Troy Hiura from the Outrigger Waikiki Beach Resort receives HLTA’s Kahiau Award

By Robert McConnell

On Aug. 3, a large group of industry officials, vendors, business partners and members of the Hawai‘i Lodging & Tourism Association (HLTA) recognized Troy Hiura, bell host from the Outrigger Waikiki Beach Resort, as one of Hawai‘i’s finest ambassadors as he received HLTA’s Kahiau Award (selfless generosity).

Mufi Hannemann from HLTA coordinated HIP (Hospitality Industry Pau Hana Event) to recognize those in the Hawai‘i hospitality industry who truly go above and beyond.

Troy, known for his world-class hospitality, was a runner-up for the Na Poe Pa‘ahana Bellman of the Year Award in January of this year. The nomination from this event was used in recognizing Troy at the HLTA HIP event.

We’re proud to support you, Troy, as you are recognized for your flawless and genuine hospitality. Congratulations!

Outrigger Summer Internship Program

By Dr. Chuck Kelley

Outrigger has been providing summer employment to young adults for several generations. Over the years, this tradition of informal summer work has evolved into a top-notch internship program that gives its lucky student participants invaluable hands-on knowledge of the hospitality industry.

This year, we were once again delighted to select eight highly qualified and motivated students for the Outrigger Summer Internship Program. At the start, the way a hotel functions was a mystery to all eight. But after six weeks of rotating through departments and with duties that included handling baggage in the bell department,

Summer Internship >> 4
Happy birthday


AUG 19: Babooram Allyssone, Darwin Dabu, Amon Damrongrit, Mariano Doculan, Richard Gerald, Reynante S. Guillermo, Amy E.M.C. Honey, Adam Ibraham, James Rajesh Kumar, Oraumpai Phonyiam, Judith Rapaich, Jope Lalaga Sema and Ana Lily Falefatai Tuifagalele.


AUG 21: Visitacion V. Blaine, Juana S. Guzman, Zi Jing Huang, Marika Moceleka, Ujoodha Nivedita, Alexander Schumacker, William Gwilliam Thaggard, Eseroma Tivulu and Jian Ying Zhang.

Employment opportunities

If you are interested in the position listed below and meet the qualifications, please email your resume to omi.recruiting@outrigger.com. Hosts are required to inform their manager that they are applying for an internal posting. We only accept online applications for the open position from internal candidates. If you have any questions, please contact Kelly Smallwood at 303-362-0168. Application deadline for the following position is Aug. 19, 2016.

**Reservations Manager, Global Contact Center (Denver) (full-time)**

Supervise and support all aspects of the daily operations of the retail department. The position’s primary responsibility is to ensure an Excellent Customer Service Experience for our guests by meeting department key performance indicators, service level goals and maintaining efficient operational standards through coaching and development of the team. A minimum of three years contact center experience and two years at a managerial or supervisory level experience required. Central reservations system, workforce management, CMS, telephone systems IVR experience required. Excellent written and verbal communication skills required. Must also be able to read, analyze and process basic mathematical calculations of performance results, business trends, annual budgeting, labor review and other projects as assigned. Excellent computer skills required, familiarity with use of other office equipment preferred. Must also be able to work a flexible schedule, including evenings, weekends and holidays.

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**Open House**

Wednesday, Aug. 24

Noon - 1 p.m.

OHANA Waikiki East by Outrigger

Security Office (lobby level)

Check out Outrigger’s Toastmasters Club, where you can quash your public speaking fears, improve your communication and leadership skills, get to know your co-workers on a more personal level, learn and have fun!

We meet the second and fourth Wednesday of each month at noon at the OHANA Waikiki East by Outrigger® for one hour sharp.

Our club is closing out the summer with treats for both mind and body, so join us and see for yourself that our club is friendly and fun.

If you’re interested in attending and/or have more questions, please contact any of our officers below:

Kathy Foley, president | kathysb@outrigger.com
Laurie Hirata, VP of education | laurie.hirata@outrigger.com
Ray Rodney, VP of membership | ray.rodney@embassysuiteswaikiki.com
Kathy Hamberry, VP of PR | kathy.hamberry@outrigger.com
Jose Solorio, sergeant at arms

David Nishi, treasurer | david.nishi@outrigger.com

See you on Wednesday, Aug. 24!
Host announcements

By Barry Wallace

I am pleased to join human resources in making several host announcements:

• **REID YOSHIDA** has been promoted to general manager at the Outrigger-managed Wyndham Vacation Resorts Royal Garden at Waikiki

• **SHEILA GERBIG-HUSSEY** is general manager at the Royal Kahana Maui by Outrigger®

• **ROBIN ESTRADA** is director of sales and marketing for Hawaii Vacation Condos by Outrigger®

• **JU HEE “JENNY” KIM** joins Outrigger as sales manager at the Outrigger Guam Beach Resort

**REID** will assume his new position Sept. 1 and report to Bob Berges, director of operations vacation ownership. He will ensure resort operations are managed in a cost effective and professional manner to the satisfaction of guests, hosts and owners, while meeting brand standards.

Assistant general manager at the Embassy Suites by Hilton™- Waikiki Beach Walk® since 2010, Reid came to Outrigger from Aston Hotels and Resorts where he was assistant general manager at the Aston Waikiki Beach Hotel and also held the position of rooms division manager. Before Aston, Reid worked for Hilton Hotels and Resorts as assistant director of front office operations at the Hilton Hawaiian Village Beach Resort and Spa and director of front office operations at the Hilton Los Angeles Airport.

A graduate of the University of Hawai‘i at Mānoa with a bachelor’s in journalism, Reid minored in marketing and human resources management. He is also a Hospitality Law graduate and a member of Pacific Asia Travel Association (PATA).

Reid enjoys sports on and off the field.

Effective Aug. 16, **SHEILA** will report to Jim Hill, regional director, Maui, Hawaii Vacation Condos by Outrigger®.

As general manager, she will ensure resort department operations are effectively managed in a professional manner to the satisfaction of hosts, owners and guests.

Sheila has worked at Outrigger for 22 years. Initially hired as a front desk clerk at Kihei Bay Vista, in less than a year, she moved to the Outrigger Napili Shores as front office manager. From there Sheila moved to the Outrigger Royal Kahana Resort as front office manager and then assistant general manager, followed by director of revenue management for company services working from Maui. Moving to the OHANA Maui Islander, Sheila was owner liaison manager and at the Outrigger Aina Nalu, assistant general manager and most recently general manager.

Sheila is married and has two girls, Chelsea (23) and Mia (16). She spends much of her time on the sidelines supporting her youngest at softball games. When she’s not cheerleading, Sheila enjoys playing tennis, gardening and spending time with her family at the beach.

**ROBIN** will start her new position and report to Bruce Schneider, vice president, condo resort and vacation ownership, effective Aug. 24. She will be responsible for the development and implementation of internal and external sales and marketing strategies and related plans to maximize market share, revenue and occupancy growth to successfully meet Hawaii Vacation Condos by Outrigger® goals.

Robin has been director of sales and marketing for the Outrigger Reef Waikiki Beach Resort since 2014. Before joining Outrigger, she was senior account representative at Hertz/ Dollar Rent A Car/Thrifty Car Rental and handled our account. Robin also has hotel sales experience having worked as sales manager at the Halekulani and at the Waikiki Parc Hotel.

On the Hawaii Baptist Academy Alumni Association board of directors, Robin also holds membership in the Hospitality Sales and Marketing Association.

She attended the University of Puget Sound and graduated from the University of Hawai‘i at Mānoa with a Bachelor of Arts in communications.

She and husband, Cris, have a 16-year-old daughter, Taylor, and they keep very busy attending her softball and hula activities. When time allows, they love to spend the day at the beach on the North Shore, just relaxing and taking in the beauty. They love to travel and have taken Danube River and Alaska cruises and hope to travel to Japan next year.

**JENNY** reports to Steve Solberg, Outrigger Guam Beach Resort general manager, as of July 1, 2016.

Her focus is on Korean market sales and she will assist Akiko Futakami, director of sales, with the international market.

Most recently with JMSH L.L.C. (Holiday Resort, Garden
Summer Internship ... << From 1

checking in guests at the front desk, cleaning rooms with the housekeepers and fixing things with the maintenance department, they all developed an excellent basic understanding of the business.

Each Friday, the interns broke away from operations and enjoyed an additional educational opportunity – spending lunchtime with an Outrigger executive who talked about his or her life experiences and discussed potential career paths in the industry.

As in previous years, the interns were also assigned a hands-on research project. First they learned how hotel companies like Outrigger obtain feedback from guests. They then designed their own survey questions and personally asked guests about the extent to which we were living up to expectations. After spending time with our guests, they put together lots of first-hand information and summarized the results. On the final day, they presented their findings to a large group of Outrigger team members.

Every student completing the program is to be congratulated, as they worked hard and learned a great deal. The many Outrigger hosts who pitched in and helped make this year’s program a huge success deserve a great “Mahalo.” We are all proud to offer a program that fits so well into The Outrigger Way (Ke ‘Ano Wa’a) and especially the core value A'o – To Learn and To Share.

Host announcements ... << From 3

Villa) as sales manager focusing on the international market, Jenny developed an interest in hospitality while working as an intern in the marketing communications department at Hilton Guam Resort & Spa. Before her internship, she was a sales associate at Louis Vuitton.

Jenny holds a bachelor’s in business with a concentration in marketing from the University of Guam.

She enjoys shopping, reading books and traveling.

Please join me in congratulating, Reid, Sheila, Robin and Jenny!  

Royal Garden celebrates Paddle 2

By Fritzie Ramones

Wyndham Vacation Resorts Royal Garden at Waikiki celebrated Paddle 2, “Caring for Each other” and Host Appreciation Week by celebrating where we come from. Our goal was to show our appreciation to our hosts and where they come from by having daily food samples from different ethnicities. We then had a Mahalo lunch at the end of the week.

On the weekend we had a potluck luncheon where everyone could bring a dish that was their favorite or represented their culture. We enjoyed the fare with Salsa music that got everyone moving in their seats and enjoying time together.

Lifesaver Club

By Ashley Cabradilla

Mahalo to those who came to the Blood Drive at the OHANA Waikiki East by Outrigger® on Friday, Aug. 5, 2016. With your help, we collected 16 pints of blood, enough to potentially save the lives of 48 Hawai’i patients! Donors were entered into the Blood Bank of Hawai’i’s “Save our Summer” weekly drawing, and first-time donors received double entry!

To those who were deferred, thank you for your good intentions, and to those unable to make it to the drive or who were deferred and would like to donate, please contact: Blood Bank of Hawaii, 845-9966, http://www.bbh.teri-pagud-gives-the-gift-of-life
Outrigger a hit at ALOHA Yokohama again!

By Hitomi Saunders and Utako Furushima

Aug. 5-7, the 16th Annual ALOHA Yokohama, the largest Hawai‘i festival, was held at the Osanbashi International Terminal in Yokohama.

More than 220,000 visitors attended the festival this year with Outrigger a major sponsor. It was the perfect venue to introduce, not only our brand, but in true brand spirit, an authentic Hawaiian experience.

There were four “Outrigger stages.” One featured Kani Ka Pila Grille regular, Kawika Kahiapo, who brought a true Hawai‘i to the audience. “Aunty Luana” (Maitland) opened the “Outrigger Resorts Presents Love HAWAIIAN MUSIC by Kani Ka Pila Grille” with a warm aloha introducing the Outrigger Brand, Kani Ka Pila Grille and finally a special treat for the audience in performances by Kawika. The performances were “chicken skin” and truly blew the audience away.

Following, there was an autograph session at the Outrigger booth with people lining up to buy CDs. Many were fans that previously visited Kani Ka Pila Grille on vacation; many were now new fans having experienced Kawika firsthand.

At the largest Outrigger booth, our signature “cultural” experiences were successfully showcased by Luana’s kukui nut kupe‘e and fresh orchid lei making lessons. Participants from young to “older” enjoyed the experience of learning Hawaiian culture with their own hands.

Our booth was also supported by the presence of Waikiki Beach Walk® and tenant Ruth’s Chris Steakhouse.

Mahalo to Kawika, Aunty Luana, Conchita Malaqui, Emi Espinda and the Outrigger Tokyo market development team and their families. We owe success of this event to you in a big way! 😊
Medal-winning performance by Outrigger Fiji chefs
By Donna Parkin

The Fiji National Culinary Team, represented by two Outrigger Fiji Beach Resort chefs, has taken home bronze in Olympic-like fashion at a contest held in Auckland, New Zealand. Outrigger Chefs Mohammed Shammer and Navneet Reddy were awarded the medal in the Gourmet Pacific Challenge 2016 that also included six teams from Australia, New Zealand and Guam. This was the first international competition for both chefs who had previously been named Fiji Chef of the Year and Fiji Junior Chef of the Year, respectively, in Fiji’s signature chef’s competition, the Moffat Salon Culinare.

The competition criteria were to prepare a three-course meal for six people with a kitchen team comprising one chef and one commis chef under 25 years of age. The dishes had to include specific ingredients, including Fonterra cheese as the main entree ingredient; Waitoa free-range chicken and a minimum of three fresh New Zealand vegetables for the main course; and any Nestle product for dessert.

Outrigger Fiji Beach Resort Executive Chef Shailesh Naidu said the Gourmet Pacific contest had been tough and challenging for his team, particularly working with different ingredients and in an unfamiliar environment. “It was good to see what other countries were presenting and their food trends, and it was motivating to see how the profession is becoming so highly recognized throughout the Pacific,” he said.

The Outrigger chefs won bronze for creating an entrée of avocado lime cheesecake with fried cheese balls, orange, ginger shot and petite salad. This was followed by a main course of pot smoked free-range chicken with lime and ginger, stuffed cottage cheese and prunes accompanying a mini chicken pie over avocado puree, buttered vegetables and rich chicken glaze. Dessert was a soft chocolate bar with white chocolate mousse in sugar balls accompanied by mint macaroons and a berry compote.

Indian chef trains at MOR
By Sandra Mussard

The first week of August 2016, Outrigger Mauritius Beach Resort (MOR) hosted Indian Chef Ajay Pundir for a training. All week long, he taught local chefs about the best ways to stay authentic to traditional Indian cuisines by revealing the best curry recipes and how and when to use the spices – as the tastes of the recipes depend a lot on the techniques used to reveal the richness of the spices.

With this training, Indian guests (and of course, all guests loving Indian food) will be able to enjoy at MOR the real flavours that can be discovered in India.

Indian chef trains at MOR

On Monday 8th August, a lunch with local DMCs specialised in the Indian market was also organised at the Mercado restaurant, a great way for partners to discover by themselves the new recipes and flavours introduced at the resort by Chef Ajay.

Born and raised in a village in the north of Delhi, Chef Ajay learned since his childhood the best Indian cuisine techniques from his...
Indian chef ... << From 6
grandfather (who was himself a chef), before completing his culinary
training in Australia. He now works in Adelaide at the National Wine
Centre, where he has been a chef for five years.

Chef Ajay (right) with Executive Sous Chef Sundaravelan Sadien (left)
and Executive Chef Geert-Jan Vaartjes (centre)

Rugby Union legend inspires hosts at Castaway Island, Fiji

By Donna Parkin

Hosts at Castaway Island, Fiji, were inspired by one of the legends of international rugby union when addressed recently by the former coach of the New Zealand All Blacks, Sir Graham Henry. Sir Graham was holidaying on the island and was invited to speak to the hosts’ general meeting.

A giant in rugby circles, Sir Graham coached the All Blacks to 88 wins out of 103 test matches and shared the secret behind the All Blacks’ success. “When you reach the top, be humble and always remember to stay on the top with a consistent performance.” He said he felt that Castaway Island, Fiji, was a special place with excellent service and challenged the hosts to remain on top at all times and not be “big headed” about their achievements.

“We are known as a rugby-crazy nation, and Sir Graham’s presence created an exciting atmosphere,” said Steven Andrews, resort general manager. “This was a memorable occasion. Most hosts follow the All Blacks team and to meet the most successful All Blacks coach of all time was an honor.”

Introducing
Collin Gray Nadres Aquino!

BORN:
July 28, 2016
9:43 p.m.

WEIGHT:
4.54 lbs

LENGTH:
11.6 inches

Congratulations, Mom and Dad, Clark Aquino (assistant housekeeping manager) and Jean Marie Nadres-Bambu (bartender) Outrigger Guam Beach Resort.

Sir Graham (seated center) with the hosts of Castaway Island, Fiji
CELEBRATING ONE YEAR WITH OUTRIGGER

Congratulations to the following hosts who celebrated their one-year anniversary in July.

Ahmed Sadiq Abdulla MOK Jacinto Reazonda Jr. OGM Mereoni Solei FCI
Ali Jaleel MOK Janine W. Kahooni RSC Ni Putu Yeni Susanti MOK
Amitha Harold Fernando MOK Joape Seninawanaw FCI Pimsiri Kanha TLR
Asjad Isam MOK John Faimau OGM Pootlarau Lutchmee MOR
Assadh Hussain MOK Josaia Nasia FOR Rajesh Balakrishnan MOK
Beesoon Roody MQR Joshua J. K. Ragudo OEH Ramphul Kaviraj MOR
Boddy Boy Ramirez OGM Junie Hoecog OGM Reynaldo Pantaleon Jr. OGM
Cassandra Cabrera OGM Justin Abraham Charles MOK Roko Josaia Vulaarea FCI
Catherine Brinkman OMI Kamala Martizna OMI Saknarin Wongkham TLR
Catherine Brinkman OMI Kamala Martizna OMI Sebangiol Sakuma OGM
Dianne P. Vicheinrut OEH Kanjanee Chuenyutitham TLR Sittipak Detduangu TLR
Edwin Torres OGM Kristin Kelly OMI Soen Lifang OGM
Fahudho Abbaas MOK Kusalin Singhatham TSR Sunisa Chaikong TLR
Haman Meenwang TSR Laura Medeiros KPR Sunisa Yacharat TLR
Haydee Cruz TLR Leah Matters TLR Tan Siau Li MOK
Hoolash Ashwin MOR Leighton G. M. Chang OEH Thajudeen Mohamed Farook MOK
Ibrahim Ahmed Shakir MOK Marlon Meily OGM Waewta Khitkhayan TSR

Suite summer splash

By ESteam Alaka'i

Embassy Suites by Hilton™-Waikiki Beach Walk™ hosts jumped into summer with a big splash! Fun, colorful and recycled beach floaties helped to elevate the laughter and set the mood to celebrate our hosts!

Simeon Miranda reveled along with over 80 hosts by joining in on the fun picture-taking opportunities and with pride thanked all for an outstanding year.

We were privileged to have Barbara Awa, Kathy Oyadomari, Danette Lionetti and Barry Wallace as our guests and took the opportunity to express our honor to Barry as he shared with us his pride in Embassy Suites. Mahalo nui, Barry for your unwavering support!

Amongst the many guest responses we receive daily, Simeon shared with our hosts a wonderful comment from guest Peggy Brown:

I wanted to thank the staff at Embassy Suites for the best vacation we have had in years! This was a Bucket-List trip for us and it was everything we had hoped for. The Suite was clean, roomy and very nice! All of the staff at Embassy Suites was very accommodating. We loved the free cocktails each evening, along with the live music. We also loved the wonderful Breakfast Buffet every morning. It was so easy to access the beach and felt so blessed to have spent a week at your hotel. We will tell everyone how wonderful your hotel is there.”

Celebrations continued with acknowledgements and recognition:

- Trip Advisor - #5
- Second Quarter Perfect Attendance – 98 hosts
- Host of the Quarter (HOQ) Nominees:
  - Nu Yang Wei
  - Bryan Musrasrik
  - Pay Garcia
- Honoree: Villamor Tolentino

30+ Years of Service Second Quarter:
- 38 - Arthur Corotan
- 34 - Villamor Tolentino
- 33 - Abella Carroll
- 33 - Jason Lee
- 33 - Luz Redoble
- 30 - Annie Mar
- 30 - Un Ha Zheng
- 30 - Kin Miao Chee
- 30 - Dip Ying Leung

30+ Years of Service Second Quarter:

Catch Me at My Best – July Random Drawing Stars:
- Resty Dela Cruz
- Kenny Shimabuku
- Lynn Tran
- Lorena Rosete
- Byron Heap
Suite summer spash ... << From 8

Barry Wallace and Simeon Miranda

Simeon congratulates hosts celebrating more than 30 years of service

Simeon Miranda, HOQ honoree, Villamor Tolentino; HOQ nominees Pay Garcia and Nu Yang Wei; and Marsha Kapu filling in for Bryan Musrasrik

Simeon Miranda, Barry Wallace, Danette Lionetti and Reid Yoshida

Let’s have more fun this Summer!

Angela Wan and Shao Bing with their floaties!

Un Ha Zheng and Jane Chen with their Summer toppers!

Summer fun!
Suite summer spash ... << From 9

Kathy Oyadomari, Reid Yoshida and Marsha Kapu

Simeon Miranda, Marsha Kapu and the finance team

Jamie Choi, Linda Honma-Lacaran and Shantel Burns

Jamie Choi, Linda Honma-Lacaran, Marsha Kapu, Reid Yoshida, Shantel Burns and Sandra Kama

Simeon and suitekeepers get their splash on!