What I Learned on My Summer Vacation
By Dr. Richard Kelley

During the past two weeks, my wife Linda and I have been traveling in England and, as usual, I learned a great deal about our industry by experiencing what it is like to be on the customer's side of a hotel's Front Desk.

During my time in the United Kingdom, I sometimes felt I was a character in a lost chapter of Charles Dickens' novel, *A Tale of Two Cities.* The opening line of that classic reads, “It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness ….”

In England during the past several weeks, it seemed like “the best of times.” The bright red, white and blue colors of the Union Jack were everywhere—on top of buildings, in windows, hanging from street lamps—as the entire nation prepared for celebrations to mark Queen Elizabeth’s 60 years on the throne. It is the second Diamond Jubilee in British history. (The first was in 1897 for Queen Victoria.) London streets, parks and public squares were filled with partygoers day and night. In the entertainment district of London, we saw pub patrons spilling out onto the sidewalks and crowding into the streets. Many roads were closed to traffic, creating a nightmare for taxi drivers.

For some terrific photos of the colorful Jubilee events, go to [http://tinyurl.com/jubileepix](http://tinyurl.com/jubileepix).

While the Jubilee celebrations were in full swing, newspapers, the Internet and television were filled with news of the severe financial crisis looming over the euro zone. Predictions of a banking system collapse, massive inflation and riots in the streets of European cities permeated the media, making it seem like “the worst of times.”

We did not stay in traditional hotels operated by a multi-unit management company. In London, we rented a one-bedroom apartment or “flat,” as the English call it. In the countryside, we stayed at small inns with only a few rooms. Many were quite old.

In those properties, every member of the staff has a number of jobs. The front office staff frequently steps from behind the desk to carry luggage, or moves over to the lounge area to serve coffee or a glass of wine. Everybody pitches in to get housekeeping chores done before new guests arrive. With narrow corridors and no elevators, housekeeping carts are out of the question.

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Happy Birthday!

June 20: Jana R. Baniaga, Michael Sacay, Kelvin M. Sato, Scott Charles Rolles, Edilberto L. Presiados, Emilyea Edward, Nena Tran, Susan Williams, Ilaitia Sarai, Lowata Naivua and Made Putrayasa.


June 25: Rui Mei Qiu, Jing Yun Wu and Emmanuel V. Tapat.


Employment Opportunities

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 position is June 15, 2012.

Keauhou Beach Resort
Executive Sous Chef (Full Time)

High school diploma or equivalent required. Degree in Culinary Arts preferred. A minimum of two years previous experience in domestic and international dishes required. Responsible for making sure all food preparation and control for all food outlets and banquet facilities meets Outrigger's standards of quality. Must be able to work any day and shift to include weekends and holidays.

Lunch & Learn
Hawai‘i Legislative Update

Speakers: Max Sword & Blane Yokota
Date: Thursday, June 28, 2012
Location: OHANA Waikiki East Poolside
Time: 12:00 p.m. - 1:00 p.m.

Please join Max Sword, Outrigger’s VP of Industry Affairs, and Blane Yokota, Outrigger Associate General Counsel, as they look back at the past Legislative session and update us on new legislation that will affect Outrigger and our industry. They will also share their insight on the political landscape during this important election year.

This session will also be available via the web at https://outrigger.mitelnhwc.com/join/cjtyfjf. If you plan to attend via the web, please RSVP to Pila Hanson at pila.hanson@outrigger.com.

New Arrival!

Congratulations to Nana Laurie Hirata on the arrival of grandson Carson Riley on June 4. Carson weighed 7 lbs 2 ozs and was 22 inches long.
Outrigger University Graduates the First Growing Leaders Program Class!

By Pila Hanson

This past week marked an important milestone for many of our managers and salaried individual contributors as Outrigger University graduated its very first Outrigger Growing Leaders class! This new eight-week Leadership Development program was created to help our managers and salaried individual contributors to better understand themselves and others, to help them build higher trust relationships by learning to adapt their behavior styles in different work situations and to help them be more effective communicators. Facilitating this learning opportunity was Sarah Kalicki-Nakamura and Cindy Sakai from TH!NK.

The Growing Leaders Program was a positive and meaningful experience for the attendees and a few of them wanted to share their thoughts with the rest of the Outrigger 'ohana:

“I thoroughly enjoyed each module and although we had homework assignments, I realized that the homework helped solidify the valuable teaching of the week. Sarah and Cindy are excellent communicators and they made each module interesting and fun! I would recommend this class to all leaders.” ~Laurie Hirata

“Growing Leaders was one of the best management classes, if not the top, being offered by Outrigger. It was very educational and the two highly-energetic instructors (Sarah and Cindy) kept the mood and attitude flowing; there was never a dull moment in the class. You had lots of fun doing the exercises, but you learned something at the end. We had supervisors, managers, mid-management and senior management in the class but title didn’t mean anything—we were all students when class began. I’m an ‘old school’ leader and learned that times are changing. I would recommend this class for all future and present leaders in Outrigger.” ~Reuben Nakagawa

“The Growing Leaders program is unlike any other class I’ve participated in before. There were so many valuable life lessons I learned from this experience, including viewing teammates’ differences as talents, understanding how generational differences affect the work force, DiSC management style and more. This training was conducted in a fun and comfortable setting that made learning enjoyable week after week. It also taught me a lot of useful tools and practices in regards to behavior, communication and relationship building, with not only my work colleagues but with my family as well. The instructors Sarah and Cindy were very professional, knowledgeable and authentic. I feel very fortunate to have been a part of the inaugural class of the Growing Leaders program, and I would highly recommend this class to everyone who wants to improve personally and professionally.” ~Kathy Hansberry

“I’d like to say that the Growing Leaders course has confirmed to me that we are all different with different ways of doing things but the end result should be the same. It was a very enlightening course that also taught us the values of the DiSC principles and the ability to identify and understand people with different DiSC styles. It was also my pleasure to have been able to have these classes with fellow workers who in my 16 yrs of working with the company had only heard of some of them by name and never met in person.” ~Denise Torres

Continued on page 4. See "Outrigger University Growing Leader Grads!"
Congratulations to the following Growing Leaders Program graduates: Josephine Ader, Elizabeth Agustin, Brandon Asuncion, Shantel Burns, Amante Castro, Roger Chan, Glenn Galligan, Tereza Gapuzan, Kathy Hansberry, Laurie Hirata, Monica Kauhane, Nicole Kennedy, Burton Kong, Milton Lafitaga, Anna Lau, Diane Lau, Randall Morisako, Reuben Nakagawa, Luz Redoble, Denise Torres, Sandy Tran, Joselyn Valenzuela, Todd Wakida, Steve Winter, Shannon Yadon, Jo-Ann Yonamine, Darnell Zablan and Tom Zylstra.

On behalf of Outrigger, we are proud of your hard work and dedication to improve yourself and make Outrigger an even better place to work! Congratulations!

Our Newest Certified Front Desk Manager
By Pila Hanson

Congratulations to Anna Ko, currently a Guest Service Manager at the Outrigger Waikiki on the Beach, for attaining her Certified Front Desk Manager designation from the American Hotel & Lodging Association’s Educational Institute! We are very proud of the hard work she put into obtaining her certification.

Outrigger University is dedicated to helping our managers set their path as future leaders in our company and in the Hawai‘i visitor industry.

Anna Ko

Outrigger Laguna Phuket Host of the Month • May 2012
By Patcharee Chanantho (Khun Paew)

Khun Sit (Mr. Pongpisit Thongruang), Outrigger Laguna Phuket’s carpenter, has just completed one year of service. He is recognized for his outstanding work performance; adding Thai art and creativity to his woodwork is value added! Plus, Khun Sit’s work always exceeds expectations.

Congratulations, Khun Sit! You really deserved this award!

General Manager Apichart Asa, Khun Sit and Chief Engineer Picharn Yamying

Outrigger Reef on the Beach
Kuloko Arts

“I just wanted to send a quick note to say how much I enjoyed the Kuloko Arts of Hawaii gallery on my recent visit to Waikiki. It was such a special treat to participate in the free art classes and to meet the artists. I am happy to say that I have been inspired and I’m getting started on some art projects at home, so thank you for that!! I will enjoy the pieces that I purchased for a long time to come. We can’t wait to come back and will be sure to visit you when we do.”

Cindy Evans
via email from Canada

Outrigger Maui Eldorado

“Just wanted to send you [Tamara Biho] a brief thank you note. I cannot tell you how much I appreciate your extra hospitality and kindness for letting me stay in room L 202. Your two Mary Ann [Maryann Macadangdang and Maryann Valois] are sooooo caring and wonderful! Hope to see all of you again soon!”

Riaz H.
via email
Outrigger on the Lagoon – Fiji May Get Together

By Una Murray

The Outrigger on the Lagoon – Fiji vuvale (family) got together to celebrate employee excellence for the month of May. Hosts for the occasion were Assistant Chief Engineer Binoy Gounder and Guest Service Manager Salote Bali. As is now tradition, employees came out in their best and most colourful Bula wear.

Salote welcomed everyone and announced that the gathering was dedicated to all the mothers in honour of Mother’s Day. Kini Sarai opened the festivities with a prayer and read a beautiful story about mothers. Everyone then stood and sang the National Anthem. Salote welcomed General Manager Peter Hopgood to the podium for his presentation.

Peter thanked everyone for service excellence during the busy month of May. He shared that many travel agents visited the property booth at the Bula Fiji Tourism Exchange held on Denarau Island in Nadi. Director of Sales & Marketing Andrew Gee and Director of Sales Wayne Robinson attended the Bula Fiji Tourism Exchange (BFTE) in Port Denarau, Fiji, where buyers and sellers of the pacific gathered. They found quite a bit of interest in Fiji, especially for weddings. He congratulated the Front Office and Activities for their top rating on service excellence and encouraged other departments to improve upon their service levels.

Peter announced the new Fire Walking arena and plans for a new adult swimming pool and children’s pool.

Binoy announced Employees for the Month of May:

**Back of House – Yashni Gounder**
A very good breakfast chef, Yashni covers the busy omelet station. He has a great personality and guests enjoy interacting with him while he prepares their omelets to perfection!

**Front of House – Ateca Rokoloma**
Ateca has gained experience in a very short span of time. A very dedicated Food & Beverage attendant with an eye for detail, she is always smiling and providing great customer service.

**How Can I Help – Joseph Tuwe**
Joseph is always punctual and ensures the bar is clean, equipment is in working order and everything is stocked and ready prior to service.

**Here to Help – Hari Lal**
Hari is very polite and friendly. He works well with others and is also very punctual.

**Manager of the Month – Bella Sarai**
Bella handles a lot of requests for wedding group bookings and is always available to assist guests with special requests. She prefers to be behind the scenes but guests are so impressed with her service, they often want to see her to thank her in person.

Executive Housekeeper Tepola Natadra shared that the Housekeeping department provided community service by thoroughly cleaning up the outpatient room, doctors’ rooms, wards and restrooms at the Sigatoka District Hospital.

Executive Assistant Manager Russell Blaiq started off the Heads or Tails game and the vuvale enjoyed afternoon tea and confections, concluding the monthly recognition celebration.
It’s Hurricane Season—Are You Ready?
By Jerry Dolak

It’s hurricane season and forecasters predict it will be an “average” season. Well, since the last few years have been below average, that means we can expect more storms than we have been accustomed to, and we know it only takes one.

Please! Prepare a disaster kit if you haven’t already done so, and if you have, when was the last time you looked at it? Refresh it and make sure each member of your family is supplied.

Naturally, I have to come to work, but my wife and son will stay home and if necessary, seek shelter at the high school in our neighborhood—that’s our plan—we sat down and discussed it. Make a plan with your family. My wife’s kit is inside a suitcase with wheels, so she doesn’t have to carry it, so consider that or a backpack that is easy to pick up and go.

When preparing for a possible emergency situation, it’s best to think first about the basics of survival: fresh water, food, clean air and warmth.

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Recommended Items to Include in a Basic Emergency Supply Kit:

**Water**
- One gallon of water per person per day for at least five days, for drinking and sanitation
- Children, nursing mothers, and sick people may need more water
- Store water tightly in clean plastic containers such as soft drink bottles

**Food**
- At least a five-day supply of non-perishable food
- Select foods that require no refrigeration, preparation or cooking and little or no water
- Pack a manual can opener and eating utensils
- Avoid salty foods, as they will make you thirsty
- Choose foods your family will eat:
  - Ready-to-eat canned meats, fruits and vegetables
  - Protein or fruit bars
  - Dry cereal or granola
  - Peanut butter
  - Dried fruit
  - Nuts
  - Canned juices
  - Non-perishable pasteurized milk
  - High energy foods
  - Vitamins
  - Food for infants
  - Comfort/stress foods
  - crackers
  - Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
  - Flashlight and extra batteries
  - First aid kit
  - Whistle to signal for help
  - Dust mask, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place

Additional Items to Consider

**Adding to an Emergency Supply Kit**

- Prescription medications and glasses
- Infant formula and diapers
- Pet food and extra water for your pet
- Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container
- Cash or traveler’s checks
- Emergency reference material such as a first aid book or information from www.ready.gov
- Sleeping bag or warm blanket for each person. Consider additional bedding if you live in a cold-weather climate.
- Complete change of clothing including a long sleeved shirt, long pants and sturdy shoes. Consider additional clothing if you live in a cold-weather climate.
- Household chlorine bleach and medicine dropper – When diluted nine parts water to one part bleach, bleach can be used as a disinfectant. Or in an emergency, you can use it to treat water by using 16 drops of regular household liquid bleach per gallon of water. Do not use scented, color safe or bleaches with added cleaners.
- Fire Extinguisher
- Matches in a waterproof container
- Feminine supplies and personal hygiene items
- Mess kits, paper cups, plates and plastic utensils, paper towels
- Paper and pencil
- Books, games, puzzles or other activities for children
It’s Hurricane Season—Are You Ready?

Continued from page 6

What is a Hurricane/Typhoon/Cyclone?
A tropical storm with winds that have reached a constant speed of 74 mph or more.

Hurricane – Storms are referred to as hurricanes if formed in Atlantic Ocean and Eastern Pacific Ocean i.e., near Gulf of Mexico and America.

Typhoon – Storms are called typhoons if they are formed in the Northwestern Pacific Ocean i.e. near Asia.

Cyclones – Storms are called cyclones if they are formed over the Indian Ocean and Southwestern Pacific Ocean i.e. near Africa and Australia.

Know the Terms

Tropical Depression – A rotary circulation of clouds with winds up to 38 mph.

Tropical Storm – A rotary circulation of clouds with winds between 39 mph and 73 mph.

Hurricane/Typhoon Watch – Issued when there is a threat of hurricane conditions within 36 hours or less.

Hurricane/Typhoon Warning – Issued when hurricane conditions are expected in 24 hours of less.

Storm Surge – A huge dome of water pushed on shore by either a hurricane or typhoon. When coupled with high tide, the storm surge will be the tide and surge combined.

Hurricane/Typhoon Facts
• Winds blow in a large spiral around a calm center known as “the eye.” The eye is generally 20 – 30 miles wide and the storm may extend outward 400 miles.
• As it approaches, the skies will begin to darken and winds will grow in strength. As it nears land, it can bring torrential rains, high winds and a storm surge.
• Hurricanes can last for more than two weeks over open waters.
• Hurricane season is from June 1 through November 30, with the peak months being August and September.
• Typhoon season is year-round, with most typhoons forming between May and November.
• The Hawaiian Islands are located in a high-risk area for hurricane activity. Kaua’i has been hit by three hurricanes since 1957, which also directly affected O‘ahu. The most recent was Hurricane ‘Iniki in 1992. In 1982, Hurricane Iwa passed northwest of Kaua’i.

Actions to Consider BEFORE a Hurricane/Typhoon
• Bring in outdoor objects, such as lawn furniture and toys. Anchor objects that cannot be brought inside.
• Secure your home by closing and boarding up the windows and removing outside antennas.
• Turn the refrigerator and freezer to the coldest settings. Open them only when absolutely necessary and close them quickly.
• Store drinking water in disinfected bathtubs, jugs, bottles and cooking pots.
• Review the evacuation plan and update or replenish your disaster supply kit. Do not wait until you are under a hurricane watch or warning to assemble your disaster supply kit.
• Make a record of your personal property. Take photos or video of the exterior and interior of your home, including your personal belongings. Store these documents in a safe place. If you are directed to evacuate, take the documents with you.
• Exterior Doors and Windows - The exterior walls, doors and windows are the protective shell of your home. If your home’s protective shell is broken, high winds can enter and put pressure on your roof and walls, causing damage. You can protect your home by strengthening the doors and windows.
• Two-car garage doors can pose a problem during hurricanes because of their size and tendency to wobble during high winds. They can also be pulled out of their tracks or collapse from wing pressure. If the garage doors fail, high winds may enter your home and blow out doors, windows, walls and even the roof. Some garage doors can be strengthened with retrofit kits.

Actions to Consider DURING a Hurricane/Typhoon
• Listen to the radio or television for progress reports.
• Take refuge in a small interior room, closet or hallway in your residence. If you are in a multiple-story building, go to the first or second floors, and stay in an interior room away from windows.
• Stay inside, away from windows, skylights and glass doors.
• Keep the curtains and blinds closed.
• Do not go outside when the eye passes over. Winds and rain will soon resume.

Actions to Consider AFTER a Hurricane/Typhoon
• If you are in a safe location, stay there until you are directed by local authorities that it is safe to leave.
• If you evacuated the community, do not return until authorities say it is safe.
• Tune in to local radio and television stations for information about caring for your household, where to find medical help, how to apply for assistance, etc.
• Do not drink or prepare food with tap water until you are notified by officials that it is safe to do so.
• Talk to your children about what happened and what they can do to help.
• Stay away from disaster areas unless authorities request volunteers.
• Stay away from downed power lines and report them to the power company.
• Enter your home with caution. Be aware of insects and animals driven to higher ground by the floodwaters.
• Open windows and doors to ventilate and dry your home.
• Drive only if it is absolutely necessary; avoid flooded roads and washed-out bridges. The roads will be littered with debris such as roof nails, so supply your vehicles with a tire repair foam such as “Fix-A-Flat”.
We saw employees who were on duty late in the evening, and then the same people would be back early the next morning serving breakfast.

In one place we stayed, the guest rooms, lobby and dining room were in three separate buildings a block away from each other. Staff members often had to shuttle between buildings for supplies and services, day and night.

In the 1970s, BBC Television produced a sitcom called *Fawlty Towers*, about a fictional British hotel featuring a deranged manager, his bossy wife and a hapless waiter dealing with eccentric, demanding guests. If that was the stereotype of the hotel industry in England then, it has certainly changed, according to Oliver Smith, Online Travel News Editor of *The Telegraph*.

Perhaps as a direct result of the availability of information about hotels large and small through services such as TripAdvisor, in 2012 no one can hide. In fact, TripAdvisor notes, the ratings of Britain’s hotels and guesthouses have been steadily rising for several years. They now average 4.09 (out of 5.00), up from a low of 3.48 in 2004. That places them above the global average and higher than the averages for the U.S., Germany, France and Spain.

I am convinced more than ever that the key to making a happy, repeat customer is the brand of hospitality we offer day after day at Outrigger and OHANA hotels. This claim is backed up by the 2012 Certificates of Excellence recently given to 28 of our properties by TripAdvisor for consistently achieving outstanding travel reviews on TripAdvisor.com.

Pubs were decorated inside and out

Army veteran shows his medals and pride

Everybody is celebrating the Jubilee!

I often say the first five minutes after a guest arrives at a hotel are the “Golden Minutes,” where there is a one-time opportunity to set the tone for the entire stay. If you do a great job during these first moments, you will be forgiven for something less than perfect later on. Screw up early, and it is hard to recover, no matter what you do to please the guest over the next few days.

Our experience on arrival in London is an excellent example of how crucial the Golden Minutes can be. We had flown overnight from Denver and endured more than an hour in a hot, crowded immigration hall. Then, the airline told us our luggage had gone to Frankfurt, Germany.

On arrival at our apartment, we were pretty tired and discouraged, but the office staff said just the right things to make us feel welcome, special and cared for. Knowing we had flown all night, they had turned our bed covers down, fluffed the pillows, turned on the air conditioning and stocked our kitchenette with coffee, juice and other breakfast essentials.

That made all the difference in the world and it will be remembered for a long time to come.

Whether you work at a large hotel, a boutique property or a multidimensional resort, and whether you are in the Bell department, Housekeeping or the Front Desk, you will have similar opportunities to make the most of those Golden Minutes.

Carpe Diem!
Seize the day!