A MESSAGE FROM RICHARD R. KELLEY TO OUR OUTRIGGER ‘OHANA

Dr. Richard Kelley’s column will return next week.

Our housekeepers -
internationally recognized and appreciated!

WRITTEN BY BARRY WALLACE AND DARREN EDMONSTONE

No matter the language or destination, our housekeepers near and far possess the same admirable attributes: hardworking, dedicated, detail-oriented, trustworthy, responsible, flexible and personable.

We have always been huge fans of our housekeepers whose energy and enthusiasm are contagious. After a morning visit to a housekeeping briefing, one can’t help but smile. We truly admire the difficult work they do and the attitude with which they go about their work day after day. It is a testament to the quality of their work that we win national awards in the Embassy Suites®, Holiday Inn®, Hilton Grand Vacations and Wyndham Vacation Ownership brands. Our Outrigger brand is a world-class brand because of their work. Our guests, whose comments are always a bright spot in our day, sum it up best:

Embassy Suites® – Waikiki Beach Walk*
“Our daily room service was great. Our room was cleaned and restocked daily. When we entered our room the first day there were three towels for the shower. The second day, there were four towels for the shower and four towels for the pool. I mention this because I appreciate the attention to detail whether it comes from a report that states how many people are in the room or the room attendant just noticing the need for each room. When we met the attendant in the hall, we were always greeted with a smile and aloha.”
Juan and Zenia Esparza, Washington

OHANA Waikiki Malia
“Thank you [Florence Silapan] for your diligent work and for doing it with such joy and always a smile on your face. I enjoyed meeting you and wish you all the best. God bless!”
Franziska Bass, Germany

Holiday Inn Resort® Waikiki Beachcomber
“. . . I had the opportunity to meet with some employees, my favorite was Florence [Florencia Daga], who was very kind and made my family and I feel very welcome. The room was spotless and made our stay in Hawaii even better. . .”
Minerva Fernandez, Alaska

Outrigger Waikiki Beach Resort
“. . . The room was spacious, comfortable, and very clean, and our cleaning attendant Paz [Rosal] was making sure we didn’t miss on soap, shampoo, tissues, etc. I travelled a lot to many countries and what struck me the most about this hotel is: the quality of the rooms and the attitude of all of its staff (always asking if you needed something or if everything was fine). If I go back to Waikiki this is where I want to stay again.”
Diane T., Canada

Outrigger Waikiki Beach Resort
“. . . I would be remiss not to mention Mia [Lau], the lovely lady who serviced our room daily. She was a bubbly and friendly Outrigger representative...always greeting us with a warm Aloha and thanking us with a sincere Mahalo and wishing us a nice day.”
Roving-Saint, Illinois
Outrigger Laguna Phuket Beach Resort
"... Housekeeping was efficient and non-intrusive. In fact they were so discreet on our 7th day we finally met our housekeeper. It was like they knew our movements and tailored the room service for when we were out of the room. There was always something different done to our room each time which was lovely..."
TripAdvisor review, Australia

Outrigger Laguna Phuket Beach Resort
"... The standard of cleanliness could not be faulted. It is ultimately the staff who can make or break a holiday and it is here that Outrigger really excelled. Nok [Porntantipong] and her team of cleaners were efficient and accommodating to any request we made."
TripAdvisor review, Australia

Outrigger Mauritius Beach Resort
Ajay [Taroolah] wowed honeymooners Mr. and Mrs. Aj Halri. Their bed was decorated, special turn-down organized and an aromatic bath was set up with flowers. The guests were very surprised on their very special occasion. Mr. and Mrs. Aj Halri, Oman

Our hotels are fresh and clean, well maintained, and cared for by our housekeeping hosts who make it a point to offer warm smiles, an extra pillow, a funny story, who remember guests’ names, share homemade treats or flowers from their garden. These small touches are connections that result in the many Moments of Aloha that come across our desks every day.

This time of year, our properties across the globe recognize and express appreciation to our housekeeping hosts for their exceptional service and culture of caring in many ways - daily breakfasts cooked and served by management, refreshing treats, games and prizes and luncheons.

Please enjoy the following pictures of the celebrations and to our housekeepers, Domo Arigato, Fa’afetai, Kamsahamnida, Kob Khun Krap/Ka, Mahalo, Merci, Mauruuru, Salamat, Si Yu’us Ma’ase, Thank You, Tika Hoki, Vinaka Vakelevu, Xie Xie, for the significant contribution you make to Outrigger’s success.


Housekeepers... << From 1

Josephine Villar and Bobbie Asato

Noemi Atanes and Valeriana Domingo

Gui Mei Gao, Fiona Hong, Mia Lau, Sean Dee, Simon Cheng, Yuling Li, Reggie Molina, Chiu Tai Wong and Ivy Kwok

Housekeepers ...

Yin Yee Wong, Mariflor Calimbas, Welfredy Baot, Bert Nowatani, Dr. Chuck Kelley, Narysa Serazon, Imelda Guillermo, Josephine Villar, Barry Wallace, Marvin Nastor and Emerson Sales

Dr. Chuck Kelley, Jesrell Malicay, Antonio Rubi, Marylou Dela Cruz, III Son Kim, Fu Chao Wong and Bitsy Kelley (front)

Susan Young, Tereza Gapuzan and Elena Ballan

Nenita Nerveza and Jesrell Malicay

Narysa Serazon and Lilybeth Gabriel

Ill Son Kim

Connie Caraang, Lilybeth Gabriel, Eufemia Sooit, Conrada Corpuz and Nelia Gabriel

Back: Tereza Gapuzan, Jesrell Malicay, Marylou Dela Cruz, Randy Oberes, Imelda Guillermo, Emerson Sales, Mariflor Calimbas, Agricola Molina, Herman Chiu, Valeriana Domingo, Conrada Corpuz, Narita Fangon, Shao Fei Weng, Yin Yee Wong, Connie Caraang and Eufemia Sooit. Front: Elena Ballan, Nenita Nerveza, Narysa Serazon, Susan Young, Marites Tagala, Normalita Lorenzo and Anna Lau.

Photo right: Bruce Schneider, Bitsy Kelley, Elena Ballan, Susan Young, Tereza Gapuzan, Anna Lau, Nenita Nerveza, Dr. Chuck Kelley and Barry Wallace
Housekeepers ... << From 3

Back: Jay R Tesoro. Front: Shao Bing Liang, Mei Juan Wu, Shanly Wu, Yu Xia Huang, Winnie Ho, Un Ha Zheng and Laura Li

Elman Pagaduan, Shane Tappe, Dominic Apilado, Jay R Tesoro, David Cheang, Juanito Mamuad and Arnold Agustin

Su Lian Xu, Angela Wu and Kan Miao Chee

Super heroes Jerry Dolak, Donette Bolosan and Barry Wallace

Back: Julieta Boniel and Juanito Mamuad
Front: Huan Mei Chen, Jie Ya Cheung and Sophia Luo

Assuming the Super Stance: Bitsy Kelley, Marsha Kapu and Dr. Chuck Kelley

Myle Phan and Zhie Liang

Lynn Tran, Yu Ying Lin and Luelly Calses
Housekeepers ... << From 4

Pono Kahili, Bob Yeoman and Carol Lopes

Carlita Herring, Lleuellyn Calxes, Crisfel Antonio and Ida Gager

Marcelino Baguyo, Hwan Lee, Alfredo Encomienda, Arthur Corotan and Julieto Boniel

Zenaida Cachola, Rosalina Tabanyan, Nora Valdez and Purie Garcia

Outrigger Laguna Phuket Beach Resort housekeepers get into the competitive spirit!

As with any celebration, food is a highlight!
Outrigger Guam Beach Resort hosts enjoy Mardi Gras at the Guam Hotel and Restaurant Association's Housekeepers Gala Sept. 12.

OGM housekeepers witness Guam's Acting Governor Ray Tenorio proclaim Guam Housekeepers Week (Sept. 7-12, 2015) and Guam Housekeepers Day (Sept. 12, 2015)