Outrigger housekeepers are top-notch!

By Paul Richardson

As Dr. Richard Kelley highlighted in last week’s Saturday Briefing, each September we set aside one week, this year Sept. 11-17, to honor and focus our attention 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.

I’m fairly new to Outrigger, having joined the company this June, but after working in hospitality for much of my career, I know housekeepers are the heart and soul of our industry. Housekeepers literally “rise and shine” every morning as they clean rooms and public areas, ensuring that all is perfect and ready for arriving guests from all over the world or for returning guests who have spent the day enjoying the destination.

In my brief time here, I’ve found the length of service of Outrigger housekeepers simply astounding. In fact, 20 years is not unusual! It’s far beyond the more typical industry experience of roughly two years. To me, that says much about the dedication of our housekeepers, not to mention their top-notch physical capabilities. What I have also noticed in our housekeepers is genuineness – you see the pride and feel the love that they bring to every task, from warm greetings of aloha to the extra special touches that please particular guests, which they have a knack for remembering. That, I think, is an authentic expression of the aloha spirit, and it helps me understand why guests keep returning year after year.

Laughter, fun and food seem to be hallmarks of the housekeeping department. I was privileged to attend some of the team luncheons held during the week and found the atmosphere delightful and the food fantastic.

Thank you, housekeepers, for sharing your culture with me and for everything you do for Outrigger Resorts. You’ve earned my respect and admiration, and you are all top-notch in my book, just as you are in Dr. Kelley’s. Happy International Housekeepers Week!
Above: Sitting - Feng Zhen Chen, Agatha Kim, Hak Soon Song, Divina Garcia, Amy Kim and Divina Tabayan. Standing - Sandy Wong, Ching Hung Chee, Esmeralda Ancheta, Jefhuney Pizarro, Yeu Hing Shiu, Susanna Wong, Jun Ling Lu, Lai Chee Lum, Leilani Ambrocio, Yuan Ni Lei Lin, Phung Kim Xiao, Glenda Gonzales, Efren Agustin, Philman Martin, Mary Rose Tabion and Wai Choi Ho.

Royal Kahana Maui by Outrigger® housekeeping hosts (left): Merlita Andres, Teresa Baldonado, Lourdes Bautista, Zenaida Mangiduyos, Violeta Carnate, Jenny Rabe, Irenia Baybaylan and Sosima Cajuday.
Outrigger Laguna Phuket Beach Resort photos:
Top left: Housekeeping team committed to learning and sharing from one another
Right: Pranom Sohaying and Khwanrudee Thanomklai
Middle left: Learning and sharing
Middle right and above: Folding towel presentation conducted by Pornjit Petnak, Rungrawan Lukbua, Pranom Sohaying and Khwanrudee Thanomklai
Above left: Making extra beds competition with Anek Tongdang and Tanya Butphon

Outrigger Koh Samui Beach Resort:
Left: Hosts enjoy their first International Housekeepers Week celebration with fun activities and delicious food!
Outrigger Guam Beach Resort hosts redeem play money for prizes

Gina San Nicolas, catering sales manager, and Edwin Torres, director of food and beverage, dancing the Gan-Nam

Dancing while waiting to be served up some good food

Excited to be served breakfast by the food and beverage team

All smiles after cashing in

Kiahuna Plantation Resort Kauai by Outrigger® housekeeping hosts Julia Tambio, Agnes Noraida and Noraida Marvil

Prize table

Happy International Housekeepers Week!
Housekeepers ... << From 4

Elena Souza and Mylyn DelaCruz

Josie Corpuz, Noraida Marvil, Agnes Langundino, Elena Souza, Mylyn DelaCruz, Gundaway Tabablan, Julia Tambio, Nova Genonimo, Jasmin Tanicala and Lorna Subia


Adonis Lagoc, Mylyn Dela Cruz, Liza Ramos, Nova Geronimo, Julia Tambio, Equgenia Pasion, Melanie Soriano, Yoly Ingeniero, Editha Udarbe, Lorna Subia and Josie Corpuz

Housekeepers ... << From 5

Back: Barry Wallace, Niel Mason, Fang Ha He, Mei Lin Ma, Jessica Hua, Ann Pang, Ruthann Yamanaka, Hui Xuan Cai and Shao Qun Liang
Front: Yeu Wah Kwan, My Be Ho, Jennie Troung, Ann Pang, Rosita Rosete, Leonila Francisco, Elvie Amor, Jie Li Li, Xi Li Liu, Guo Xia

Let the games being!

Back: Joyce Su, Ruthann Yamanaka, Niel Mason, Ella Au, Barry Wallace, Xi Li Liu, Jie Zhen Li
Front: Rosita Rosete, Shu Wen Chen, Jie Li Li, Annie Liang, Heng Lan Kong, Lai Hung Wong

Outrigger Reef Waikiki Beach housekeeping hosts: Qun Hao Huang, Nena Liang, Li Yuan Huang, David Carey, Feng Ping Lau and Jie Li Liang

Ben Sumibicay, Dr. Chuck Kelley and Alan White. Front: John Diaz, Renato Garingo, Edmund Villanueva, Roland Andres and Deolito Ballares
Food aplenty!

Big smiles and happy tummies for Thelma Fernandez, Lourdes Queen, Lilia Arca and Dena Domingsil!

Holiday Inn® Resort Waikiki Beachcomber housekeeping team

Talent abounds at Hokulani Waikiki By Hilton Grand Vacations Club
Housekeepers ... << From 7

Hokulani Waikiki By Hilton Grand Vacations Club housekeeping hosts enjoy the well-deserved attention.