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

2015: Another outstanding year
BY DR. RICHARD KELLEY

This is the last issue of Saturday Briefing for 2015 and, as I scan the pages of this year’s issues, I feel a great deal of pride and more than a little amazement at everything we’ve accomplished.

As Outrigger continued to grow across tropical waters, we were proud to welcome to our ‘ohana (family) the hosts at two new properties – Outrigger Konotta Maldives Resort in the Indian Ocean and Outrigger Koh Samui Beach Resort on Hanuman Bay, Thailand. The hosts at those resorts have joined a remarkably talented team whose members can also be found in Guam, Fiji, Thailand, Mauritius and, of course, Hawai’i.

In addition to resort growth in these iconic destinations, we have also expanded our Host Network, the back-of-the-house teams that support all the hosts who are in daily contact with guests. These include:

- Outrigger’s Fantastic Global Marketing Team
- Our State-Of-The-Art Technology Group
- The Shining Wizards in Finance and
- Many wonderful Human Resources Staffers

Even with all this growth, I feel we still maintain the Outrigger spirit that, from the start nearly seven decades ago, has focused on serving our guests warmly and efficiently as expressed in the values of Ke ‘Ano Wa’a, The Outrigger Way.

Throughout 2015 every member of our ‘ohana has been more than busy. Your hard work and dedication have helped us navigate the challenging, ever-changing waters of the global visitor industry.

I hardly need to remind you that 2016 will also have its challenges! There is widespread unrest around the world. Nearly every day the news brings stories of the latest attacks by one group upon another.

Regrettably, this is not a new phenomenon. Since humankind first appeared on the planet, local tribes have typically attempted to seize territory, wealth or slaves from the tribe on the next island or the other side the mountains.

- The Crusades of the 11th, 12th and 13th centuries are classic examples.
- King Kamehameha’s conquests united the eight Hawaiian islands that had previously been ruled by local chiefs.
- The Netherlands, France and Great Britain ruled Mauritius for the five centuries preceding the nation’s independence in 1968.
- More recently, Hitler overran nearly all of Europe, and Stalin then imposed Communist Party rule on Eastern Europe, turning it into what for four decades was called the Soviet Bloc.
- Now, certain Middle Eastern groups are seeking to spread their influence, often employing force or terror tactics.

Unfortunately, modern technology has made such efforts horrifically destructive. Civilization as we know it is potentially at risk.

As we paddle our canoes forward in 2016 and beyond, we should be careful and vigilant for the safety of our guests and of each other. Together, we are a swift, strong, impressive team, which I predict will continue on a successful voyage in the months and years ahead.

On behalf of the entire Kelley family, please accept my warmest holiday wishes and thanks for all you have done to make Outrigger a Great Place to Work and Grow!