out there. Note, this is an estimation of what I've perceived as reasonable when working primarily with Hilton, Marriott and IHG hotels.

Let's put the baseline to be a Select Service Branded Hotel:

- Website 30 percent
- OTA (Online Travel Agency) 10 percent
- Direct/In-House 40 percent
- GDS (Global Distribution Sys-



tems) 10 percent

- Central Reservations System/ Phone 10 percent

Extended Stay Hotel: Hopefully, you have more extended stay base than a typical hotel. If this is the case, you will likely see this reflected in more direct/in-house efforts.

Full Service Hotel: It depends on your meeting space and your strategy with food and beverage revenue.

Independent/Boutique Hotel: You can expect a lower website contribution and higher OTA contribution due to lack of brand recognition and loyalty programs. Also, the channel distribution may differ and you may not be able to segment phone from channel mix as easily.

Actions to take

Here are some various if/then scenarios:

Website is too low, look at what is and should be sending traffic to your website and is it trending.

Website is too high, ensure first you are making budget goals and beat-

ing the competition.

Voice is too high, make sure there is not an issue with the technology or content on your website that is preventing an online transaction.

Voice is too low, first test your phone numbers and rollover lines for accuracy. Then, contact your call center to ensure they have the tools to move inquiries into bookings. Review your regrets and denials report.

GDS is too high, look at the production by account. See if any of them can be given a link to book direct. This usually is not the case, but worth a shot.

GDS is too low, look at strategic account production, audit your content and Sabre qualifiers, and consider advertising with Sabre.

Property Direct is too low, ensure you have a plan in place for the front desk for walk-ins. Also, look toward the sales team to ensure goals are being met.

Property Direct is too high, this may not be a bad thing. But, ensure all your revenue is not overly dependent on one account, and that the pipeline is filled with business that may be displacing better business.

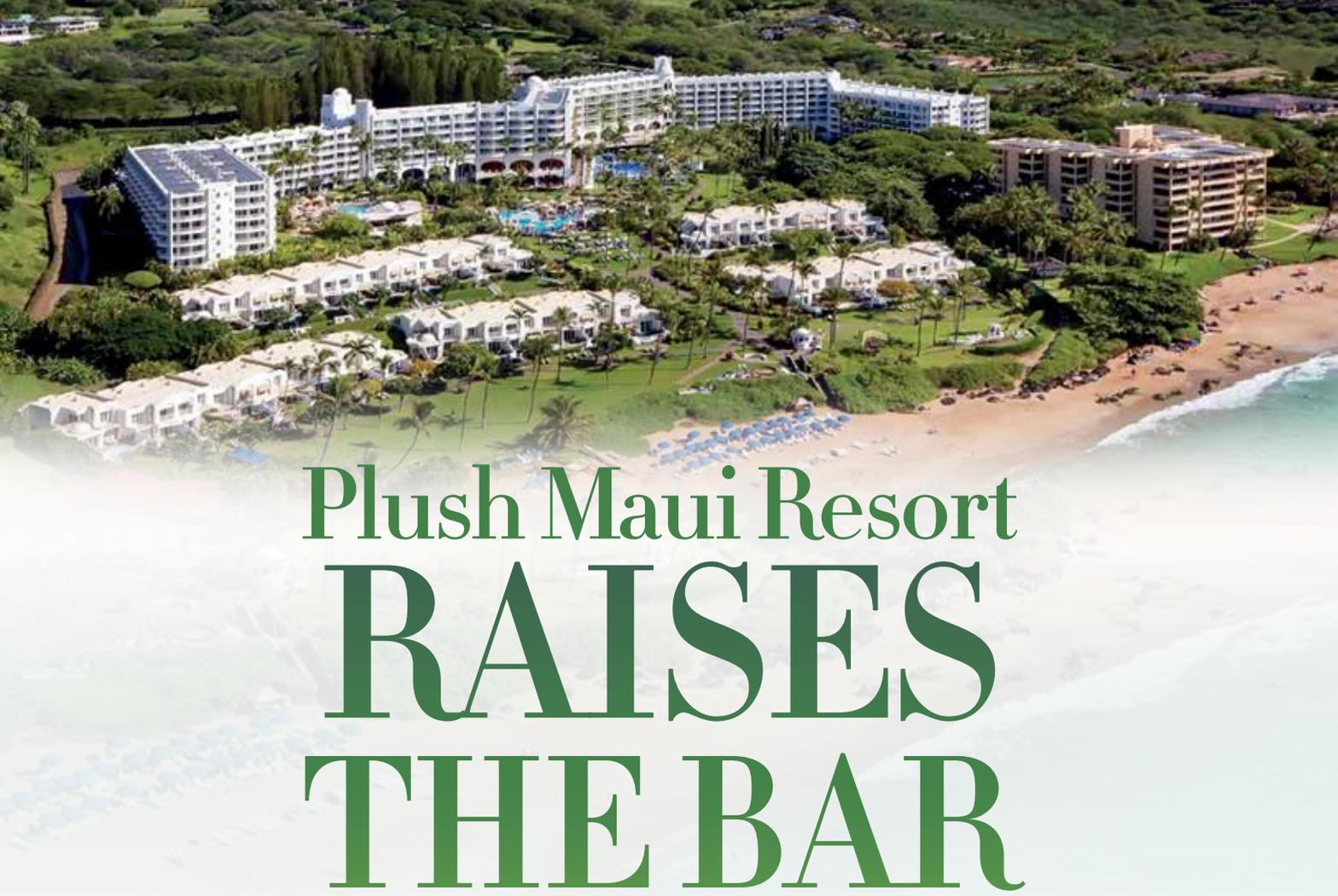
OTA is too low but still struggle with occupancy on certain dates, be sure you are leveraging Expedia Travel Ads or Accelerator over need periods. Also, ensure your content score is close to 100 percent and images are property assigned to each room types as to not hurt your conversion.

OTA is too high (the discussion of the decade) focus on more Website and Property Direct to reduce dependency.

There is no perfect channel mix for a hotel, but there are always ways to continuously improve.

If you are not regularly looking at your channel mix, incorporate it into your team's analysis. Revenue managers, as a whole, generally do not look at channel mix as a data point. If you want to change the contribution of any one channel, it has to be a group effort between revenue management, marketing and sales.

This article was initially published at ehotelier.com. Stephanie Sparks Smith is founder of Cogwheel Marketing and partner at Cayuga Hospitality Consultants.



Plush Maui Resort RAISES THE BAR

Renovations to breakfast and fitness areas add to the allure of the Fairmont Kea Lani

BY DAVID PUTNAM

The general manager at the Fairmont Kea Lani on Maui says the “brilliant new Kea Lani Restaurant raises the bar on the breakfast experience for our guests.”

Indeed, Michael Pye, GM of the 450-key luxury resort in Wailea, had much more to glow about when general contractor Bower Development LLC completed work in September.

“The design of the space creates a refreshing island oasis and the innovative menu shares the essence of Maui in every bite,” he says, adding that “our brand-new 24-hour fitness center provides an optimal space to work out and enhance our Inspire Your Energy fitness classes and training

programs.”

Located in Wailea on the south shore of Maui, Fairmont Kea Lani is on idyllic

Polo Beach among 22 acres of ocean-front tropical landscape. The luxury resort offers 413 one-bedroom suites as



Michael Pye



Bower Development constructed a new breakfast area for the Fairmont Kea Lani resort.
PHOTO COURTESY FAIRMONT KEA LANI

well as 32 villas that can offer as much as three bedrooms and 2,200 square feet of space.

The Fairmont Kea Lani is among several hotel and resort builds and renovations taking place across the island, such as the Maui Coast Hotel, which reportedly plans to add 150 rooms to its existing 265 units.

And a major upgrade will take place at the 776-room Grand Wailea Maui, a Waldorf Astoria Resort, which is planning a \$92 million renovation to add a 224-unit tower to the existing property.

Another proposed project includes the Maui Bay Villas by Hilton Grand Vacations, which will offer 388 units and got underway in March. And a 200-room Windward Hotel is expected to be open by 2023. Early plans, according to reports, are in the works for a hotel at the Kahului Shopping Center and another in downtown Kihei.

The hospitality-driven work is prompted by the steady stream of visitors to the Islands. According to the Hawaii Tourism Authority (HTA), visitors to Hawaii spent a total of \$1.33 billion last October, an increase of 0.9 percent over October 2018. Average daily spending was \$197 per person in October.

Also in October, Maui saw visitor arrivals increase by 10.9 percent to 240,135.

Fairmont Kea Lani's Pye says "we were pleased to work with Hawaii-based general contractor Bower Development LLC on our recent renovations. Under the direction of Adam Durante, Bower Development delivered expert coordination of our projects."



Adam Durante

Durante, managing director and senior project manager for Bower Development, says the "panoramic ocean views" of the new fitness center help the project stand out, adding that the "resort and design team were pleased with the final product produced."

Leading members of the Fairmont Kea Lani project team, Durante says, were Matt Richmond, superintendent for Bower Development who "led the field with his foresight to be a few steps ahead at each stage of the project;" Ed Farias, of FKL Engineering whose "experience and knowledge of the resort was unmatched;" Sean Konishi of Jones

Sunshine Linen Rental

Provides table linens and garments to restaurants and clubs

Sunshine Linen

Provides commercial laundry service to hotels & motels

Jack Robinson
jsunshine@hawaiiintel.net
C-(808) 202-8416

www.sunshinelinen.net



Finish Well.

**30 Years of Quality,
Experience and Service!**


**JD PAINTING
& DECORATING, INC**

LIC. NO. C-15379
jdpainting.com

Oahu 808-841-7100 | Maui 808-242-9731 | Kauai 808-632-2160

HOTELS & RESORTS | COMMERCIAL | RESIDENTIAL DEVELOPMENTS | GOVERNMENT



Workers install steel beams to support the floor of the new fitness center at Fairmont Kea Lani.

PHOTO COURTESY BOWER DEVELOPMENT/ADAM DURANTE

Lang LaSalle project management who “provided ownership direction and goals;” Gary and Courtney Houston of Houston Tyner Architects and Katie Nelson, senior designer at Clear On Black who comprised “a unified design team with an unmatched response time to details.”

To complete the work, Durante says Bower Development utilized “specialized X-rays to identify existing reinforcement steel to avoid when drilling anchor bolts for structural steel placement.” He adds that “standard Blue-beam and architectural CAD drawings applied an efficient design approach.”

Key construction tasks, he says, included:

- Barricading with decorative screen walls;
- Hazardous lead tile removal and disposal;
- Demolition of existing footings and foundations;
- Structural steel for new mezzanine level floor;
- Concrete pan deck and curbing placement;
- Light-gauge metal framing for new walls and ceilings;
- Spray-applied fire-proofing;
- Acoustical treatment;

- Rough-in mechanical, electrical and plumbing;
- Wall finishes and paint;
- Door and glazing installation;
- Custom decorative floor tile manufactured in Italy specifically for the project;
- Millwork, locally fabricated;
- New stone countertops, locally fabricated;
- Installation of new kitchen equipment; and,
- Installation of owner fixtures and furnishings.

“The phrase, ‘teamwork makes the dream work,’ seemed to ring true for all involved in this project,” Durante says.



The new fitness center’s floor is readied for pouring concrete.

PHOTO COURTESY BOWER DEVELOPMENT/ADAM DURANTE



The new fitness center at Fairmont Kea Lani looks out over the ocean.

PHOTO COURTESY FAIRMONT KEA LANI

WINTER (January-March 2020)

Events, courses and specialized training for Hawaii hospitality professionals

To feature your special events in Hawaii Hospitality's Calendar, please email priscilla@tradepublishing.com two months prior to your event date.

JANUARY 16; MARCH 26

Hawaii Food Industry Association: General Membership and Board Meeting

HFIA holds its general membership and board meeting. Guest presentation TBA; three-course meal included.

11:30 a.m.-1 p.m. Honolulu Country Club, 1690 Ala Puumalu St. For more information, call 523-3460 or 533-1292, ext. 1 or 2. Fee: \$25.

FEBRUARY 12-14

Hawaii Restaurant Association: Human Resources & Risk and Safety Managers Conference

Hawaii senior-level restaurant HR professionals can network with top human resource and risk and safety experts at HRA's national conference in Dallas, Texas.

For more information, call 944-9105

FEBRUARY 18

HFIA: Pau Hana with Legislators and After-hours Networking Mixer

HFIA hosts a *pau hana* with legislators. 5-9 p.m. Hukilau Honolulu, 1088 Bishop St., LL13. For more information, call 523-3460

MARCH 2-3

Pac Rim 2020

Pacific Rim International's fifth annual Disability & Diversity Conference provides sessions and workshops that promote best practices and action plans that address social needs. Hawaii Convention Center, 1801 Kalakaua Ave. For more information, call 956-8816.

4-7 p.m. (March 1). Pre-conference CONNECT Networking Pop-Up Event.

7:30 a.m.-6 p.m. (March 2). Regular sessions and workshops.

7:30 a.m.-4:30 p.m. (March 3). Regular sessions and workshops.

10 a.m.-1 p.m. (March 3). Post-conference International Delegate Meeting hosted by the Center on Disability Studies.

MARCH 12

Women in Leadership—Own Your Seat!

Jamie Champagne, business specialist and trainer, shows women how to develop their negotiating and leadership skills in this Outreach College Professional Program offered through UH-Manoa.

8:30 a.m.-4 p.m. Information Technology Center, University of Hawaii at Manoa, 2500 Campus Road. For more information, call 956-9249. Fee: standard registration \$359.

MARCH 28

Honolulu on Tap

America on Tap Craft Beer Festivals invites Honolulu beer lovers to belly up to the bar to taste 130 hand-selected styles from some of America's best craft breweries. Live music, food and local vendors included.

1-5 p.m. Blaisdell Exhibition Hall, 777 Ward Ave. For more information, call (833) 277-2337. Fee: \$35 (expires March 15); \$40 (expires March 27); \$45 (at the door); \$55 (VIP: expires March 15).

ONGOING 2020

Hawaii Foods—Nutrition with Aloha

The University of Hawaii at Manoa College of Tropical Agriculture and Human Resources provides an online guide to Island food and nutrients. Find local recipes and educational materials including fact sheets, brochures, modules, other visual aids and related links on nutrition. For more information, go to hawaiifoods@ctahr.hawaii.edu.

FEBRUARY 8; MARCH 14 SpaHalekulani's Living Well Interactives

SpaHalekulani kicks off its 2020 series of classes held on the second Saturday of each month. Classes present healthy food choices and habits that will energize your life. Complimentary valet parking.

11 a.m. Halekulani Hotel Executive Conference Room, 2199 Kalia Road. For more information, call 931-5322. Fee: \$25 per person.

Feb. 8: Rekindle the Romance

Join resident Lifestyle Coach Kamala Skipper in this interactive workshop and learn creative ways to fall in love all over again. Essential Oils and Organic Chocolates provided. Come on your own or with a partner.

March 14: The Law of Attraction

Join Elizabeth Maximin to learn how our thoughts and actions can help to overcome obstacles, achieve life goals and manifest our destinies.



SpaHalekulani offers upscale spa amenities and Saturday wellness lectures.

PHOTO COURTESY SPAHALEKULANI

White Leads Operations at Ritz-Carlton Residences

Jason White has been named director of operations at The Ritz-Carlton Residences, Waikiki Beach.

He is responsible for supporting the general manager in leading daily operations of the largest Ritz-Carlton Residences in the brand's global portfolio, with 552 rooms and suites and more than 250 employees.



Jason White

White started his hospitality career nearly 20 years ago with a part-time overnight valet position at Hyatt Regency Sacramento. Since then, he has held a number of positions with increasing responsibilities in the areas of front office and housekeeping.

Prior to joining The Ritz-Carlton Residences, Waikiki Beach, he served as director of rooms at Grand Hyatt San Francisco. Other key leadership positions include director of operations at Hyatt Regency Santa Clara and assistant director of rooms at Hyatt Regency Lake Tahoe.

Burger Shack Lands James Beard Honor

The Ritz-Carlton restaurant creates the Maui 'Ono Mushroom Burger

Where do you find the best hamburger? Oddly, no one is even certain when the beefy sandwich first appeared on the culinary scene—some historians say the patty has been around in some form since the mid-1700s.

What we do know is that Hawaii is home to an elite award-winning burger: The Ritz-Carlton, Kapalua's Burger Shack recently was selected as one of five winning restaurants for the James Beard Foundation's fifth annual Blended Burger Project.



Meredith Manee

Burger Shack's Executive Sous Chef **Meredith Manee**



The Maui 'Ono Mushroom Burger at The Ritz-Carlton, Kapalua

crafted the Maui 'Ono Mushroom Burger. The Burger Shack's entrée was among almost 500 restaurants in all 50 states and voted on by 402,000 consumers.

According to The Ritz-Carlton, the patty combines 70/30 grass-fed Maui beef and Kiawe-smoked king ali'i mushrooms and is served with a toasted brioche bun. The mouth-watering burger is adorned with upcountry watercress, pickled Hon-shimeji mushrooms, red onion, carrot salad, Bel Paese cheese and kimchee ketchup.

"I'm thrilled to have had my Maui 'Ono Mushroom Burger creation selected as a winner in this exciting competition," Manee said in a statement. "The variety of flavors, textures and sauces make the burger truly unique and I'm honored that the James Beard Foundation has recognized it as a standout dish."

Burger Shack was chosen among the top 25 finalists. And then, as one of the five winners, Chef Manee went to New York City in October to create the hamburger at the famed James Beard House.

Visitors to the hotel will now find the

award-winning Maui 'Ono Mushroom Burger' on the regular menu.

Atlas Adds McCauley

Atlas Insurance, a leading Hawaii insurer, has hired **Shawn McCauley** as business development director in its client consulting unit.



Shawn McCauley

McCauley will lead the business development team responsible for developing new client relationships, including those at Hawaii's hospitality properties.

Along with various agency units, McCauley will develop long-term growth strategies for Property & Casualty, Benefit Consulting, AOA and Risk Control & Claims Management.

McCauley has seven years of insurance industry experience.

Diverse Members, New Cultural Practitioner Distinguish 2020 HLTA Board of Directors

The Hawaii Lodging & Tourism Association is a decidedly diverse organization. While many may think that our purview includes only the lodging side of Hawaii's tourism industry, nothing could be further from the truth. Our ranks consist of individuals and companies from a vast array of industries that support the hotel and lodging industry in myriad ways. Among our members you will find major airlines, financial institutions, security specialists, transportation companies, cultural practitioners and many more.

We have gone to great lengths to ensure that HLTA's direction and focus is driven by our members.

I take great pride in the variety of our membership and view it as one of the key features that has helped grow HLTA into the organization that it is today. Recognizing that much of our effectiveness lies in our membership, we have gone to great lengths to ensure that HLTA's direction and focus is driven by our members. We continue to achieve this through a number of ways, including through our close work with the HLTA statewide Board of Directors, a group of volunteers who represent HLTA in its entirety and serve as the conduit between myself and the membership. As we move into 2020, a new board has been installed and I'd like to share with you our new leadership and introduce our newest directors.

First and foremost, we welcome Andaz Maui at Wailea Resort's General Manager Michael Jokovich, who also is in charge of all of the Hyatt properties in Hawaii, back for a second term as the chairperson of our board. If his previous stint is any indicator of what

is to come, we can be confident that we will see an outpouring of ideas and initiatives that will undoubtedly take HLTA in new directions and to new heights. Serving as Chairperson-elect is Highgate's Regional Vice President of Sales and Marketing Cheryl Williams. Cheryl has set her sights on continuing to grow Oahu's annual Visitor Industry Charity Walk to record numbers, and we are all excited to see what she has planned. Waikiki Beach Marriott General Manager Thomas Foti will focus on increasing our membership as he steps

into the vice chairperson role and First Hawaiian Bank Senior Vice President Stephen Kaaa will continue as treasurer. Each of these individuals are HLTA veterans and I am grateful for their willingness to serve on our board.

HLTA also welcomes a group of new board members comprised of five lodging professionals, two allied members, and an expert cultural practitioner, a new position on the HLTA Board of Directors. Among our newest directors is TS Restaurants CEO Jackie Reed who has spent her entire career with the company, rising through the ranks from her first job as a hostess to the top executive who oversees restaurants in Hawaii and California. Also joining our board is Central Pacific Bank Senior Vice President and Manager John Hu-lihe'e. John also serves as chair of the committee tasked with planning our annual scholarship golf tournament and is a highly active HLTA member.

We also welcome to our board Waikiki Beachcomber by Outrigger General

Manager Ike Cockett, The Surfjack Hotel & Swim Club General Manager Lynette Eastman, Mauna Lani, Auberge Resorts Collection General Manager Sanjiv Hulugalle, Grand Nani Loa Hotel Hilo General Manager Ed Gunderson and Aston Waikiki Sunset General Manager Dean Nakasone, who previously served as HLTA's VP of Operations. These industry veterans bring countless years of experience in Hawaii's hospitality sector to the table and are more than welcome additions to our leadership group.

Finally, we have established a new cultural practitioner seat on our board that reflects a renewed commitment by HLTA and the industry as a whole to honor and perpetuate Native Hawaiian culture with sensitivity and respect. I am pleased to announce that longtime HLTA supporter, *kumu hula* Michael Pili Pang will assume this role. He possesses a wealth of knowledge that will be vital as we navigate how best to share Hawaii's culture with visitors to our home and ensure that our tourism employees are doing their best to perpetuate and share our precious culture.

In closing, let me reiterate how fortunate HLTA is to have such exemplary association members who have taken it upon themselves to lead not only our membership, but a vital part of Hawaii's business community. I am grateful for all of their efforts and am excited to partner and work with them as we

usher in a new decade. *Hauoli Makahiki Hou!*

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



Take Action and Exercise Your Right to Vote

Vote. You already vote hundreds of times a day. When you put gas in your car this week you voted on where your dollars would be spent by choosing which gas station you would patronize. When you go home tonight and decide what to watch on TV, you're voting on which TV station earns your attention. These are just simple examples of the power you hold.

Use your voting power wisely when voting for our next government leaders. Select local, state and national representatives who have the same beliefs as you do and that you believe will make decisions with everyone's best interests in mind. As a voter, you should also be confident to contact your current representatives, share your concerns and ask for their help in helping keep Hawaii affordable and a great place to live for everyone.

Your Hawaii Restaurant Association's Government Affairs Committee has

been meeting monthly, strategizing and planning how we as an industry will be approaching the upcoming legislative session starting on Wednesday, Jan. 15, and which is sure to include issues that will have a significant impact on the restaurant industry and your business. Make sure your voice is heard loud and clear by submitting written testimony for each bill and testifying in person at hearings. This is an invitation to join us. We'll keep you informed and up-to-date. Email us at info@hawaiirestaurant.org to get on our legislative email list.

I have listed a few issues to focus on:

- Minimum Wage Bill SB789 is sure to be a major issue this session. Shaping laws that address employees earning higher wages while meeting our customers' spending expectations and maintaining a profitable business is going to require a tremendous effort to educate our state legislators on the impact of minimum wage increases. Your

2020 F&B BILLS

legiscan.com/HI/bill/SB789/2020

legiscan.com/HI/bill/SB648/2020

legiscan.com/HI/bill/SB260/2020

testimony, along with contacting your representatives directly this session, is going to be mission-critical to ensure minimum wage legislation does not threaten our businesses' survival.

- Fair Scheduling Bill SB648 requires employers to provide their employees with written notice of the employee's shift schedule at least 10 calendar days in advance. This can greatly affect business owners who schedule their employees based on open availability.

- One bill that has the full support of the restaurant organization is Plastic Straw Bill SB260. This bill prohibits the distribution of plastic straws. Many of our casual- and fine-dining restaurant members implemented this practice years ago. Only upon request will the server provide a straw. Our quick-service restaurants, as a courtesy, leave the straws near the napkins and leave the final decision of using a straw up to our patrons. Many of our patrons who require straws due to a medical condition have started carrying their own reusable straws in support of this bill.

If you are not already registered to vote, register today. Exercise your right to express yourself directly to your elected officials and your voting power. There is nothing more important to the future of our state than having government officials that support bills that are the best for our state. Take action!

Sheryl Matsuoka is executive director of the Hawaii Restaurant Association. For more information on the HRA, email Info@hawaiirestaurant.org or call 944-9105.





BETTER SLEEPER **FOR A BETTER STAY**

Comfort Sleeper® by American Leather® has earned the trust of top vacation resorts around the world.

- More sleep space than a typical sofa bed in a compact footprint
- Seven sizes and endless sectional configurations to fit any room
- Comfortable enough to use every night

Only comfort. Only from American Leather®.

**AMERICAN
LEATHER
HOSPITALITY**

EXPERTLY CRAFTED IN THE U.S.A.

AMERICANLEATHERHOSPITALITY.COM

FRANK BOARDMAN, AIA | VICE PRESIDENT | HOSPITALITY & CONTRACT

404.229.8309

FBOARDMAN@AMERICANLEATHER.COM



LEAK REMEDIATION AND CONCRETE BLOCK RESTORATION

Concrete block (also referred to as CMU or cinder block) is quite porous, especially when compared to concrete and even more so if the concrete block is left unpainted or if the painted surface has been allowed to weather and re-painting is postponed for cost considerations.

Concrete block walls are typically reinforced with rebar, both vertically as well as horizontally, to resist bending as well as to add to the compressive strength of the wall. Many, if not most, of commercial and residential structures experience spalling of concrete block resultant from rusting of the embedded rebar due to salt water intrusion from our salt water laden environment.

PROVEN REPAIR SYSTEMS. QUALITY WORKMANSHIP.

RCM has established a successful track record with design professionals and building professionals. Call us and put our extensive remedial experience to work for you.



CONSTRUCTION CORPORATION
LIC.NO. ABC 13668

rcmconstruction.com
Phone: 545-2177 | Fax: 538-1914
866 Iwilei Road, Bay 219, Honolulu, HI 96817