KKPG Talent Search winners, Pu‘uola

By Luana Maitland

The 8th Annual Kani Ka Pila Grille Talent Search Contest took place at the "Made in Hawai‘i Festival" last weekend. The 2015 winner, "The Waimanalo Sunset Band," was there to kick-off the festivities and to share with our five finalists a few inspirational thoughts and suggestions.

The evening was filled with great Hawaiian music performed by our finalists, Aja Gample; Na‘ehu – Ronson Asuncion, Given Yagi and Gaven Ono; Ho‘onanea – Owali and Lani Littlejohn, Kevin Bechayda and Joseph Peneku III; Pu‘uola – Brandon No‘eau Serrano, Andrew "Kona" Purdy and Christian Kalikiano Legaspi; and The Mz’ - Mareko Medeiros and Moon Kahele.

In the end, our judges Bobby Moderow, Nā Hōku Hanaohano Award winner; Pali Kaaihue, president of the Hawai‘i Academy of Arts; and Eric Lagrimas, instructor of the Music & Entertainment Business, MELE at Honolulu Community College, had the difficult task of deciding who will become Kani Ka Pila Grille’s 2016 Talent Search winner.

Five points ahead of the second place finalist, the winner was Pu‘uola. Their stage presence and rendition of several songs by the Brothers Caz, their

New International Market Place – Queen Emma’s Gift to Hawai‘i

By Dr. Richard Kelley

Warmest congratulations to the International Market Place, our neighbor (across the street from the Outrigger Waikiki Beach Resort), on its grand reopening this past Thursday after more than two and a half years of top-to-bottom redevelopment, revitalization and what its owners and developers call “reimagining.”

“Grand” is certainly the right word for the reopening, as the “reimagined” Market Place offers an impressive mix of upscale eateries and retailers – including anchor Saks Fifth Avenue – in place of what the Honolulu Star-Advertiser several days ago called its previous incarnation: “a run-down maze of cheap souvenirs, tacky tiki’s and fortunetellers.” Aloha and welcome back! It will be great to see shoppers, diners and gawkers across the street again!

Luana Maitland with KKPG Talent Search winners Pu‘uola
**Happy birthday**

**AUG 29:** Yaowarat Daungsri, Upali Dissanayake, Paulo Mikkai Gera, Haimand Kumar, Saipin Sittichai, Victoria Tapiceria, Bundhooa Vedanandm and Sookoor Wendy.

**AUG 30:** Perlito M. Bactad, Ania Baza, Marilyn Cleopas, Faailo E. Mose, Steve Nedlic, Julio Roca, Pongsakorn Saikeaw, Bernard Tabaco and Seewoogolam Vidianand.

**AUG 31:** Ratu Sikeli Ralulu Bokini, Kathlynn Delfin, Rohana Jearon, Yongrao Lej, Allitia Nabahali, Moises Khunanya Pakala, Roy Labuguen Pastor, Alain Jean Patrick, Kimberly G. Puaa, Justin Ryan D.C. Ramos, Vasemaca Tagataga, Patopomporn Tanutit and Annunda Vidianand.

**SEPT 1:** Reid T. Kobashigawa, Reggie Molina, Shylah Marie Naish Sode and Rocio Zamudio.


**SEPT 3:** Clifford S. Acacio, Ailene C. Arellano, Chaiwarut Buranajatuporn, Marie Evelyne Cadine, Chul Soo Choi, Thelma M. Fernandez, Supatsa Kraielt, Yuw-Wah Lau Kwan, Adi Seru Latiletta, Feng Min Liang, Sun Young Min, Evly Minich, Istor Naich, Isri Nukut, Michelle Pen, Livia Qainasa, Rodel Soberano, Watisoni Susu and Sheryl C. Tsugawa.

**SEPT 4:** Kanya Amnuypiyamit, Lasarusa Bula, Violeta Maliwat Carnate, Teerati Chidsamrong, Moonny Sunden, Ryan Garcia, Jonathan Gombar, Sheik Muhammad Nizhar Gueas, Naibuka Kanamata, Li Ping Lin and Bhanita Munoruth.

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If you are interested in a position listed below and meet the qualifications, please go to Outrigger.com and click on Employment at the bottom of the page. We only accept online applications for the open positions from internal candidates. Hosts are required to inform their current manager that they are applying for an internal position. If you have any questions, please contact your HR Business Unit Representative. Application deadline for the following positions is Sept. 2, 2016.

**Housekeeper I** (full-time)

Must be able to work well with others, follow instructions and communicate in English. The ability to work any day and shift is required. Experience in cleaning and servicing guest rooms and/or public areas preferred.

**Sales Assistant** (full-time)

Must have two years of administrative experience, experience in hotel operations, room reservations or sales administration preferred. Excellent written/verbal communication skills required. Must have excellent computer skills to include but not limited to Word, Excel, PowerPoint and Outlook. Must have excellent mathematical skills to calculate costs, net rates and financial forecasting and budgeting.

**Guest Services Representative Uniform Services** (full-time)

Must have at least one year customer service experience, ability to lift at least 75 lbs and flexibility to work any shift and day. Japanese speaking preferred.

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**Wyndham Mauna Loa Village**

**Housekeeper I** (full-time)

Must be able to work well with others, follow instructions and communicate in English. Must be able to work any day and shift, experience cleaning and servicing guest rooms preferred.

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**OUTRIGGER CONNECTIONS**

**CALENDAR OF SIGNIFICANT EVENTS CELEBRATED WORLDWIDE**

**FIJI**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Details</th>
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<tr>
<td>Sun., Sept. 4</td>
<td>Father’s Day, Fiji. Visit: goo.gl/LnRuC3</td>
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**HAWAII’I**

<table>
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<tr>
<th>Date</th>
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<tr>
<td>Sept. 1-4</td>
<td>Outrigger Soccer Classic Series #3. Sept. 1: UH vs Idaho 7 p.m.; Sept. 2: UH vs St. Mary’s 7 p.m.; Sept. 4: St. Mary’s vs Idaho 2:30 p.m., Waipi’o Peninsula Soccer Complex, Waipi’o, HI. Visit: goo.gl/mFqw1o</td>
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<td>Sept. 1-10</td>
<td>IUCN World Conservation Congress, Hawai’i Convention Center, Waikiki, Honolulu, HI. See Page 5. Visit: goo.gl/Cc5HaC</td>
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<tr>
<td>Sat., Sept. 3</td>
<td>Noon-6 p.m. Nā Mele No Nā Pua Sunday Showcase - Heiva</td>
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mentors, gave them top honors. Congratulations to all the finalists.

Special mahalo to our Master of Ceremony Billy “V” Van Osdol, Alan Yamamoto, Sean Dee, Jasmine Dempsey and Michellee Phelps.

Stage presence standouts, Pu‘uloa

The judges: Bobby Moderow, Eric Lagrimas and Pali Kaaihue with Luana Maitland

Michellee Phelps, Billy V and Jasmine Dempsey

The judges, Sean and Lexi Dee, Luana Maitland, Michellee Phelps and Alan Yamamoto

Judges, finalists and Billy V
Mahalo and aloha, Mercy Mariano and Han Qin Wang

By Kathy Oyadomari

This month, we bid a fond aloha to Mercy Mariano from the Outrigger Waikiki Beach Resort and Han Qin Wang from the Outrigger Reef Waikiki Beach Resort.

At the Outrigger Waikiki Beach Resort (OWK), Mercy Mariano retired after 44 years of service. In 1972, Mercy started as a housekeeper at the OWK and also worked as an inspectress, control clerk and assistant housekeeper. Dr. Chuck Kelley, Bitsy Kelley, Barry Wallace, Robert McConnell and fellow OWK hosts joined Mercy in celebrating this special day.

Mercy’s future travel plans include visiting relatives in Seattle at the end of the month and traveling to Vancouver and Victoria, Canada. Mercy says she’ll keep busy babysitting her grandson twice a week and helping her son at his hair and makeup salon. She also looks forward to spending more time on her flower and vegetable garden, walking three times a week and watching Filipino and Korean soap operas.

Mercy shared the following words of wisdom with her OWK ‘ohana: “Learn a lot and maintain what you learn. Learn from your mistakes. Keep smiling to the guests and your co-workers. Be happy and in good spirits. Don’t worry because life is short.”

Mercy extended a thank you to the Kelley family, to her supervisors and to her co-workers and expressed that she will miss everyone at the OWK.

Management and fellow hosts of the Outrigger Reef Waikiki Beach Resort (ORF) celebrated the retirement of Han Qin Wang “Wang.” Dr. Chuck Kelley, Bitsy Kelley, Barry Wallace and Clyde Min expressed their appreciation on behalf of Outrigger Resorts for his hard work and dedication.

Wang began his career with Outrigger in 1989 and he has always worked in housekeeping at the ORF. His retirement plans include a trip to San Francisco in October to visit his daughter. At the end of the year, Wang will travel to China to visit relatives. After the near-term traveling, Wang says he’ll be very busy watching his three grandchildren (ages 3, 2 and 1) with his wife. He’ll also tend to his vegetable and flower garden and take daily 45-minute walks with his mother who is 93 years young. Wang also hopes to have some free time to watch Chinese soap operas.

Wang shared that working for Outrigger was his first job when he arrived from China. He is grateful to the Kelley family for giving him an opportunity to work for a wonderful company that allowed him to care for his family. Wang expressed that he will miss everyone at the ORF.

With thanks and well wishes, we bid our fond aloha to Mercy and Wang.
Host announcement

By Paul Richardson

I am pleased to join Human Resources in welcoming John Allanson to the Outrigger Konotta Maldives Resort as general manager. John started work Aug. 21 and reports to me.

John brings to Outrigger 30 years' experience in hotel and resort management in the Maldives, Vietnam and the U.K.

Before joining Outrigger, John was general manager for two years at Six Senses Con Dao Resort and Spa, a five-star luxury resort on Côn Đảo Island, and also Six Senses Laamu Resort and Spa in the Maldives. The Six Senses in the Maldives has 97 villas, so John understands the unique challenges and opportunities of running a resort in the island country.

For most of his career before Asia, John was general manager, or in senior management positions, in various U.K. country hotels. Golf enthusiasts may want to ask him about The Old Course Hotel Golf Resort and Spa at St Andrews in Scotland, where he has also served as general manager.

A U.K. national, John has a diploma in management studies and earned a scholarship to the General Managers Program at Cornell University. He is also a graduate of the International Management Association.

John has two daughters and a son. When time allows, he enjoys golfing, diving, photography and watching his favourite soccer club, Liverpool Football Club. He is also a cricket fan and one day hopes to watch England on an entire tour of Australia.

John takes inspiration from his father, who advised him to “Work hard and honestly and protect your integrity and trust at all costs. You cannot get them back once lost.”

As we welcome John, I would like to extend my praise and thanks to Chris Ely, corporate director of planning and support, Asia Pacific, and the entire team at the resort for their collective hard work and dedication in “holding down the fort” the last few months; fantastic job by all!

Please join me in wishing John a long and successful journey at Outrigger Konotta Maldives Beach Resort.

The IUCN (International Union for Conservation and Nature) World Conservation Congress is coming to town Sept. 1 - 10. Held every four years, this is the first time the Congress is being hosted in the U.S.A. with over 8,000 delegates and 160 countries represented.

The Congress goal is to improve how we manage our natural environment for human, social and economic development.

Several thousand leaders will work together to create good environmental governance, engaging all parts of society to share both the responsibilities and the benefits of conservation.

As supporters of IUCN and its efforts, Outrigger Enterprises Group encourages you to don your #teamOutrigger shirt and attend the Exhibition Hall events, free and open to the general public at the Hawai‘i Convention Center.

The Exhibition is where IUCN Members, Commission members and partners showcase new knowledge, inspiring initiatives and the impact of their work.

Exhibition Hall Events | Hawai‘i Convention Center
2-7 Sept. 11 a.m.-5 p.m.
9 Sept. 11 a.m.-5 p.m.

For more information, visit: http://www.iucnworldconservationcongress.org/

Get informed, get involved, get in the ZONE!

TIPS TO PROTECT YOURSELF ONLINE:

1) Create Smart and Strong Passwords. Remember to use separate and unique passwords for each online site. Password reuse can be your enemy. Hackers will test user credentials (username and passwords) stolen from one site and attempt to log in to another site. Passwords with at least eight characters long, comprised of numbers, uppercase and lowercase letters are recommended. Use of non-alpha characters makes an even stronger password. Common phrases as passwords should also be avoided, as they are easily cracked. Use unrecognizable patterns. Stay away from day/month or year combinations (4 digits starting with ‘19’ or ‘20’ or day/month combinations like ‘0520’) are particularly weak. Avoid using public details about yourself to build your password. Such as your hometown, your pets' names, your spouse or child(ren) names. Use longer passwords.

2) Use email wisely. Never send your credit card information, Social Security number or other private information via email.

3) Be smart when using instant messaging (IM) programs. Protect yourself by using a nickname for your IM screen name, so your name isn't identified through IM. Never accept strangers into your IM groups.
Updates from our Guam familia

By Shaun Murphy

The Outrigger Guam Beach Resort would like to introduce you to our new group that performs at our Manager’s Reception. **Inetnon Gefpa’Go** started with us on July 22 and celebrates the Chamorro culture through song and dance.

We also held our first Host, Manager and Team of the Quarter Awards on Thursday, July 14. The objective of the Outrigger Guam Beach Resort recognition program is to formally recognize and award hosts, managers and teams who demonstrate outstanding acts and behaviors that exemplify outstanding care for our business, our guests and our hosts. Awards are based on Outrigger’s core values and nominations are by peers.

**HOST OF THE QUARTER | RENEE ANGOCO**

(To Learn & To Share - Hosts, Family, Place)

Renee takes part in various committees on property such as I’Kabesiyu and I Taotao Gailaden I Tasi. She voluntarily attends meetings that cover issues for the general betterment of our resort and performs during our weekly Manager’s Reception on Fridays. Renee has been seen on her days off wearing the Outrigger brand at outside activities like Relay for Life, contributing to building a hut during Chamorro Month, cleanups, and lending a hand for our Liberation Day float in previous years.

**MANAGER OF THE QUARTER | BRAD MURCIANO**

Brad is an outstanding example of leadership. Since I worked under him as a banquet captain, he’s shared so much knowledge as a supervisor with me. He continues to support me as banquet assistant manager. Brad is also very well rounded in all outlets in the food and beverage field. He always has a “can do” attitude.

**TEAM OF THE QUARTER**

**Bisita Komite**

Congratulations to the **Bisita Komite** for winning Team of the Second Quarter. The team was tasked to promote local cultural events for our guests and in reducing our carbon footprint. The **Bisita Komite** teamed up with local artists specializing in coconut leaf weaving, stone carving, navigators of the ocean and floral arts in celebrating Chamorro Month (**Mes Chamorro**) leading up to 12th Annual Festival of Pacific Arts. They also worked with Underwater World in spreading awareness for World Oceans Day. **Si Yu’os Ma’ase (Thank You), Bisita Komite!**

Renee Angoco  Brad Murciano
Outrigger Guam Beach Resort Food Truck Festival

By Shaun Murphy

Aug. 6, 2016, Outrigger Guam Beach Resort hosted its 2016 Host Summer Picnic: Food Truck Festival. The picnic was held at the Governor Joseph Flores Ypao Beach Park in Tumon. This year the resort wanted to do something different from all the previous picnics and decided to not have hosts cook the food, but source it out to the local food trucks and hot dog stands. All the managers needed to worry about was providing games and prizes for all the hosts to enjoy. The goal was to have everyone enjoy the picnic because of the hard work and dedication they have given this year thus far.

Games consisted of tug-o-war, dodge ball, volleyball, piñatas, musical chairs, hot dog eating contests and more with lucky drawing prize giveaways.
One person’s trash is another person’s treasure!

By Sirikarn Aud-Nhunphan

At Outrigger Koh Samui Beach Resort we value being a voluntary giver to our local community. On 9 August 2016, we donated used linens to the Dog and Cat Rescue Samui Foundation for health care treatment and other purposes.

The Dog and Cat Rescue Samui Foundation was founded in 1999 by Brigitte Gomme and her husband to:

- vaccinate against rabies
- sterilise
- treat dogs suffering from mange
- deworm
- treat injured or sick strays and provide shelter
- educate the people of Koh Samui concerning the proper care for their animals

Canteen soft opening at Outrigger Koh Samui Beach Resort

By Sirikarn Aud-Nhunphan

We spent almost a month on the makeover project of our canteen at Outrigger Koh Samui Beach Resort, and recently held a “soft opening.”

Our canteen chefs prepared our most popular Thai menu for the occasion:

- grilled pork and chicken with e-sarn style sauce
- steamed fish ball with seafood sauce
- spicy and sour pork soup
- spicy chicken soup
- local fresh fruit; longan (a tropical tree that produces fruit), watermelon, pineapple, melon
- Thai dessert and fresh squeezed fruit juice

We truly enjoyed the lunch in our fully furnished canteen! A-roi (delicious!) 😊

MOMENT OF ALOHA

Embassy Suites by Hilton™-Waikiki Beach Walk®

“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. Would love to know if the live music has a CD we can purchase. They were very good. 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.”

Peggy Brown | Carrollton, TX

“We certainly did enjoy our time and vacation with you [Tammy Arakaki] and Embassy suites and all of the dear highly dedicated and efficient staff. Of course it is always wonderful there and we are so blessed and happy to have shared 105 days thus far with you over the years since you opened. We were there first Feb. 2007. We have never been disappointed. Mahalo…”

Sonja and Neil Kenemer | Lakeland, TN
International Market Place ... << From 1

A fair amount of hand-wringing accompanied the demise of the old International Market Place. Partly this could be attributed to nostalgia for a place thousands of local residents grew up with. They will be happy to discover that the new Market Place has left intact the magnificent banyan – well over a century old – that was a focal point for visitors in years gone by.

In fact, a friend, Lynn Cook, who toured the Market Place a day before the grand reopening, reports the tree is flourishing, “with space made for the roots. It’s already full of new growth.” Also intact – actually re-created with care – is the treehouse that Don the Beachcomber (real name: Donn Beach) built six decades ago. Lynn reports that Don Ho and other Market Place entertainers of yore are honored in the new treehouse.

More significantly, much of the hand-wringing was an expression of concern for the many shop and kiosk owners and employees who were to be displaced. Change is often accompanied by a sad human toll, and this was undoubtedly the case for many threatened by the redevelopment. The silver lining to this cloud is that the new Market Place promises to provide a major economic boost, including 2,500 new jobs, to Waikiki, with inevitable ripple effects across O‘ahu and the neighbor islands.

The boost, moreover, is not limited to visitor spending, employment, state GDP and other measures, which are more than just lines on a graph. The benefit comes from something that too many people are unaware of or simply forget: that the International Market Place stands on land owned by the Queen Emma Land Company – the present incarnation of the Estate of Queen Emma (wife of King Alexander Liholiho ‘Iolani, Kamehameha IV), one of Hawai‘i’s major “ali‘i trusts.”

The Queen Emma Land Company’s substantial income from all those International Market Place retailers supports Hawai‘i’s largest hospital, The Queen’s Medical Center, in accordance with the queen’s wish “to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai‘i.”

It would be wonderful if people kept in mind not only all the good that Queen Emma’s 1885 bequest of land continues to bring the people of our state, but also the benefits to Native Hawaiians and others from the trusts established by other ali‘i (nobles) over a century ago. For example, the legacy of Bernice Pauahi Bishop funds the Kamehameha Schools, all of whose graduates are her beneficiaries.

A great deal of the income that these ali‘i trusts earn comes from their landholdings in Waikiki. The lease payments from most of the hotels, restaurants and retailers there, including Outrigger Hotels and Resorts,
play a significant role in funding the good works that the ali‘i trusts continue doing today, generations after their establishment. I think it’s remarkable that something the ali‘i did a century and more ago is today benefiting the people of these Islands, perhaps even more profoundly than they could have imagined.

Actually, Outrigger and the Kelley family have a long history with the Queen Emma Estate/Queen Emma Land Company. Back in the early 1950s, Roy Kelley almost had an option on the land where the International Market Place was eventually built (1957). He was thinking of creating an “exotic” assortment of shops and entertainment spots that would connect Kalākaua and Kūhiō avenues – something like what the Market Place actually became! Only he planned to name it for Shanghai’s famous Bubbling Well Road. However, after suffering major injuries in an auto accident, he turned instead to building more hotels and let drop the thought of developing the land where the International Market Place now stands.

Nearly a decade later, Roy made a different deal with the Queen Emma Estate. The prime beachfront land that was under lease at the time to the Outrigger Canoe Club for just $10 a year was expiring in 1963. The club was already preparing the move to its present site at the foot of Diamond Head. Roy got a surprise call from the landowner’s representative, who said Roy could have a lease on the site to build a luxury hotel. Roy made a snap decision and said “Yes!”

Soon after that, the Queen Emma Estate representatives said they wanted to make this a package deal for several properties. Would Roy also take leases on four other nearby parcels where hotels could be built? “Yes, Yes, Yes and Yes,” he confidently responded. Then he put down the phone and went looking for financing and partners to get it all done.

That moment, of course, was not the beginning of our company, which dates back to 1947 when the Islander Hotel on Seaside Avenue opened. However, the deals with Queen Emma Estate gave birth to the name by which we are known today, after the canoe club that had previously leased the land on which the Outrigger Waikiki Beach Resort now stands.

Lease agreements with the ali‘i trusts, like those of the International Market Place, Outrigger and so many of Waikiki’s other hotels and businesses, provide not only livelihoods for residents but millions and millions of dollars in tax revenue for local and state governments, and income for the trusts that support hospitals, schools and so many other vital institutions.

That’s why I always say, In Hawai‘i, Tourism Is Everybody’s Business.