Outrigger Lays a New Foundation  
By the Outrigger JDE Steering Committee

Back in 1988, Outrigger installed a brand new Finance and Human Resources system called JD Edwards World. The JDE software was designed to track employee information, process payroll, manage financial data and facilitate the flow of data between departments. JDE World became, for Finance and HR, what our Stellex reservations software is for our Front Desks. It has been the foundation and backbone for the work of Finance and HR for the last 24 years.

Thanks to the support of the JDE World software vendor and the creativity of Finance, HR and IT, we have created specialized programs, Excel spreadsheets and other “work arounds” over the years to enable our information system to keep pace with the increased requirements that have accompanied Outrigger’s growth and expansion — without the expense of purchasing a new system.

However, in 2010 we were advised that the current JDE World system is “end of life.” In other words, no vendor, consultant or group will be available to support our system after 2012. We therefore have no choice but to install a replacement system. The new system, called JD Edwards EnterpriseOne 9.1, will enable HR and Finance to streamline processes, maintain accuracy standards and reduce complexity — helping us better serve our customers.

Outrigger has spent the last 18 months preparing to replace the 24-year-old system. An Outrigger Steering Committee is in place to lead

Continued on page 11
Happy Birthday!

May 9: Chong-Ja Kim, Aniceto Macadangdang Andres, Guofeng Chen, Joanne M. Manaseri, Rosario D. Transfiguracion, Jie L Li, Cynthia Cecilia Kagami, Margaret A. Clodfelter and Nimilote Ratudina.


May 11: Lita M. Culver, Fran M. Patoskie, Susan H. Taraya, Litea Nabuci, Veronica Maudsley, Michael Eicke, Fiona Martyr and Oka Wahyu.


May 13: Maria F. Cabanas, Mark J.V. Neo, Herman J. Lam, Diema Ralagi, Virgilio De Goma, Kalara Tikinimasei, Usaia Vinivalu, Jokaveti Naruma and Fiona Roma.

May 14: Feng Fei Poon, Tomas N. Jose, Robin L. Laguna, Xiao Lan Zhang, Kathleen M.S. Shin, Yongyi Liu, Lei Shaoyu Miu, Clayton Taniguchi, Gregory K.W. Ho, Charley Venezuela, Gulshan Kumar, Sunia Naruma and Sandra Welk.

May 15: Deborah A. Hendrawidjaja, Jennifer Costes, Liku Reapi and Julie Piper.

If you are interested in the positions listed below and meet the qualifications, you may apply online. Please go to WWW.OUTRIGGER.COM, click on ABOUT OUTRIGGER, then EMPLOYMENT. We only accept online applications for the open-listed positions from internal candidates. If you have any questions, please call Chad Teramae at (808) 921-6989. Application deadline for the following positions is May 4, 2012.

**Online Marketing Coordinator (Full-Time)**

Must have a minimum of four years administrative experience. Room Reservations, Revenue Coordinator or Sales and Marketing administration experience is preferred. Must have excellent business writing and communication skills. Able to communicate in Japanese and/or Korean preferred.

**Accountant (Full-Time)**

Bachelor's degree in Accounting required. A minimum of one year previous work experience in Accounts Payable required. Must have a positive attitude, and be a self-motivated team member. Oral and written business communication skills, proficiency in computerized accounting systems and spreadsheets, aptitude for numbers, ability to type 45 wpm and 10 key required.

**Sales Manager (Full-Time)**

Bachelor's degree in Travel Industry Management or a minimum of two years of college and three years working knowledge and experience with hotel rooms, rates and controls, sales and marketing is required. A minimum of two years supervisory experience is required. Must possess good initiative, written communication skills and the ability to handle large volumes of work efficiently and professionally, often times in a demanding office environment. Must be able to work evenings and weekends for functions and sites when needed. IHG/Holiday Inn experience is essential and experience executing loyalty program initiatives is highly preferred.

**Outrigger Royal Kahana Resort**

**Room Attendant (On-Call)**

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

**Kona Hawaiian Resort**

**Executive Housekeeper (Full-Time)**

Must be able to provide overall direction, coordination and ongoing evaluation of the resort’s Housekeeping operations. Previous experience as an Executive Housekeeper or a minimum of two years as an Assistant Executive Housekeeper required. Must also have excellent verbal/written communication, organizational, computer, and mathematical skills, with the ability to demonstrate and promote hospitality, teamwork and standards of cleanliness required. Previous vacation ownership experience preferred.
Celebrating Employees of the 1st Quarter 2012

By the Human Resource Service Center

The Outrigger ‘ohana gathered at the OHANA Waikiki East on Tuesday, April 24, to honor Employees of the Quarter for the 1st Quarter of 2012. Dr. Chuck Kelley, Jean Rolles, Alan White, Barry Wallace, Charlene Goo, Chuck Shishido, Ruthann Yamanaka and Department Heads were on hand to extend their congratulations, offering words of praise to all of the distinguished honorees and nominees. Congratulations to:

Alohalani Alapai
Guest Service Representative

Alohalani couldn’t have a more appropriate name. She greets employees and guests with Aloha and warmly uses guests’ names, giving each the individual recognition they deserve; and she does so consistently. Her bubbly personality is shared with guests and employees alike. She is well-dressed in full uniform, always with a signature flower in her hair. An example of the Hawaiian spirit and hospitality, Alohalani is a champion of the values of hard work, fair play and individual responsibility. She volunteers to dance hula for programs and events and comes in on her days off to attend Alaka‘i meetings and employee functions. Alohalani is a top Service Excellence producer who fuels friendly competition amongst coworkers. Recently, a mother and adult daughter were traveling together, and the daughter suffered a stroke. Alohalani offered transportation personally, as well as a listening ear and her prayers.

Liz (Elizabeth) Aspili
Guest Service Representative

Time after time, when a guest checks in, they ask, “Is Liz still here?” and “When is her next scheduled workday?” Liz has so many return guests who look forward to seeing her and catching up on what has happened since they last visited. There’s lots of hugging and commotion at the Front Desk as return guests and owners reunite. To the rest of us, this speaks volumes. Liz is a great role model; she shows her team members “Kuleana” in practice—she has the courage and discipline to claim what her responsibilities are. Even though there are consequences, she is the first to say, “I did that or I said that, or I forgot to do that!” Her coworkers ask her opinion because they know she’ll give an honest answer. Change isn’t easy, but Liz says, “Tell me how you want it; I’ll do it!” Then she chooses her words to make that presentation of change, usually, with great acceptance.

King Doo Au
Public Area Housekeeper

King Doo has a pleasant disposition and always greets others with a warm, genuine smile. He is hardworking and is always willing to lend a helping hand when needed. His friendliness and “can-do” spirit has earned many compliments and respect from his co-workers and the management team. A solid team player for many special projects, King Doo is recognized by his teammates for his thoroughness. He is well-liked and a favorite working partner for all. King Doo is versatile and flexible and can work in many different positions (Room Attendant, Linen Runner, Laundry and all Public Area stations) and different work shifts. You can imagine how “precious” he is to our department, especially when emergency coverage is needed. King Doo portrays A‘o by sharing his knowledge with new hires with patience and empathy. He continuously exemplifies the values of Kīnā‘ole, Kuleana and A‘o in his daily performance and by his work ethic.

Joseph Bendeich
Concierge

Joe is a team player who is honest and shows respect for his co-workers. He strives to provide distinct guest service and receives positive guest feedback often. Joe helps train new staff members and has been a great mentor and leader to our new school-based trainee. He works well as part of the team to ensure that all jobs assigned to him are done. We recently received a rave review from a client regarding Joe’s attention to detail. Because of his thoroughness and communication with all departments affected, everything went smoothly and just as the guest would have it! Joe is a favorite amongst repeat guests who often comment on his attentiveness to their requirements each time they visit. He recently implemented a “Concierge Daily News” sheet displayed at the Front Desk. He updates it weekly, with new ideas for guests to experience whilst on the Gold Coast, a weekly weather update and great facts about Coolangatta and the resort.

Continued on page 4
Celebrating Employees of the 1st Quarter 2012

Continued from page 3

Janelle Chong  
Housekeeper

Janelle takes guest satisfaction seriously, and it shows in her performance. Rooms she services never generate complaints from her guests or from her coworkers when she works as a reliever for their stations. Honesty is part of her genuine personality. When working as a Reliever, Janelle returns tip envelopes to the station Housekeepers. Recently, she reported some very costly and precious lost and found items left behind by guests. The guest shared this on Facebook and in an email to the General Manager, “I would like to commend all your staff and management starting from Human Resources for hiring good people, to you for inspiring your entire staff to these levels of excellence in the Hospitality Industry. Having been a Sheraton General Manager Trainee at one time myself, I recognize this level of customer service and loyalty does not happen by itself. It takes diligent training and a high level of professionalism in hospitality management to have staff like yours. As a customer I feel safe in your hotel and feel that your staff always has my back while I am away from home in the big city of Waikiki.”

Jennifer Frias  
Revenue Coordinator

Jennifer is respected for her work ethic in striving for Kīnā’ole. She is responsible for the maintenance and control of our largest segment contribution, wholesale, through accurate block allocations. Accurate counts are essential in revenue, and we depend on forecasted contribution by segment to realize our RevPAR performance. The balance comes with understanding how much business IHG will contribute in the transient segment and filling the difference with wholesale, groups and contract business. Miscalculation can cause the hotel to run an unbalanced performance. We’re still learning how to use various tools and some as basic as our PMS system, so Jennifer took the liberty of creating an Standard Operating Procedure (SOP) for the Front Desk to make certain we create and walk-in groups correctly and consistently so sold counts are accounted in all systems. Simple, pictured steps allow the Front Desk to understand the “hows” and “whys.” Jennifer is also improving her self-confidence and skill level through Toastmasters, facing this challenge as an opportunity to better herself.

Kendra Inoue  
Busser

Kendra is a quiet yet effective team member who demonstrates an impeccable work ethic, always with a smile. Kendra has never called in sick or tardy, which exemplifies the value of Kuleana. Leading by example by doing what is best for the guest, co-worker and the company are Kendra’s greatest contributions to her success. The value of Aloha shines brightly in Kendra; she is always positive and without hesitation will offer her assistance wherever and whenever needed. On her own time and at her personal expense, Kendra created a terrific amenity by sewing bags to hold candy to be given to our keiki guests by our Food & Beverage employees. The children are elated and their parents are delighted and grateful for the thoughtful gesture. Superior Job Performance —Yes! Dedicated Service —Yes! Customer/Guest Service—Yes! Embassy Suites* Waikiki Beach Walk* is proud to have Kendra on our team!

Deb Kelly  
Reservations Agent

Deb has proven to be a strong and dedicated member of the Denver Reservations ‘ohana. She is punctual and has excellent attendance that is especially important in the Reservations Center since agents need to be available to take phone calls for reservations and inquiries from potential guests. In addition, Deb displays the Aloha Spirit regularly when assisting guests, her co-workers with questions or helping with special projects. This spirit truly makes guests excited that they booked with Outrigger. Deb’s performance is also superior and, as a result, she was promoted to Senior Reservations Agent this past quarter, a testament to her abilities and customer service skills. Denver Reservation’s is proud to have Deb as part of the team.

Continued on page 5
Marlyn Locquiao
Resort Accountant

When Outrigger became the management company for Kapalua Villas, Accounting was a challenge as owner agreements changed three times! Marlyn had prior experience in managing other condo properties, so it was only natural that she took over Kapalua. She applied the skills from her previous experience to Kapalua’s ever-changing business environment. She recognized the differences and ensured efficiencies were achieved in Accounting. She created allocations in JDE to capture the complexities of the owner agreements. Marlyn also agreed to take on additional responsibilities and manage Palms at Wailea with little to no training. She implements best practices that are shared with other Resort Accountants. For example, she created a cover sheet for petty cash and change funds to ensure internal controls are met. She is able to problem solve and suggest better solutions both individually and in a team environment. She is able to accept positive feedback and continues to strive for perfection.

Amy Lee
Housekeeper

Amy is an excellent example of Kuleana. She fulfills her responsibilities in a timely manner with a professional and positive attitude. She is always willing to provide assistance to those in need, especially to our guests. In particular, this last quarter, we had a guest return for their annual three-month visit. They MUST have Room 602, as this is their favorite, and this room happens to be on one of Amy’s station floors. These guests were very much appreciative of the excellent service they received during their stay. They made it a point to share their appreciation with Amy’s Supervisors and our hotel Owners. Amy’s personality is infectious; she is quick to bring laughter and smiles during our Housekeeping briefings with her comments and questions. She gets along well with all of her co-workers, and she is truly a good friend to all.

Edgar Melchor
Head Mechanic

Edgar exemplifies the value of Accountability (Kuleana). A hard worker, very organized and meticulous, Edgar recently built a storage compartment for the Maintenance Runner’s golf cart. He also rebuilt a pump, so that the property always has a spare. After the recent flooding, Edgar spent a lot of time repairing motors and carts. His knowledge and expertise helps keep our operation running economically and smoothly. His attention to the properties’ vehicles and mechanical equipment keeps them running safely and efficiently.

Mary Jean Palafox
Housekeeper

Mary Jean works in Housekeeping at the Outrigger Royal Sea Cliff and continually impresses her Managers with her strong work ethic, her attention to detail and her willingness to help her co-workers. She always has a smile on her face and greets and welcomes our guests with the aloha spirit. Mary Jean best embodies the Outrigger value of ‘ohana for the work she does with her fellow crew mates to attain their common goals.

Congratulations also to our nominees who excelled and were recognized for their performance this past quarter:
Michael exemplifies The Outrigger Way without consciously focusing on the Values to make decisions; it is within his nature to do so. Michael seeks to assist guests and staff alike in the workplace—a recent example is his initiative to set up coffee service in the lobby—from set up, to training staff, to maintenance, to delivery of product to our guests—even though it is a Food & Beverage allocated task. A small example in point, but reflective of the manner in which Michael goes about his daily tasks. He is often complimented by guests for his service at the Bell Desk and also with the buggy service. In delivery of promised results, Michael is always looking for new ways of service delivery—working recently with the Guest Services Manager on the Villa and Penthouse service offerings. Michael is committed to the department and Outrigger and is well deserving of this recognition.

For Paddle 3, Celebrating What We Do, employees nominated who they felt was deserving of the Employee of the Quarter:

- “Florante is a good worker. Always smiling, very respectable to his co-workers and guests and is very dependable.”
- “Florante can be counted on to finish all his projects on time. He is also a very good painter.”
- “Florante is an awesome hard working, confident individual. He is very helpful, friendly and humble.”
- “Florante always works with safety in mind. He always cleans up and his work area is always very clean and tidy.”
- “Florante can be counted to give great advice. He is always helping the Maintenance and Housekeeping crews whenever asked.”

A situation arose on a weekend when an employee wasn’t feeling well. Florante was called for advice and when he saw that the employee wasn’t well, he called Security and 911. It was later determined that the employee suffered a stroke. Florante’s actions probably saved his life.

Julia is a strong team member who shows the value of A'o in the workplace. Through her work, you see her openly teaching, creating opportunities for mutual learning and empowering staff to be their best. Julia interacts well within her department. She is the first to seek out expected standards of her Managers and will not stop until these are met by herself and her fellow team members. Julia puts 100% effort into her role so that the hotel is represented in the correct light. The common areas on Julia’s shift always look clean and presentable. Her standards are extremely high, and she also expects the same standards of her fellow colleagues, encouraging them be their best. Julia takes responsibility for her role and is committed.

Laura’s composed nature makes guests feel at ease as soon as she greets them. There is often positive guest feedback on Laura on Guest Comment Cards and on TripAdvisor with her overall service rating being that of “excellent.” On the busiest day of the year and on one of her days off, Laura was very obliging and came in to work to assist the Housekeeping team with room cleans due to a Housekeeper calling in sick. She is a team player who invariably thinks of the bigger picture to ensure a successful outcome for everyone. Laura has learned Maxial and procedures quickly and along the way, has provided input with new ideas, offering suggestions on existing procedures to streamline systems. Nothing is ever too much trouble for Laura, and she is happy to take on new tasks. As an example, she was asked to take on updating Facebook as an additional responsibility to her normal duties which she did very enthusiastically. Laura is flexible with her roster and often volunteers to assist if other staff need flexibility with days off, etc.
Celebrating Employees of the 1st Quarter 2012

Shao Fei Weng
Housekeeper

Shao Fei is a highly productive individual. As a Housekeeper, she is able to complete her assignments on time with a high quality of work. During Quality Assurance inspections, she assisted the Housekeeping management team prepare and inspect rooms to ensure room cleanliness was up to Wyndham's standards. Being a team player, Shao Fei is counted upon to work on different projects either as a Seamstress and/or General Cleaner. “Magic seamstress” is another way to describe Shao Fei’s talents. She mends sheets, duvet covers and has saved money by sewing discarded linen into linen bags for Housekeepers to use. Shao Fei also added her magic touch by sewing playpen sheets for our new playpens. Flexible with her schedule and always willing to assist her colleagues, Shao Fei even relieves our Houseman by delivering guest-requested items and replenishing Housekeepers’ supplies. Shao Fei also supports our recycling program by sorting cans and bottles. Shao Fei’s day may start as a Seamstress, then by mid-afternoon she may be cleaning the public areas and later, she is assisting other Housekeepers to clean rush rooms.

Gui Hao Wu
Housekeeper

Gui Hao Wu displays a cheerful and friendly attitude and is currently a valuable member of our Outrigger Waikiki Shore Housekeeping 'ohana. Gui Hao is in tune to the needs and desires of our guests and owners. She is a team player who works independently with minimal supervision. She genuinely cares about our guests and 'ohana, as if they were members of her family. Prior to the start of her shift, Gui Hao prepares her supplies for her guestrooms knowing each guest and room requirements. She monitors vacant and out-of-order rooms and preps VIP and owner arrival rooms. She reviews her daily assignment sheet to make sure to provide the right amount of sheets, towels and requested items. Despite Gui Hao's minimal English skills, she consistently reports Housekeeping and Maintenance discrepancies in her station and will follow-up to ensure timely corrective action is taken. During slow occupancy, Gui Hao is willing to help other team members by taking vacation hours so others may have work opportunity, and when occupancy is high, Gui Hao is able to work overtime. Gui Hao decided to retire this month and will be missed!
Poʻokela Celebrated Abroad

It was celebrations, smiles and sunshine “Down Under,” as the Outrigger Surfers Paradise Transition Team (photo top right) and brand marketing champion, Lisa Tzanetopulos, proudly accepted their Poʻokela Awards for Excellence. The pre-opening team responsible for the seamless transition from Holiday Inn® to Outrigger Surfers Paradise comprised head office staff: Grant James, Holly Norbal, Lisa Tzanetopulos, Nicky Chapman, Bronwyn Marshall, Stephen Rowe, Sophie Secombe, Frances Hale, Gavan Conway and Leah Matters who received the Exceptional Achievement by a Team Award.

As Director of Brand Marketing - Oceania, Lisa was also thrilled to accept her award for Excellence in Demonstrating the KeʻAno Waʻa Values of ʻOhana. Lisa played a significant role in developing the team culture in the Corporate Office as the primary force in developing a Team Charter, key to motivating the staff to embrace the transition project.

The team members celebrated at a special morning tea held at Outrigger Surfers Paradise and were honoured and excited to be recognised for their passion and dedication.

The Outrigger Laguna Phuket Resort and Villas Management Team and hosts (photo middle right) joined together for a special presentation congratulating Khun Pongsak Thongwarothai (Aey), Rooms Division Manager, and Khun Monrudee Srijan (Jim), Training Manager, for being honored with Poʻokela Awards for Excellence in Leadership.

Khun Aey gained owners’ respect because of the improvements his department has made and his proactive management style and receptive approach to feedback. Khun Jim set up an English testing system for job applicants and standardised English proficiency training for existing employees. She built confidence and strengthened the supervisory skills of supervisors and managers through her “train the trainer program.”

A special Aloha-themed staff get together was held at the Outrigger on the Lagoon – Fiji, as Resort Manager Jason Zvatora and Executive Assistant Manager Russell Blaik took great pleasure in sharing the news with the Fiji team of their three Poʻokela award winners (photo bottom right).

Executive Housekeeper Tepola Natadra received an award for Excellent Achievement by an Individual for her efforts in establishing a dedicated, guest service and quality product-focused department. The Bebe Spa received an award for Excellent Achievement by a Team for setting the standard for spa service in Fiji. Kini Sarai received the KeʻAno Waʻa Values Award for his tireless work in showcasing the best of Fijian culture to guests through the Activities department.

Congratulations to our ‘ohana across the miles!
Production in China
By Renee Takai

Last month, Dave Lee, Debbie Akau and I were in China for the production of sofa sleepers and guestroom chairs soon to be in the rooms at the Outrigger Waikiki on the Beach. Our purpose was to review the first pieces coming off the production line to ensure they met our requirements. Every trip to China is productive and an adventure, and this trip was no exception.

What was most fascinating was going through a factory that produced foam. Huge blocks of foam the length of a warehouse were an awesome sight. These blocks were cut down into “manageable”-sized blocks and ultimately will be used for the Outrigger Waikiki’s “memory foam” mattresses in the sofa sleepers, a much more comfortable experience for our guests.

Donna Leong Speaks to UH Public Relations Class
By Lehua Lash (Outrigger PR Intern)

In my last semester at the University of Hawai‘i at Mānoa, I was given the opportunity to intern and experience many aspects of Outrigger’s Public Relations department, from writing press releases to attending special events to meeting various PR professionals. This internship has presented many fascinating experiences, one of them being the privilege of listening to Donna Leong guest lecture in my Public Relations class.

Recently, my Communications 421: Public Relations Strategies class welcomed an engaging presentation by Donna Leong, Senior Vice President and Chief Legal Officer, and the ideal person to discuss public relations and the law. Donna focused on her experiences at Outrigger and also as an Attorney for former clients during her previous private law firm practice and the issues arising as a result of the controversial discoveries of iwi kūpuna, or ancestral remains, during construction. This culturally sensitive issue piqued the interest of some students who stayed behind after class to chat with Donna and find out a little more about her background and what steps she took to get where she is today.

Her knowledge and skill in the field of law made for lots of interesting stories, one of them being the registered service mark for Outrigger. She discussed Outrigger’s petition to cancel the use of the Outrigger logo by a textile company in China. China has faced challenges with trademark enforcements and regulations, and years later, the case still hasn’t been resolved. Our class had been learning about trademarks, copyright infringements and the importance of photo releases, so her testimonies were right on target.

As my internship at Outrigger comes to an end, I am excited for what opportunities my post-graduate life will bring and would like to say mahalo to each of you that has been a part of my Outrigger experience, and especially to Kathy Hansberry and Nancy Daniels. It was a great learning experience; I would highly recommend other students to intern in Outrigger’s Public Relations department.
**The East Kaua‘i Team to the Rescue**  
*By Vicki Valenciano*

After an all-points bulletin from the Kaua‘i Chamber of Commerce that their sponsored blood drive was sluggish, the Outrigger East Kaua‘i Team formed a caravan of donors to boost participation. It was a perfect opportunity for team bonding with a charitable purpose.

The management team took advantage of the occasion to replenish nutrients with a late lunch at Dukes.

![Image](Helene Kahaunaele-Akiona, Jill Penbrook, Vicki Valenciano, Gregg Enright and Jasmine Lopez-Silva (Missing: Robert Racelo)]

**Travel Channel’s Sand Masters to Feature Fiji**  
*By Nancy Daniels*

In each episode of Travel Channel’s “Sand Masters,” the team of unconventional artists create unimaginable masterpieces across the globe. These sculptors are inspired by the cultures and customs of the places they visit as they “pound up the sand, carve it down, and beat the clock to reveal their finished work.”

Mark your calendars for Sunday, May 6, for “The Firewalkers of Fiji” Sand Masters episode where the sand sculptors build an elaborate sand display that celebrates the Fijian culture and the 65th Anniversary of Outrigger! Check local listings for specific channels and time of broadcast.

**Wyndham at Waikiki Beach Walk® Celebrates Earth Day**  
*By Shannon Yadon*

On April 20, Wyndham at Waikiki Beach Walk partnered with Waikiki Elementary School for a very special Earth Day and Arbor Day project. Employees and hotel guests joined at the school for a special tree blessing and planting ceremony lead by Tiffani “Napualei” Saunders. The fourth grade class offered an oli to bless the tree, and all the students and hotel guests took turns shoveling soil onto the newly planted tree roots.

The native Olomea Tree was planted in conjunction with the school’s Earth Day celebration and as a part of Wyndham’s ‘One Million Trees’ Arbor Day Foundation campaign to plant one million trees across America.

Following the tree planting, employees and hotel guests assisted the school in weeding and pruning their onsite garden. The fourth grade class surprised Wyndham guests by cooking fresh kale and eggplant and offering papaya and radish from the garden while weeded! They were so excited to share their garden’s food with us, and it was exciting to see our keiki raving about ‘delicious’ kale and eggplant!

Moved by Napualei’s cultural connection with the ‘aina, the school’s art teacher asked Napualei to bless the students’ recent art projects—clay pots for planting native trees!

Wyndham hopes to continue our partnership with the school in the future.

![Image](Photo above: Wyndham guests plant the tree together  
Photo left: Napualei receives hug from the Kindergarten class following the tree blessing)
Outrigger Lays a New Foundation

Continued from page 1

this project during its multiple implementation phases, with representation by the key stakeholder groups:

- Financial Services – Avery Aoki, Shari Fujita and Joy Uchida
- Human Resources – Ruthann Yamanaka, Janice Yee, Pila Hanson, Monica Fo and Neil Kondo
- Information Technology – Alan White and Crystal Salavea

Outrigger has hired SYSTIME Computer Corporation, known as one of the world’s top JDE implementation partners, to help guide us through the implementation. Over the past 17 years, SYSTIME has completed more than 130 JD Edwards implementation engagements for clients in a wide array of industries. Partnering with SYSTIME is NOI Strategies, which will help Outrigger implement the Finance and Real Estate modules in JDE. The SYSTIME team is headed by Ashish Kalawadia, Global Practice Director, and Berges Fitter, Project Director. The HR Track is being led by Jo Ann Perry (SYSTIME), and the Finance Track is being led by Sachin Nade (SYSTIME) and Ray LeBrun (NOI). There are many other talented and wonderful people from SYSTIME and NOI dedicated to supporting and guiding Outrigger (both on- and offsite), so stop by the OHANA Waikiki East Learning Center where they are headquartered to say Aloha!

The numerous phases of this critical project will take another 18 months to two years to complete. Outrigger has recently completed the Design and Define phase in which SYSTIME conducted a detailed analysis of our current system in order to provide us with a scope and timeline for implementing the core functionalities for HR and Finance. We are currently gearing up to start the Build and Configuration phase where we will work on setting up, organizing and testing the system before we “go live” at the end of the year.

Once our core HR and Finance functions are up and running, we will begin to implement additional important functionalities of the system, some of which are new capabilities while others are enhanced existing capabilities. These functionalities include Real Estate, Project Costing, Capital Asset Management, E-Recruit, Compensation, Training and Competencies, Performance Management and Employee/Manager Self Service.

The current focus is on implementing the system here in Hawai‘i with plans to roll out many of the Finance and HR modules to the Outrigger Guam Resort and Outrigger on the Lagoon – Fiji. Future plans also include rollout to our Asia-Pacific (APAC) group, beginning with Australia and then our Asia properties and entities.

Over the course of the project, we will provide regular updates to keep everyone informed of new developments and the progress that’s being made. We have much to look forward to and much to accomplish over the next couple of years, and we welcome everyone’s input to ensure the project’s success as an Outrigger global system that will benefit us all.

“Talking ‘bout the car wash!”

You heard right! The Outrigger Charity Walk Committee is putting on a Car Wash with proceeds benefitting Hawai‘i’s charities!

Saturday, July 21
9 a.m. - 3 p.m.
Waialae Chevron • 4117 Waialae Avenue

Stay tuned to future issues of the Saturday Briefing for details as the date draws near. If you have any questions in the meantime, call Danette Bolosan at 921-6602.

See you all at the Charity Walk:

Saturday, May 5 • Moloka‘i • Ali‘i Park, Hotel Molokai - 7 a.m.
Saturday, May 12:
Hawai‘i Island • Waikoloa Resort • 6:30 a.m. runners, 7 a.m. walkers
Kaua‘i • Historic County Building - 7 a.m.
Maui • War Memorial Soccer Field - 7 a.m.
Saturday, May 19 • O‘ahu • Ala Moana Beach Park - 7 a.m.

Political Fundraisers

If you are interested in attending any of the below fundraisers, please e-mail Kathy Foley at kathysb@outrigger.com or call 921-6957. Mahalo!

Senator Carol Fukunaga
District 11: Makiki/Punchbowl, Ala Moana and McCully
Wednesday, May 2
5:30 - 7:30 p.m.
Mandalay Restaurant • 1055 Alakea Street

Representative Jessica Wooley
Tuesday, May 8
5:30 - 7:30 p.m.
EAT Honolulu • 560 North Nimitz Highway
good luck to keep our rooms full but not overbooked. Every morning, the night auditor would hand the Reservations Department a manually prepared spreadsheet showing the number of rooms that would be occupied for the next couple of weeks. Hard-working clerks would go over each future reservation card and add those occupied rooms to the spreadsheet. The totals told us whether or not to take bookings for each day over the coming weeks and months. It was slow, tedious, difficult and not really accurate enough for our needs.

**Cautiously Dipping A Toe Into Technology:**

In the early 1970s, with the Vietnam War at its peak, our hotels were sold out night after night due to pressure to accommodate a steady flow of U.S. troops coming to Honolulu from Southeast Asia to meet families and girlfriends under the military's Rest and Recreation (R&R) program. I knew we had to improve the speed and accuracy of our occupancy projections and raise the efficiency of our harried reservations staff. I investigated a number of possibilities and talked to many people.

I had to do this quietly because our founder, my father Roy Kelley, had a strong bias against doing anything except in the old fashioned, manual way used since he and my mother Estelle had opened the Islander Hotel in 1947. “Computers? They're the creation of the devil,” he often said with a vehemence that left no room for doubt or discussion.

One day, he called my office at the Outrigger Waikiki and spoke to my secretary, Ginny Forshay, a petite, quiet young lady. The conversation, with Roy raising his voice further and Ginny getting more nervous with each sentence, went something like this:

Roy: “Where's Richard?”
Ginny: “He's in the lobby.”
Roy: “What's he doing?”
Ginny: “Talking to someone.”
Roy: “Who?”
Ginny: “A computer salesman.”
Roy: “Write this down and take it to Richard immediately.”

A few minutes later, a visibly shaken Ginny handed me a small, folded piece of paper. I opened it to find a two-word message from Roy – “COMPUTERS NO!”

We got around Roy’s ban by not buying a computer but rather leasing a primitive Burroughs accounting machine that could accumulate numbers punched into cards similar to those developed by Herman Hollerith in the 1880s to tally data from the U. S. Census Bureau. By punching arrival and departure information onto the cards, we could quickly predict occupancies at our properties, then about 14 in number.

Accounting was later added with the help of a Teletype machine that transmitted batches of financial data to a remote computer service bureau.

“Computers, Dad? No, we don't have any computers,” I could say with a straight face for many months.

**Full Computerization:**

Later, Roy finally relented and agreed that we could invest in computers that were specifically designed for operating a hotel. We selected a system manufactured in California by ECI Computers expressly for hotels and convention centers. I believe we were the first hotel company in Hawai‘i to fully computerize reservations functions.

However, the ECI computers at that time had only limited capacity and could barely handle three or four small hotels. So, we installed multiple sets of the computers in a well-cooled, fireproof room behind the Main Showroom at the Outrigger Waikiki. Each computer had to be hard-wired to every terminal in the reservations office across the hall. With hundreds of wires going from room to room, it was like something out of a nightmare but, with careful supervision by Ann Harada, Laurie Hirata and many others, it worked beautifully for years.

As computers improved, we wrote our own Front Desk and Reservations software, which we named Stellex in honor of our co-founder, Estelle Kelley, who for so many years did all of our reservations work, booking forms and writing personalized notes and letters on a manual typewriter.

Beginning in 1988, financial data was fed to an IBM AS400 with JD Edwards World software. Now, almost a quarter of a century later, it is time to upgrade that system too as described by the Outrigger JDE Steering Committee on Page 1. In the not too distant future, all of our computer systems will be state-of-the art and the same in all of our properties across the Pacific Ocean and in Southeast Asia.

In my lifetime, I have seen our hotel information processing go from a single hand-cranked adding machine to a wireless network with hundreds of terminals scattered from Honolulu to Phuket, Thailand. My morning newspaper notes that Apple Computer sold 35 million iPhones in the first three months of this year, each one with far more computing power than any of our ECI computers. With those items in mind, just imagine for a moment what will happen during the life of my first great-granddaughter, Lilikoi, who recently celebrated her second birthday!

“You’ll go a long way, Baby!”

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1 These properties are now called Outrigger Waikiki on the Beach, OHANA Waikiki East and OHANA Waikiki West. The Outrigger Surf has been converted into a condominium named The Ohia.