I am pleased to join Human Resources in welcoming Frédéric Chrétien (pronounced Fraydayric Craytee-en) to the Outrigger ‘ohana as the general manager of Outrigger Mauritius Resort and Spa (MOR). The property is scheduled to open in December this year. Frédéric starts Oct. 1, 2013 and will report directly to William Visser, vice president operations, Asia-Pacific.

Frédéric has spent the last 14 years in Mauritius as general manager of The Residence Mauritius. With 30 years’ experience in hotels and a strong track record in food and beverage, we are thrilled to have him onboard to oversee the remainder of the resort’s extensive renovations and preparations. When open, he will take a lead role in showcasing the Outrigger brand of hospitality in an exciting and new destination for us.

Throughout his career Frédéric has worked with some well-known hotel brands including 10 years with IHG in his native France, and five years with Sun International in the Comoros Islands in the Indian Ocean, as well as The Residence.

Frédéric graduated from hotel school in Paris in 1985 and is fluent in French, English, German and Italian. He also spent a short stint with Disney at the Epcot Center early in his career.

Frédéric enjoys the outdoors, particularly walking and swimming. He is a practitioner of meditation and Reiki. He relaxes by reading, listening to music, playing Sudoku and completing crossword puzzles.

Having lived so long in the beautiful island of Mauritius, Frédéric is also now a citizen of that country.

The Outrigger Mauritius Resort and Spa is in good hands under Frédéric’s leadership. We are very pleased to welcome him to the Outrigger ‘ohana.

Charles Dickens’ classic novel, A Tale Of Two Cities, opens by describing a period in London and Paris at the time of the French Revolution, the late 1700s, as the best of times and the worst of times, depending on one’s circumstances. Today, the novel might be titled, A Tale Of Two Worlds, as many regions of our planet enjoy unparalleled prosperity while other areas, particularly, but not only, the Middle East, are suffering with riots, revolutions, terrorist attacks, rule by harsh dictators, assaults on minorities and women, famine, poverty, AIDS epidemics and so on.

Consider the following recent news:

- **London:** Airbus is predicting that the number of jet planes in the world will double in the next 20 years, largely to satisfy demand in emerging markets, particularly China. That will mean 29,220 new passenger and cargo aircraft plus another 10,400 aircraft needed to replace existing planes with more efficient models.

- **Nairobi:** Al-Shabab, an affiliate of the Islamic extremist group al-Qaida, attacked Nairobi’s upscale Westgate mall Saturday and held it for four days in a siege in which at least 67 people were killed. Kenya’s President Uhuru Kenyatta immediately asked the U.S., UK and EU governments to refrain from issuing anti-travel advisories, which could further damage Kenya’s vital tourism industry on which 12.5 percent of its gross domestic product (GDP), 11 percent of total employment, 600,000 jobs and Kenya’s foreign exchange earnings rely.

- **Honolulu:** Hawai’i tourism numbers for the first seven months of 2013 are up – arrivals by 5.5 percent and tourist spending by 5.7 percent over 2012, a record year. Mike McCartney, president and CEO of the...
Happy Birthday!


Oct 11: Ruby M. Balagso, Paul Barry, Nicola Chapman, Priya Darshani, Grant J. Gutierrez, Mary Colleen Heyer, Narend Kumar, Aree Sakhun, Baldwin Ugaban and Xiaoli Zhu.


Oct 14: David Cavu, Vilma Hawkeswood, Sailosi Kadi, Julius Kapwich, Sheikh Koya, Christopher Marasigan, Nisakorn Morasit, John Moreta, Supansa Promthongrak, Mohammed Shameer and Janet Shmull.


Happy Birthday to Kathy Foley at kathysb@outrigger.com.

Employees of Outrigger Enterprises Group (OEG)

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Employees of OEG

Websites

Employment Opportunities

If you are interested in a position listed below and meet the qualifications, you may apply online. Please visit Outrigger.com and click on Employment Opportunities. We only accept online applications for the open-listed positions from internal candidates. If you have any questions, please call Chad Terame at (808) 921-6989. Application deadline for the following positions is October 4, 2013.

Programmer Analyst I (Full-Time)

Bachelor’s degree in ICS or Engineering. A minimum of one to two years programming experience required. Must be able to review, analyze, create and modify software applications in a multi-tiered Windows and/or mainframe environment. Development experience with the following technologies is required: Visual Basic 6, .NET, XML, XSL and JavaScript. Knowledge of COBOL is a plus. Must also be available for on-call support of critical applications and interfaces.

Senior Programmer/Analyst (Full-Time)

Bachelor’s degree in Computer Science or Engineering or an equivalent combination of education, training or experience that provides the necessary knowledge, skills and abilities to perform the job required. Must have a minimum of five years of experience in a broad range of technologies. Must have excellent computer and written/verbal communication skills. Knowledge of commonly used concepts, practices and procedures within the hospitality industry preferred. Must be able to work effectively under strict time constraints and deadlines, create online and batch type applications in required programming language, be able to translate user needs into functional technology solutions, be able to establish and maintain solid relationships with internal and external business customers and have effective problem-solving skills. Software and Procedural Quality Assurance required.

Database Administrator (Full-Time)

Bachelor’s degree in a related field and a minimum of seven years quality-related experience preferred or any other combination of education, training or experience that provides the necessary knowledge, skills and abilities to perform the job. A minimum of five years working experience required. Must also be available for on-call support of critical applications and interfaces 24/7/365. Responsible for database design, development, administration, documentation and support for all application related SQL relational databases. Responsible for reviewing, recommending, installing and maintaining database related products, tools and methodologies to support applications in an OLTP environment. May conduct training on database related concepts and tools. Interfaces with all other engineering components within the department and internal and external customers on database related concepts and issues.

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Employment Opportunities

Director, Systems and Programming (Full-Time)
Bachelor’s degree in Computer Science, Management Information Systems or an equivalent combination of education, training or experience that provides the ability to perform the job required. A minimum of 15 years of experience within the Information Technology space directly related to disciplined definition of projects, application software development and testing and monitoring the execution of application software solutions after they are implemented into production. Responsible for planning and directing activities for a team of software developers and analysts to architect, design, develop, integrate, implement and support software development for enterprise software solutions to achieve business initiatives. Responsible for providing both strategic guidance and tactical leadership.

Senior Web Developer/Technical Lead (Full-Time)
Bachelor’s degree in Information Technology required. A minimum of five years working experience on mid-to-high volume e-commerce websites preferred. A minimum of three years using web technologies to include but not limited to: Visio, Visual Studio, MS SQL Server, VB.NET and/or C#, .NET, HTML5, XHTML, DHTML, CSS3, XML, JavaScript, AJAX, PHP, MVC, Atlassian JIRA, Confluence, Crucible, Subversion or Git and other related interactive technologies required. Reports to project manager, Interactive Commerce and responsible for the overall technical integrity of web development platforms used across the organization and its related projects, products and services.

Administrative Assistant (Full-Time)
High school diploma or equivalent required. A minimum of three years secretarial experience within a large organization or secretarial training certification through a business college required. Must have excellent computer and written/verbal communication skills. Must be able to provide administrative support to a senior vice president or above and assist in maintaining the efficient daily operation and duties of the office.

Multi-Property Accountant (Full-Time – Temporary)
High school diploma or equivalent required. Bachelor’s degree in Accounting or Finance preferred. A minimum of three years previous accounting experience required, within the hospitality industry preferred. This position will assist the department in all aspects of the general accounting, accounts payable and accounts receivable processes including revenue accounting, property management and fixed assets as applicable.

Human Resources Information Systems Analyst (Full-Time)
Bachelor’s degree in HR, Business Administration, IT or related discipline required. Associates degree in IT may be considered with applicable HRIS experience. A minimum of five years experience in an HRIS systems analyst role with emphasis on technical development and system configuration, IT management or equivalent combination of education and experience required. Previous experience with HRIS system implementations and ongoing support is preferred.

Noosa Biosphere Spirit!

By Lynne Scanlan

The Outrigger Little Hastings Street Resort and Spa (ANR) participated in our first Biosphere Festival since becoming a partner last year. I led the effort at the onset as a director on the Cultural Board of Noosa Biosphere Limited. The Noosa Biosphere is one of only two UNESCO Biospheres in Queensland and 14 in Australia. Biosphere reserves are sites established by countries and recognized under UNESCO’s Man and the Biosphere (MAB) Programme to promote sustainable development based on local community efforts and sound science.

The family-fun event brought together Biosphere Partners to celebrate our unique region and also to explore various avenues for getting the “Commercial Sustainability within the Environment” message across to locals and visitors alike.

The ANR team partnered with Noosa Landcare, an organization committed to achieving long-term environmental outcomes, and offered free lemon myrtle seedlings matched with samples of lemon myrtle and wattle seed cheesecake prepared by the team at View on Little Hastings Street (ANR’s restaurant).

The formal environment education activities were complemented with fun family activities including weaving demonstrations, native animals, face painting and children’s entertainment.

The day really showed ANR’s true Noosa Biosphere Spirit!
Continuing to Celebrate Our MVPs!
By the Saturday Briefing Staff

In the last two issues of Saturday Briefing, we’ve featured Housekeepers Week celebrations. Here are more ways our ‘ohana recognized and celebrated with our “Most Valuable Players!”

A fabulous spread and ready to dig in are Chuck Okazaki, Connie Geer, Leeann Frias, Rose Transfiguracion, Valentina Salinas, Carmen Jadraque, Rosita Arellano and Justin Barido

Players had to find gum in a plate full of whipped cream and then blow a bubble, no hands, of course! Albert Salmo, Joshua Kahele, Leeann Frias, Carmen Jadraque, Rosita Arellano and Rose Transfiguracion

Outrigger on the Lagoon - Fiji Wins Pevonia International Spa Award 2013
By Talei Tora

Multi-award winning Outrigger on the Lagoon – Fiji Bebe Spa Sanctuary confirmed its status as one of Fiji’s leading spa operators walking away with the prestigious Pevonia International Spa Award, a week after winning the Best Destination Spa Resort 2013 at the prestigious annual Australasian Spa Association (ASPA) Spas of Excellence Awards.

The award was presented in recognition of Bebe Spa Sanctuary’s superior design and overall ambience at the annual Pevonia Botanica International Spa Awards held in Australia.

Bebe Spa Sanctuary Manager Praveena Dewan was also a finalist in the Spa Manager of the Year category in recognition of her outstanding management and knowledge of the Pevonia Botanica range. Praveena said the award also recognizes the hardworking therapists that make Bebe Spa a truly unforgettable Fijian spa experience. “What sets Bebe Spa Sanctuary apart is not only its enviable location and ability to instill a sense of total peace and tranquility, but our entire team who all share the same passion and dedication to ensure that a world-class spa experience is offered to each and every guest,” she said.

Outrigger on the Lagoon – Fiji General Manager Peter Hopgood said the award couldn’t have come at a better time, on the eve of the resort officially opening its adults-only pool and bistro, Vahavu. “We are having such a fantastic year. In February we won the Best Deluxe Resort and Best Fine Dining Restaurant for our Ivi Restaurant at the 16th Annual AON Fiji Excellence in Tourism Awards and in September we’ve won two prestigious spa awards!”

“Not only is our Bebe Spa stunning as a sanctuary with a breathtaking view, we have the best therapists in the country that deliver world-class treatments. I am so proud of our Bebe Spa team!” Peter shared.
Yes, “Mamm!”
By the LivingWell Committee

That’s right! It’s time to say “yes” to getting that mammogram!

October is National Breast Cancer Awareness Month and female members of our Hawai‘i and OMI ‘ohana, who are age 40 or above and covered by Kaiser or HMSA healthcare plans, can receive a free mammogram screening. Outrigger/OHANA employees working outside of Hawai‘i and Colorado should check with their director of Human Resources to find out the benefits and facilities for mammograms in their area.

Breast cancer is one of the leading causes of death in women in the United States. About 1 in 8 U.S. women (that’s just under 12 percent) will develop invasive breast cancer over the course of their lifetime. It is a threat to women of all races and economic conditions. But the fantastic news is that death rates from breast cancer have been decreasing – especially in women under 50 – thanks to treatment advances, earlier detection through screening and increased awareness.

Take advantage of this great benefit during our Outrigger/OHANA Mammography Promotion that runs from Sept. 30 through Nov. 16, 2013 and schedule your mammogram:

• Members of our ‘ohana covered by Kaiser Permanente, should call Kaiser at (808) 432-5100.
• Members of our ‘ohana covered by HMSA’s HPH Plus and PPP should call the Kapi‘olani Breast Center at (808) 527-2588, Pali Momi Women’s Health Center at (808) 535-7733 or Wilcox Memorial Hospital Imaging Department at (808) 245-1030.
• Mention you are an Outrigger/OHANA employee when you call to receive the full benefits.

Orange = Accountability
By Mady Agcamaran and Ben Starbuck

The value for October is accountability. We show accountability by having the courage to do what we are supposed to do when we are supposed to do it.

Mady Agcamaran says it best, “As accountants, ACCOUNTABILITY is one of the values we wholeheartedly embrace. It is our responsibility to produce accurate financial reports and owner statements. We always make sure our owners and customers are happy with what they receive from us. In order to achieve these goals, we have to take the concept of KULEANA to heart.

“What better satisfaction is there than a positive comment from our owners or supervisors? And if there happens to be a question or clarification needed, it is our responsibility, or KULEANA, to find the answer and remedy any issue. When we have the courage to accept the consequences of what we do, we take pride in the results. It motivates us to be more diligent and efficient. We ask when in doubt, and share knowledge with our co-workers.

“ACCOUNTABILITY, or KULEANA, is a value that should be shared at work, at home and with our friends.

Parents should be role models to their children in the practice of this value. After all, every parent wants to see his or her child(ren) grow up with responsibilities, discipline and the courage to accept the consequences of their actions.

“The accounting equation states that Assets = Liabilities + Owner’s Equity. One of our greatest values states that Accountability = Responsibility + Courage + Ownership.

“Accountability makes our lives better. For example, we depend on our bosses to be accountable to us in order for us to work at a high level. We depend on other departments to be accountable for us to be able to do our jobs. Accountability is key for any successful activity where multiple people are working together toward a common goal.”

So in solidarity, let’s wear Orange each Friday of October to represent this value. “Orange” you glad the people you depend on at work are accountable so you can do your job at a high level? 🌐
Outrigger Hotels and Resorts
Hosts Two Rainbow Wahine Tournaments
By Kathy Hansberry

Outrigger Hotels and Resorts, a proud Diamond Corporate Partner of University of Hawai‘i Athletics recently hosted two title sponsored tournaments for the Rainbow Wahine, the Outrigger Hotels and Resorts Volleyball Challenge held at the Stan Sheriff Center Sept. 12-14 and the Outrigger Hotels and Resorts Soccer Classic Sept. 13 and Sept. 15 at the Waipio Soccer Complex.

The Outrigger Hotels and Resorts Volleyball Challenge brought 17,040 loyal fans to the Mānoa Campus and the Stan Sheriff Center during the three-day tourney. The Rainbow Wahine hosted top collegiate teams from Northwestern, Portland State and Arizona universities. Each night, Outrigger employees, friends and families were on site at the Stan Sheriff arena to enhance the fan experience with door prize giveaways, a “Spin the Wheel” game and temporary keiki tattoos. The on-court promotion, however, held during each UH match, was a fan favorite. In the “Outrigger Hukilau,” two contestants work as a team, with one serving and the other attempting to catch 10 volleyballs in a hand-held fishing net for a chance to win up to $2,000 in cash. Each ball successfully caught within 45 seconds is worth $100. The team then has a chance to double the money, which they split. Congratulations to all of the contestants; the highest cash prize given away during the tournament was $1600!

The final night of the tourney brought much excitement as the Rainbow Wahine battled the Arizona Wildcats for the tournament title. A three-game sweep by the Rainbow Wahine was not meant to be as Arizona battled to stay in the match by winning the third game with a score of 22-25. The fourth game brought the crowd of nearly 8,000 fans to their feet for the traditional “Aloha ball” as Hawai‘i finally beat Arizona and captured the championship trophy for the inaugural Outrigger Hotels and Resorts Volleyball tournament.

Simultaneously, on the west side of the island at the Waipio Soccer Complex, the Rainbow Wahine soccer team, led by head coach and former Outrigger ‘ohana member Michele Nagamine, hosted the long-standing Outrigger Hotels and Resorts Soccer Classic tournament. The Rainbow Wahine hosted teams from Florida Gulf Coast, Idaho State and Portland State for the annual two-day Outrigger Hotels and Resorts Soccer Classic tournament. Again, a small group of Outrigger volunteers were on site for game activation, prize giveaways and on-field promotion during halftime. Collectively, an estimated 3,000 eager fans came out Friday and Sunday to cheer on the home team as the Wahine rallied to beat Idaho State with a final score of 4-1 Friday. The Wahine struggled to score Sunday and were eventually defeated by the Portland State Vikings with a final score of 2-0, snapping a three-match winning streak. Don’t miss the next soccer home game Oct. 10 at 7 p.m. against UC Santa Barbara. All home games are free and open to the public, so head down to the Waipio Soccer Complex and support the Rainbow Wahine.


Show your support for the Rainbow Warriors and Rainbow Wahine. Watch for future articles for your chance to volunteer at upcoming events, or email Marisa Sakamoto at marisa.sakamoto@outrigger.com to secure your spot as an Outrigger volunteer at the next exciting UH sporting event. Go ‘Bows! 🏖️
TLP and TLR Medal
at Cherngtalay Tourism Sports Day
By Patcharee Chanantho (Khun Paew)

The Outrigger Laguna Phuket Resort and Villas (TLP) and Outrigger Laguna Phuket Beach Resort (TLR) had much to celebrate at “Cherngtalay Tourism Sports Day.” Twelve business units and local government officials participated in events like football, volleyball, sepak takraw [similar to volleyball], tennis, table tennis, badminton, petanque [similar to bocce ball] and swimming.

The sports day objective is to build a firm relationship amongst the hotel sectors and local government and encourage employees to work as a team and to make exercise a part of their work-life balance.

Check out Outrigger’s medal count!

**TLP**
- Single Female Table Tennis – Gold
- Double Female Badminton – Gold
- Single Female Badminton – Gold
- Single Male Badminton – Bronze
- Double Male Badminton – Silver
- Sepak Takraw – Silver
- Relay Male Swimming - Bronze
- Double Female Petanque – Silver
- Single Male Tennis – Bronze

**TLR**
- Double Male Table Tennis – Gold
- Single Male Table Tennis – Bronze
- Double Female Table Tennis – Bronze
- Double Male Petanque – Bronze
- Relay Male Swimming - Gold
- Single Male Swimming – Silver
- Double Female Badminton – Bronze
- Single Female Badminton – Silver
- Double Male Badminton – Gold
- Single Male Badminton – Gold

Aside from being a successful competition for both Outrigger properties, it brought out pride, team spirit and camaraderie from participants, coaches and spectators.

Congratulations to all! 🎉
Tiny Tots Visit FOR

By Talei Tora

Outrigger on the Lagoon – Fiji (FOR) General Manager Peter Hopgood was chief guest at the Korolevu-i-wai Kindergarten at Tagaqe District School on 24th Sept. to mark the start of National Kindergarten Week. The event also marked the 30th anniversary of the kindergarten.

Peter thanked the teachers for their guidance, patience and most importantly the knowledge that they impart to the children that gives them a healthy start to their education. “To the parents, you need to be vigilant in keeping your children safe from harm and ensure that you provide them with every opportunity to grow and learn! Please ensure that you provide the children with the necessary uniforms, books and stationery items so they can succeed at school. The children you see before you today are the future of Fiji. Let’s make sure we give them every opportunity to be outstanding students and leaders of tomorrow!”

The Korolevu-i-wai kinders toured the Outrigger on the Lagoon – Fiji and accompanied by their parents and school officials, were hosted to lunch by Peter and his executive team during the kids club and Meimei nanny service lunches to enable the children to interact with each other.

“At Outrigger we are all about education because it is an important foundation to everything in life. One day these children will work at our beautiful resort and we are sure that today’s tour will be etched in their memories and they will aspire to one day be a part of our vuvale,” Peter added.

Accompanying parent on the tour Apakuki Tasere said the children and their parents are so grateful to the resort for their hospitality and kindness. “Most of these kids are resource centres for the surrounding resorts and you are the first to invite us and host us to a beautiful lunch with your executive team. We will go back and tell our chiefs that we were treated like royalty at the Outrigger on the Lagoon – Fiji.”

Outrigger General Manager Peter Hopgood (far right) with tiny tots at the launch of National Kindergarten Week

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The Best of Times ... << From 1

Hawai’i Tourism Authority, put it simply: “Visitors from around the world continued to choose the Hawaiian Islands during the first seven months of 2013.”

- Washington, D.C.: House Armed Services Committee member, Rep. J. Randy Forbes wrote, “Over the past decade, China has been developing military capabilities designed to deny the United States access to the waters and airspace of the western Pacific. Through the acquisition of anti-ship ballistic missiles designed to target American aircraft carriers, advanced aircraft capable of hitting U.S. and allied bases around the region, and large numbers of modern submarines, Beijing has clearly signaled its intention to subvert the balance of power that has anchored peace in Asia for six decades, and to do so in ways inimical to American interests.” Yes, it is an exciting or frightening world out there, depending on where you live and/or do business.

Fortunately, our company currently does business in areas that are relatively safe. However, we have to be constantly alert and training for man-made or natural disasters. An earthquake, a typhoon or tsunami, a volcanic eruption, or, as The Stanley Hotel in Estes Park, Colorado found out earlier this month, heavy rains followed by flooding can quickly change any location in the world from a pleasant resort to a disaster area.

Ambitious despots or extremist political groups no longer have to gather thousands of men and catapults to assault the walls of an ancient castle to initiate change. A few pounds of explosive carried by a suicidal volunteer or planted in the corner of a busy building can do unbelievable physical and psychological damage.

To prevent things like that from happening we need to be aware of the potential dangers and take all steps to make sure our properties are as safe as possible and that our disaster plans are up to date and our personnel are trained. These plans should include not only the physical safety of guests, staff and property, but crisis communication plans to be implemented during and after a significant incident. As The Stanley Hotel recently discovered, roads may be closed, landline and cell phone service may be compromised, Internet access may be cut off, and regular staff may be unable to come to work.

When it comes to politics, we all need to be better informed. We should be active in political committees and frequently communicate our feelings to our elected representatives at the local, state and national level.

Let’s work together to give A Tale of Two Worlds a happy ending. ©

Outrigger General Manager Peter Hopgood with tiny tots at the launch of National Kindergarten Week