Employees of the Quarter Honored
Third Quarter 2009

By The Human Resources Service Center

The Outrigger ‘ohana gathered at the OHANA Waikiki East on Tuesday, October 27, to honor and recognize Employees of the Quarter for the Third Quarter of 2009. David Carey, Barry Wallace, Dr. Chuck Kelley, and Department Heads extended their congratulations and offered words of praise to all of the distinguished honorees and nominees.

Keith Christy – Guest Service Representative and Concierge

Keith, who currently works at the Outrigger Waikiki on the Beach, has two roles: Guest Service Representative and Concierge. Keith is always willing to share his time, talent, expertise, and knowledge. He took it upon himself to organize and improve the numerous checklists and forms used by the Front Desk. Keith is a hard worker; from the minute he arrives on property, he is ready to jump right in and start his day. His upbeat personality inspires everyone, and the Front Desk is a better place with him on our team!

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Outrigger Reef Lauded by Waikiki Improvement Association

By Nancy Daniels

On October 22, more than 300 visitor industry professionals, government officials, and other invited guests gathered at the Royal Hawaiian Theater for the Waikiki Improvement Association’s (WIA) annual meeting, during which winners of the Ho’owehiwehi Awards were announced. Walking away with one of three Ho’owehiwehi Lihi Awards presented that afternoon was Outrigger Hotels & Resorts for the Outrigger Reef on the Beach’s just completed $110 million transformation. Accepting the award on behalf of Outrigger were President and CEO David Carey, General Manager Bill Comstock, and Senior Projects Manager Bob Finan.

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Honoring Those Who Serve

At Outrigger and OHANA hotels, we have a long tradition of supporting the men and women who serve our country in the U.S. armed services – Army, Navy, Marine Corps, Air Force, Coast Guard, and National Guard – and, as we approach Veterans Day, November 11, it is appropriate to review that history, renew our dedication, and share a few thoughts about today’s military.

In fact, our personal and corporate loyalty dates back to before the “official” birth of our company in 1947, the year the little Islander Hotel opened its doors on Seaside Avenue in Waikiki. In 1941, our founders, Roy and Estelle Kelley, were operating apartments in Waikiki and invited two of their tenants, Capt. John Schultz and his wife, Martha, to join them for breakfast on the morning of Sunday, December 7. Capt. Schultz arrived in his gleaming dress white Navy uniform and, when the bombs began to fall, he rushed to his ship in Pearl Harbor to begin World War II, as possibly the “Best Dressed” officer on duty at the moment. (That tale is humorous now, but at the time, nobody was laughing.)

We continued our support of the military through World War II, the Korean War, and the Vietnam War, and we are still doing so in many ways, as our troops are currently engaged in Iraq and Afghanistan.

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Happy Birthday!


Nov 12: Cristina C. Mamuad, Gah-Yeu Soo Lee, Lori L. Naone, and Yi Zhen Lee.


Nov 14: Margaret Chasteen, Kent L. Paulsen, Cynthia R. Stowell, Cynthia Tafolla, and Sei Mui H. Yong.

Nov 15: Kehaulani Cappo, Trudy J. Hanson, Arnold A. Baron, Hui Lun Weng, Nito Alo, and Wai Choi Ho.

Nov 16: Danette Bolosan, Jodymae Suyat, Michael Y. Tomei, Jong Hwan Lee, Kaulangi N. Finau, Joyce T. Hurley, and Joel Ono.

Nov 17: Kendra H. Wilson, Juddson K. Winchester, Carol Ly, and Sabita N. Sullivan.

Health Plan Open Enrollment 2010

Open enrollment is upon us once again. It is the one time of the year in which eligible (full- or part-time) employees can make a change to their health care coverage, add eligible dependents to their medical plan, and enroll in or make Cafeteria Plan changes.

There are important benefit changes for 2010, including:

- Increase in lifetime maximum for HMSA's PPP Plan
- Increase in office visit co-payment for HMSA HPH Plus
- Increase in employee out-of-pocket expense due to benefit plan design changes for Kaiser and HMSA HPH Plus
- The opportunity to enroll, re-enroll and/or make contribution changes for Cafeteria Plan (pre-tax medical and dependent care savings) participants
- The opportunity to purchase supplemental life insurance for yourself/dependents

Any changes made during open enrollment will take effect on January 1, 2010. It is very important that you take the opportunity to attend an Open Enrollment meeting, so you can make an informed decision regarding about health care coverage for yourself and your family.

Please see your Supervisor or call the Human Resources Service Center at 921-6965 for the date and location of the meeting nearest you. Forms should be returned to the OEH/Human Resources Service Center by Wednesday, November 25, 2009. If you miss the deadline, the next time you will be able to make a change in your health care coverage or Cafeteria Plan election is November 2010 for plan year 2011.

The Canoe Analogy

By Ka‘ipo Ho

I am attending Kapi‘olani Community College’s Ho‘okipa Me Ke Aloha Hawaiian cultural immersion program, and we recently completed a segment on the wa‘a, or Hawaiian canoe, that was both refreshing and a timely reinforcement of what the canoe symbolizes in Outrigger Enterprises’ culture.

First of all, Outrigger’s namesake is the original Outrigger Canoe Club founded in 1908 by Alexander Hume Ford to foster and promote water sports in Waikiki. The Outrigger Waikiki on the Beach has proudly occupied that site since 1967. The Outrigger Canoe Club and Outrigger Enterprises also share a very similar mission of promoting the cultures of the places where we do business.

Throughout our thirteen years of experience with Ke ‘Ano Wa‘a, The Outrigger Way, the canoe has taken on a more meaningful and symbolic representation for us. The most popular analogy we make with the canoe and Outrigger’s

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The Canoe Analogy

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culture is the six-paddler outrigger canoe. Each person in the canoe has a specific responsibility. The first paddler is called the stroker and is the eyes of the canoe, as they keep watch at the front. This person is also referred to as the alaka'i, or leader, and is responsible for setting the pace for the other paddlers to follow.

The second through the fifth paddlers are the primary strength that pulls the canoe across the water. The second person is usually responsible for calling out the changes to the rest of the team to switch sides paddling. The third and fourth paddlers, in the middle of the canoe, are the powerhouse and the strongest of the team. The fifth paddler takes on the extra role of supporting paddlers one through four when a weak moment occurs. The sixth paddler is the ho'okele, or steersperson, and is the overall captain of the team and is responsible for keeping the canoe on course towards its destination. Additionally, the steersperson provides the team with necessary encouragement and reinforcement.

Each person in the canoe has a specific role, and each makes a valuable contribution to the collective efforts of the team to achieve its goal. If just one of the paddlers is out of sync, the entire team’s efficiency is impacted. By working together and in sync with one another, the canoe will actually lift and glide across the surface of the water.

At Outrigger, we are like that paddling team. Each of us has a specific role and makes a valuable contribution to the collective efforts of our company mission and business goals. Our Outrigger Executive team sits in the first seat and sets the overall pace and direction for our company. In the second seat, calling out the changes and keeping the team in rhythm with those business goals, are our senior managers. Our front line employees are the powerhouse of our company and the primary strength of our entire crew. The fifth seat is represented by our support services departments, such as Sales, Marketing, Human Resources, Information Technologies, Revenue Management, Finance and Accounting, and our Ke ‘Ano Wa’a Alaka’i. Seated in the ho’okele, or steersperson position, are our company management teams, including our General Managers, Department Heads, Assistant Managers, and Line Supervisors.

Now, some might look at that arrangement and have a different opinion as to which group sits where in the canoe. That’s fine. After experiencing this past Employee of the Quarter celebration and hearing each hotel and Company Services nominee and honoree being introduced, I learned to appreciate that we actually sit in different seats of the canoe throughout the course of a typical workday. For example, our hourly employees represent the powerhouse of the canoe, yet when they go above and beyond the scope of their job responsibilities to personally ensure their guest’s satisfaction, they are also taking on a leadership role exemplified by the steersperson, they could be in the front seat setting the pace for the rest of their department team.

Teamwork is also essential to a paddling team. There’s a concept in the Hawaiian culture called laulima, which literally means many hands, or many hands working together. The principles behind this concept are very simple: 1) every job and everyone is important; 2) every job has its pride and dignity; 3) one person’s success and/or failure is everyone’s; 4) respecting and honoring what other people do brings respect and honor for what you do; and 5) helping others develop their skills and performance improves your own. (Adapted from Ola Hawai’i, Applied Leadership)

At Outrigger, laulima is celebrated through our value of ‘Ohana (Family), we are family working together joyfully to attain our goals and aspirations. At Outrigger, ‘Ohana and laulima are not concepts, they are reality.

E kaupē aku no i ka hoe, a kō mai i ka hoe! Put forward the paddle and draw it back!
Employees of the Quarter Honored

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Masako Sawyer - Operations Assistant

Masako, who currently works at the OHANA Waikiki Beachcomber, is a great example of Kīnā'ole (Flawlessness) and Accountability (Kuleana). Recently she received a comment card from a guest indicating that the taxi that the hotel had called for them, had overcharged them. Masako took the time to write them a letter, and the guest was very surprised and impressed with her follow-up. Masako addressed the issue with the taxi company, who reimbursed the guest for their taxi fare. Needless to say, the guest was extremely happy and promised to return to the OHANA Waikiki Beachcomber.

Franklin Sabugo Jr. – Housekeeper

Franklin, who is currently working at the Outrigger Royal Sea Cliff, always has a “can do” attitude. He recently worked with the Maintenance department in order to help them achieve 100 percent compliance with the quarterly A/C filter exchange. Franklin responds to guest requests professionally and punctually. He regularly performs additional duties in housekeeping by assisting in keeping on top of his storage inventories, making sure we don’t run out of any supplies or amenities. Franklin does all this while displaying a sense of humor that brings sunshine into what would otherwise be stressful situations.

Charles Ursua – Guest Service Representative

Charles, who currently works at the Wyndham at Waikiki Beach Walk, is a role model of Ke 'Ano Wa’a! He respects everyone—guests, coworkers, and supervisors, at all times, in all situations. Even when it is busy, he keeps his composure and treats guests and coworkers with Aloha. Charles has a gift in connecting with people, and he never hesitates to offer assistance. A 17-year veteran of Outrigger, Charles has taken the opportunity to learn about the timeshare industry and is still progressing in learning and building his skills in everyday operations.

Larry Pascua – Maintenance

Larry, who currently works at the OHANA Waikiki East, is known for his professionalism and pride in his work. He completes his work assignments in a timely manner and makes sure that everything gets done the first time, while treating both guests and coworkers with Aloha. In accordance with our value of A'o (To Learn and to Share), Larry continues to improve his performance and gain knowledge in his field. He always takes positive action to meet the growing demands and responsibilities of the job, while keeping focused on his day-to-day work.

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Ruben, who is currently working at the Outrigger Palms at Wailea, always gives one hundred percent in everything he does. Ruben always treats others with respect and his positive attitude helps create a healthy work environment for everyone. He communicates well with his managers and constantly has a smile on his face. Ruben is always willing to take on additional work to meet operational needs. He has embraced a higher standard of ideals, as we work together to provide superior services to our guests during these challenging times.

Yuet Chun, who currently works at the Embassy Suites® - Waikiki Beach Walk®, is highly-respected by team members and management alike. Yuet Chun is helpful and generous with her room supplies, sharing, and even delivering them to those in need. She is proactive in anticipating the needs of our guests and always makes sure they are happy. She has been known to leave handwritten notes to say goodbye to guests and one time, even played the part of the Tooth Fairy for a young guest who lost her tooth while staying at the hotel.

Ricol, who currently works at the Outrigger Reef on the Beach, is known for “walking the talk” when it comes to Ke ‘Ano Wa’a. She has received numerous comments from clients on how efficient, professional, proactive, and accommodating she is in meeting their needs and exceeding their expectations. Ricol is consistent, accurate, and dependable in carrying out her responsibilities and meeting department deadlines. She has made a substantial contribution to the continued operations and growth of the Sales and Marketing department, and she has proven herself to be a key member of the department.

As the Corporate Receptionist, Nancy is a wonderful example of a Nā Mea Ho’okipa (Hosts). Always cheerful and helpful to guests, vendors, and employees alike, Nancy is a team player who is very conscientious about her responsibilities. Recently, she researched and developed procedures for the new International Mail requirements and then trained several Managers on these procedures, as well as developed and updated reference material for the Corporate Reception Desk. Nancy is a dedicated member of our ‘ohana who is known for her smile and warm welcome.
Employees of the Quarter Honored
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Siu Lan Fong – Housekeeper

Siu Lan, who currently works at the OHANA Waikiki Malia, is a fine example of our value of Kīnā'ole (Flawlessness)—doing the right thing with a professional and positive attitude. She was able to multi-task during renovations and was always willing to adapt to change. Siu Lan is a great Host to our guests, as well as coworkers. She is accountable when it comes to her responsibilities, and she is always responsive to guest requests. Siu Lan takes pride in maintaining our standards of cleanliness and is a great asset to the property.

Rhonda Zarychta – Reservations Sales Agent

Rhonda, a Reservations Sales Agent currently working for the Outrigger Worldwide Contact Center, is known for her attention to detail in her everyday work and for being a team player. Given that the Reservations department is now “virtual,” teamwork is very important. Rhonda has been extremely helpful by being flexible with her schedule and covering last-minute business needs. She also consistently displays her excellent teamwork skills by taking the initiative to learn new tasks and skills in other areas.

Juhn Hwan Lee – Maintenance

Juhn Hwan, who currently works at the Courtyard by Marriott Waikiki Beach, is respected and well-liked by everyone at the property. He is always willing to share his knowledge and experience with others, and even on a busy day, Juhn will take on special projects. Juhn always takes pride in his work, and he’ll make sure that the work is done right the first time. He always seeks ways to improve his skills. Juhn was an important part of the great team that helped with the Courtyard conversion this past June.

Gilbert Cui - Maintenance

Gilbert, who currently works at the OHANA Waikiki West, lives our value of A'o (To Learn and to Share). Gilbert has become a well-rounded maintenance employee and is now able to work on various projects because of his ability to pick up new skills very quickly. He is always flexible with his work schedule to accommodate the needs of operations, and Gilbert never fails to follow through on his assignments. Gilbert’s pleasant disposition, along with his good work ethic, has helped him form positive relationships with all the departments.
Employees of the Quarter Honored

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Michael Zampaga - Housekeeper

Khun Nawarat Rabiedee - Cafeteria Chef

Congratulations also to the following Employee of the Quarter nominees recognized for their outstanding performance during the Third Quarter of 2009:


Khun Nawarat, a Cafeteria Chef currently working at the Outrigger Serenity Terraces Resort and Spa, takes great pride in her cooking. She is well-liked by everyone at the property, as they always look forward to their daily meals Khun Nawarat prepares for them. With many years of experience, Khun Nawarat portrays our value of A’o (To Learn and to Share), as she is willing to share her time, talent, expertise, and knowledge. Khun Nawarat is a hardworking Mea Ho’okipa (Host), who is known for her smile and cooking skills.

Michael, who currently works at the Outrigger Luana Waikiki, shares his Aloha with everyone he meets. He has a pleasant personality and a winning smile. Michael practices our value of Accountability (Kuleana) by completing his work in a timely and efficient manner. He takes the initiative to look for things that need to be taken care of and follows through to ensure they are done. Michael loves to share his knowledge with others, and he always keeps an open mind to learn new techniques.

Moments of Aloha

Outrigger Guam Resort

“I just wanted to take a few minutes after my wonderful trip to Guam to say thank you to one of your staff for one of the wonderful moments I had there. My wife and I ate at the Palm Terrace restaurant [Palm Café] for the Prime rib and Crab leg buffet. Yes, the food was wonderful and well worth the price, but what really made me want to come back was our server. His name was Ko [Theodore “Ko” Kaai], and he did the best job of any server we had at any restaurant during our five-day stay. He kept my wife’s beer always full and was very friendly and helpful. His smile was contagious. I also wanted to say that the bar has a wonderful band performing, and I wish that I had known about them earlier in our trip. I would have been there every night if I had. Thanks again to your staff and especially Ko.”

Wally Conley
via e-mail

Theodore “Ko” Kaai
Miss Outrigger on the Lagoon – Fiji Moreen Sharma Crowned Digicel Coral Coast 2009 Queen

By Una Murray

The annual Digicel Coral Coast Carnival was held from 17 to 24 October, and included a float parade and various performances throughout the day. The event finale was the much anticipated crowning of the Miss Digicel Coral Coast Queen. The competition for the crown was strong this year, with six Queens vying for the title.

The Digicel sponsorship of the Coral Coast Carnival encompasses much of what Digicel is passionate about— bringing communities together through the arts, education, and cultural activities.

On Saturday night at Lawaqa Park in Sigatoka, over 3,000 spectators gathered to watch as Miss Outrigger on the Lagoon – Fiji Moreen Sharma was crowned the Miss Digicel Coral Coast 2009 Queen by chief guest Aiyaz Sayed Khaiyum, Fiji’s Attorney General and Minister of Tourism. Part of the prize package included a trip to Australia—and Moreen cannot wait to go.

Moreen cried tears of joy as her name was announced and dedicated her victory to her parents and family and the Outrigger vuvale (family) who provided her with support and encouragement.

As part of the competition, each contestant must choose a community project to support. Moreen’s project was to raise funds to paint all the classrooms at Sigatoka Methodist School and Sigatoka District School and buy new furniture for both Schools.

Moreen works as a Talai Butler Service Coordinator. In this position, she is responsible for organizing the butler service, greeting guests, setting-up meetings, and fulfilling guest requests.

Moreen wasn't the only one competing. The Outrigger team was also looking for a repeat of last year's win in the float competition. The team worked very hard to create a beautiful float, and their efforts paid off when, for the second year in a row, they took home the award for “Best Float.”

A special thank you to all the vuvale who worked so hard on creating our award-winning float; and congratulations to Queen Moreen—you have made us all very proud!
Aimed at projects that enhance existing structures or facilities, the WIA’s Ho’owehiwehi Lihi Award recognizes a company, organization, or group for a significant contribution toward the enduring revitalization of Waikiki’s physical, cultural, and/or economic environment. The Outrigger Reef’s top-to-bottom extreme makeover certainly accomplished all that and more!

With its ideal setting along famed Waikiki Beach, and as the beachfront anchor to the new shopping, dining, and entertainment district of Waikiki Beach Walk®, the Outrigger Reef is now an extraordinary new vacation experience in Waikiki.

Congratulations to everyone who had a hand in repositioning the Outrigger Reef on the Beach and transforming it into a stunning new haven of elegance, comfort, and gracious hospitality with an unparalleled commitment to Hawaiian culture.

Outrigger Reef Lauded by Waikiki Improvement Association

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Waikiki Improvement Association President Rick Eggel, Senator Brickwood Galuteria, Bob Finan, Bill Comstock and David Carey

Alan White, Debbie Akau, Barry Wallace, Dave Lee, David Carey, Bob Finan, Bill Comstock, Kimberly Agas, and Eric Masutomi
Recently, David Carey and I had an opportunity to visit military installations to get an up-close, personal, and better understanding of what our uniformed personnel are currently facing.

David visited Hurlburt Field, near the larger and better-known Pensacola Naval Air Station in the Florida panhandle. (World War II history buffs – I’m one too – may be interested to know that Hurlburt was the field where Lt. Col. Jimmy Doolittle trained his “Raiders” for short-runway takeoffs and landings before his carrier-launched raid on Tokyo on April 18, 1942.)

Today, Hurlburt is the home of the Air Force Special Operations Command (AFSOC). The men and women stationed here are trained to conduct global special operations missions ranging from precision application of firepower, to infiltration, resupply, and refueling of special operations forces around the world. Similar in ability and employment to Army Special Forces and Navy Sea-Air-Land forces (SEALs), Air Force Special Tactics personnel are typically the first U.S. military forces to enter combat and often find themselves deep behind enemy lines in demanding, austere conditions, usually with little or no support.

My travels took me to Washington, D.C., where I spent the day at the Pentagon listening to high-level representatives from all branches of the service including:

- Gen. Norton Schwartz, Air Force Chief of Staff
- Gen. George Casey, Army Chief of Staff
- Vice Adm. William “Doug” Crowder, Deputy Chief of Naval Operations

Both David and I were reminded of and greatly impressed by the quality and dedication of the members of our armed services. David was struck by how capable the young men and women in our all-volunteer forces are. He found them “remarkable and inspiring.” All of them face unbelievable challenges these days, particularly those who are involved in operations in Iraq and the remote regions of Afghanistan.

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The numbers of those who have been killed or have suffered traditional wounds in Iraq and Afghanistan are easily documented. However, the effects of repeated deployments and of powerful roadside Improvised Explosive Devices (IEDs) have produced many non-traditional casualties, including:

- Post-Traumatic Stress Disorder (PTSD) and similar mental conditions from the stress, strain, and shock of combat.
- Traumatic Brain Injury (TBI) with multiple, microscopic injuries within the brain resulting from nearby explosions that may not produce lacerations or fractures.

Just this week, the Department of Veterans Affairs (VA) and the Department of Defense (DoD) hosted a first-of-its-kind national summit to address the mental health care needs of America’s military personnel, families, and veterans, harnessing the programs, resources, and expertise of both departments to deal with the aftermath of battle.

The effects of PTSD and TBI are long-term, insidious and severe. According to a report in the New York Times, Secretary of Veterans Affairs, retired Gen. Eric Shinseki, noted that more veterans have committed suicide since 2001 than have been lost to combat deaths in Iraq and Afghanistan.

Both David and I came away from our visits with a renewed respect for the members of our armed forces. We pledge that we will continue to offer any type of support we can, following the example set by Roy and Estelle Kelley in 1941 and the years that followed.

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**Political Fundraiser**

By OHH PAC Committee

If you are interested in obtaining information regarding Hawaii politics, email Kathy Foley at kathy.foley@outrigger.com.

**Thursday, November 12, 2009**

Senator Les Ihara

District 9 – Palolo, St. Louis Heights, Maunalani Heights, Kaimuki, Kapahulu, West Diamond Head, and Waikiki Gold Coast

5 p.m. – 7 p.m.

Hee Hing Restaurant - 449 Kapahulu Avenue
Outrigger’s Newest
Certified Hospitality Supervisors (CHS)
By Pila Hanson

This past week, Outrigger held a lunch to honor eight of our Supervisors who recently received their Certified Hospitality Supervisor (CHS) designation from the American Hotel and Lodging Association (AHLA). The CHS certification is one of many AHLA Professional Certifications recognized worldwide in the Hospitality industry. According to AHLA, “Those who earn these designations, and maintain them, demonstrate an exceptionally high level of expertise, competence and commitment to the industry.”

These eight Supervisors spent ten weeks in the Outrigger Management Fundamentals Program learning the skills and knowledge necessary to be a successful Supervisor in the Hospitality Industry. They then had to take two exams, one of which was the CHS certification exam. Congratulations to the following ‘ohana members for their hard work, dedication, and continued effort to making Outrigger a great place to work and grow!

Ronnie Cabo
Jason Fujimoto
Marsha Kapu
Sandy Lee
Sean Ling
Reyn Nakamasu
Windy Seguancia
Jo-Ann Yonamine

“Learning is not achieved by chance; it must be sought for with ardor and attended to with diligence.” – Abigail Adams

Marsha Kapu, Windy Seguancia, Reyn Nakamasu, Sean Ling, Jo-Ann Yonamine, Ruthann Yamanaka, Sandy Lee, David Carey, Jason Fujimoto, Ronnie Cabo, and Barry Wallace.