Thank Heaven for Our Housekeepers!

By Barry Wallace

Each September we set aside one week, this year from the 14th through the 20th, to focus our attention and recognition on the professional housekeepers working at Outrigger properties worldwide who maintain a clean, safe, and healthy environment for us and all of our guests each and every day. Happy International Housekeepers Week!

I love our housekeepers! They are fun and full of spirit. I never walk away from a Housekeeping department without a smile on my face, a full stomach and a deep appreciation for their dedication day in and day out. I see the results of their efforts at our properties and am proud not only of their work, but of the genuine aloha they share with our guests in The Outrigger Way.

I often receive comments from guests about our housekeepers who share a shy smile, a sweet song, a funny story, calling them by name and sometimes even sharing a homemade treat. Our housekeepers create memories that are often shared and result in return guests and oftentimes, new customers! Here are just a few examples of the many comments that commend our housekeepers:

“Another Great Stay - “I just wanted to say thanks for retaining the best employees at any hotel I have ever been to. We’ve been to your hotel 10 times or so and come back because of the staff. I’ve been up to your office a couple of times to personally meet you. We have seen Daniel [Spracklen] in action saving a drowning kid. Everyone loves Daniel and he does a great job around the pool. You can tell that he loves his job... All of your employees are VERY happy, which is rare these days...Looking forward to coming back to your hotel in February...”

“[Lleuellyn Calses] conversed with my family daily and attended to our needs in our room. She also offered a CD with some Hawaiian music to help us remember our time here. Thank you!”

“Our room was clean each day – bed made beautifully, [Yu Ying Lin (Anna)] answered any questions we asked her and her smile and friendliness made us feel welcome. Anna is a fine ambassador for Embassy Suites and Hawaii. I’d like to have Anna as our housekeeper on our next visit...”

“[Yuet Chun Liang] came in and was extraordinarily polite and courteous. She went out of her way to make sure everything was perfect. Her work ethic and conversation brightened our day...”

“The room was serviced very promptly and to a high standard. We asked for an electric jug to boil water and this arrived quickly. We also got extra towels without a problem. The housekeeping staff are super friendly and very helpful.”

“The housekeeping staff was attentive and did a very, very fine job helping us keep our surroundings clean and orderly. Without exception the individuals involved provided us with very fine service and we extend our appreciation to all.”

“We had the pleasure of meeting our housemaid Lai Kim, she was very helpful with anything we wanted and such a pleasure to meet. We chatted on a few occasions and we found out a lot about her and her family.”

Our housekeepers are a huge part of our competitive advantage. The interaction with our guests, the greetings of aloha, the can-do attitude, all of this is what people love about Outrigger; this is what sets us apart from the other hotels.

So to our housekeepers – your efforts are noticed and appreciated! Mahalo for all you do. You are all angels in my book!
Thank Heaven for Our Housekeepers ... << From 1

Back: Dui Thai, Joanna Huang and Qun Hao Huang
Front: Emely Tacbian, Norilyn Pagaragan, Pureza Baptista and Rosalina Saclayan

Back: Xiao Xu
Front: Wo Shun Kam and Joanna Lee

Back: Pik Yi Lau, Feng Mei Li, Feng Min Liang and Xiu Qing Li
Front: Jieli Liang, Lorraine Sales, Angelita Padua and Chun Chan Liang

Chih Chuan Kuan, Fengping Lau, Shao Huan Liu and Melvin Fiesta

Back: Edmund Villanueva, Li Xing Liang and Allan Yeung

Back: Issara Praphanwong, Monica Wong, Erlinda Barredo and Elizabeth Aguinaldo
Front: Leilani Adap, Agnes Bactad, Jackie Balubak, Mitchel Gusman, Xue Cong He, Rui Mei Wiu and Diana To.
Thank Heaven for Our Housekeepers ... << From 2

Feng Zhen Chen, Divina Garcia and Siu-Lan Fong

Back: Jun Ling Lu, Phung Kim Xiao and Bitsy Kelley
Front: Hak Soon Song, Florencia Silapan, David Carey

Miaoxia Chen, David Carey, Bitsy Kelley, Ai Jin Li and Yeu Hing Shiu

Herb Fernandez, Bitsy Kelley, Karen Villarmia, Primie Marzan,
Nora Weatherwax and Divina Garcia

Divina Garcia, Nora Weatherwax, Primie Marzan and Kathy Oyadomari

Bitsy Kelley, Lucky Kawazoe, David Carey, Chuck Shishido,
Glenn McGinn, Michael Kawazoe and lake Spencer
Thank Heaven for Our Housekeepers ... << From 3

Herb Fernandez, Efren Agustin, Dennis Nakachi, Henry Rodrigues, Salvador Antonio and Chuck Shishido

Back: QiQiaoliu Tong, Sandy Wong and Miaoxia Chen
Front: Divina Garcia, Mary Jane Miguel, San Kim and Primie Marzan

Bitsy Kelley, Lucky Kawazoe, David Carey, Divina Garcia, Jake Spencer, Nora Weatherwax and Michael Kawazoe


Thank Heaven for Our Housekeepers ... << From 4


Shao King Lui, Yu Bing Li, Wan Mei Li, David Carey, Liece Peralta, Alan White, Francisca Lim, Rosalina Tahayan, Divina Tahayan and Espirita Sumicgay.

Back: Demi Carson and Laura Li
Front: Charlotte Kanamu and Abella Carroll

Back: Nora Valdez, Ida Gager, Laura Li and Nena Tran
Front: Jin Feng Ha and Daniel Spracklen

Back: Carlita Herring, Yu Sixin Ng and Jie Ya Cheung
Front: Annie Mar and Zenaida Cachola

Back: Wei Yin Ho, Crisfel Antonio, Dip Ying Leung and Feng Na Leong
Front: Angel Wan, Winnie Ho and Sophia Luo.
Thank Heaven for Our Housekeepers … << From 5

No celebration is complete without CAKE! This one was a beauty, just like our housekeepers!

Back: Nelia Navarro and Yu Xia Huang
Front: Sulian Xu and Yong Yao Lai

Carol Lopes, Reuben Nakagawa, Karen Mashiba and Arnold Agustin

Yuet Chun Liang and Shanly Wu

Back: Karen Fong, Jie Ya Cheung, Annie Mar and Feng Shi Yee
Front: Ferdinand Obille, Gina Maneja and Elman Pagadian

Nida Lumantas, Ofelia Valdez, Carol Lopes and Jane Chen
Thank Heaven for Our Housekeepers ... << From 6

Back: Josefina Rivera, Ok Soon Kim and Annie Catingub
Front: Llewellyn Calles and Purie Garcia

Melanie Fukutani, Lydia Suniga, Irene Vidal, Ernesto Castro, Josie Paragas, Mia Dela Cruz, Alejandro Car unmanned, Jerome Damapit and Editha Rafael

Back: Barry Wallace and Alan White. Front: Ernesto Castro, Josie Paragas, Mia Dela Cruz, Irene Vidal and Editha Rafael.

Back: Lucina Sacro, Cristina Tamayo, Melanie Fukutani and Ed Case
Front: Eddielyne Sarmiento, Mioko Kustin and Dolores Inoke

Cristina Agmata, Eddielyne Sarmiento, Mioko Kustin, Dolores Inoke, Nelia Gabriel and Lucina Sacro

Back: Jin Min Gan, Chong Ka Kim and Reggie Molina
Front: Mia Lau, Doris Cifu, Paz Rosal, Desiree Valdez and Fiona Hong

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Back: Chuck Shishido, Estrelita Sagadraca, Zhi Jean Young, Gui Mei Gao, Julie Ha and Bitsy Kelley
Front: Yu Ling Li, Xi Ping Wu, Norma Pablo, Judy Lin and Ivy Kwok

Back: Alan White, Gloria Estabaya, Li Qi Zheng and Ji Qiao Liang
Front: Cindy Castillo, Sophia Liu, Cindy Guan, Carol Ly, Bitsy Kelley and Zhao Hai Zhao

Back: Alan White, Jacky Zheng and Wendy Ko
Front: Bitsy Kelley, Chiu Tai Wong, Joann Liu, Xiao Lan Zhang, Elain Peng and Shao Ru Li

Back: Alan White, Vivian Chen, Lai Kam Kwan, Su Fang Huang and Chuck Shishido
Front: Yi Zhen Lee, Mila Robiniol, Janelle Chong and Yue Yan Lau

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Danny Chan, Eugene Chu, Sean Dee, Man Chi Lau and Ji Qiao Liang
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