Milestones Recognized
By Kathy Oyadomari

Each quarter, it is both a privilege and pleasure to honor and recognize our ‘ohana who have reached 30 or more years of service with Outrigger®. On behalf of Outrigger Hotels & Resorts, we congratulate and thank Thelma Fernandez, Elvie Amor, Estrellita Baratti, Estrelita Sagadraca, Hyuk Nam Kwon and Villamor Tolentino.

Thelma Fernandez
35 Years of Service

Thelma was hired as a Housekeeper at the Outrigger Waikiki Village. Today she is a Control Clerk at the Outrigger Reef on the Beach where she receives and dispatches calls from departments and guests. Thelma shared that the advancement of technology with radios and pagers has made her job easier and efficient. She and her husband of 38 years, Pacifico, have two sons and a grandson. Cooking, shopping, gardening, going to the spa, Zumba and taking care of her three Chihuahuas, Kiko, Kuko and Kinao, are favorite pasttimes.

Future Plans - Travel to the Philippines, to visit her sister and relatives, and to Vegas

Bucket List - Travel to Alaska and Italy and Vegas more often!

Little Known Fact - She is the oldest of eight children

Most Proud Of - Dancing the Bamboo and Pandangoo in Flavors of the Reef

Words of Wisdom - “Appreciate that life is a precious gift; live it to the fullest, because you never know about tomorrow.”

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Elvie Amor
30 Years of Service

Elvie was hired as a Housekeeper at the Outrigger Waikiki Surf. Currently she works at the OHANA Waikiki East and says cleaning rooms is much better now because of the advancement in supplies. She still enjoys cleaning rooms and talking to our guests. Elvie shared that when she first joined the company, Outrigger was only in Hawai‘i and now we are all over the world which is very exciting! Elvie likes to watch TV, go out to eat with friends, walk, jog and cook dinner.

Future Plans - Travel and visit friends and relatives in the Philippines

Bucket List - To win “The Big One” in Vegas, so she can renovate her home

Little Known Fact - She shares what she has with those less fortunate than her

Most Proud Of - Being an Outrigger employee and part of a family

Words of Wisdom - “Keep up the good work, work as a team and be happy.”

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Ironman Benefits the Entire State
By Linda Jane Kelley

(Dr. Richard Kelley is traveling. His column will resume next week.)

This morning the sports world turns its attention to the little town of Kailua-Kona on the “Big Island” of Hawai‘i. When the cannon fires, nearly 2,000 of the world’s fittest professional and amateur athletes will begin the Ironman World Championship. They will swim 2.4 miles (3.9 kilometers), ride their bikes 112 miles (180.2 kilometers), and run 26.2 miles (42.2 kilometers – the distance of a marathon) along the Kohala Coast with over 25,000 spectators cheering them on. Like other major sporting events in Hawai‘i, the Ironman World Championship’s economic impact reaches far beyond race day and provides our state with phenomenal marketing exposure.

The first Ironman Triathlon took place in Honolulu on February 18, 1978, the result of a wager among friends over who was fittest – the swimmer, the cyclist or the runner. That morning, 15 athletes – swimmers, cyclists and runners – plunged into the ocean at Ala Moana Beach Park, not realizing the history they were about to make and that an entire new sports industry would be generated in their wake. Today, in addition to the now-annual triathlon in Hawai‘i, Ironman is a global industry. Amateur and professional athletes travel to races around the world in an attempt to qualify for “the Superbowl of triathlons” – the Ironman World Championship, now held in Kona every October.

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**Happy Birthday!**

October 24: Emerson S. Sales, Maxine N. Carlson, Gundaway Panday Tabalan, Ablando G. Topenio, Siu Fong Kwok, Lucrecia A. Ascino, Sopida Kongpetch and Donna Laguana.


October 27: Shane K. Alani, Emily A. Sato, Julio E. Boniel, Timothy J. Akao, Benjamin J. Holliday, Peter A. Bell, Clarita Esmeralda, Nileshwar Goundar, Akanisi Lebaivalu, Rt. Meli Qio, Yashneeal Kumar and Sopida Kongpetch.

October 28: Jack K. Hao III, Zhi Liang Peng, Jessica Mills, Stephanie Ross, Julia Short and Artha Yasa.


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**Employment Opportunities**

If you are interested in the positions listed below and meet the qualifications, you may apply online. Please go to Outrigger.com, click on ABOUT OUTRIGGER, then EMPLOYMENT. We only accept online applications for the open-listed positions from internal candidates. If you have any questions, please call Chad Teramae at (808) 921-6989. Application deadline for the following positions is October 19, 2012.

**Cocktail Wait-help (On-Call)**

Responsible to service guests with beverages and/or food in a timely manner resulting in a positive guest experience. Must have a friendly, positive and service-oriented attitude and be able to work any day and shift.

**Accounting Manager (Full-Time - Temporary)**

Bachelor’s degree required; Accounting or Business Administration preferred. A minimum of three years previous work experience in an Accounting department with strong computer and supervisory skills required. Must have strong analytical skills in financial reporting, as well as strong written and oral communication skills working with both internal and external customers.

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**All in the Family**

*By Marites Cabida*

Outrigger Royal Kahana Resort employee Julian Matulian was able to have his daughter Joyce intern at the resort. Joyce is interested in the hospitality industry and was grateful for the opportunity to learn in Housekeeping and Accounting and at the Front Desk.

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**In Memoriam**

Our deepest sympathy to the family and friends of retiree Alfredo Esteban, who passed away on September 17. Alfredo last worked at the Outrigger Reef on the Beach as a Bellman, retiring in 2003. He worked for Outrigger for 50 years.
Estrellita was hired as a Housekeeper at the Outrigger Waikiki Surf. Currently she works as a Housekeeper at the Embassy Suites® - Waikiki Beach Walk®. Her goal has always been to make guests happy, and she says she still enjoys making up beds and doing a thorough job in cleaning the bathrooms. Since joining the Outrigger ‘ohana, Estrellita has seen much change. With the sale of the Outrigger Waikiki Surf, Estrellita took the opportunity to embrace that change and join the ‘ohana at the Embassy Suites – Waikiki Beach Walk. She and her husband Edward of 34 years have a son and a grandson. Leisure time is spent cooking, watching Filipino soap operas and making a couple trips to Vegas each year.

Future Plans: Retirement next year!
Bucket List: To move to the Philippines
Most Proud Of: Her years of service with Outrigger
Words of Wisdom: “Be happy!”

Estrelita is currently a Housekeeper at the Outrigger Waikiki on the Beach and continues to enjoy cleaning the rooms she is responsible for. She enjoys working independently and interacting with her guests, helping them to feel at home. The Outrigger Waikiki renovation was a significant change for her, and she loves cleaning the updated rooms. Enjoyments for Estrelita are going to church on Sundays, cleaning her home, watching her favorite T.V. shows, taking care of her grandchildren, cooking for her family, going to parties and going out to dinner.

Future Plans: Retirement!
Bucket List: Tour the world with family, especially Paris and the Philippines
Little Known Fact: Estrelita is married with four children, eight grandchildren and one great grandchild
Most Proud Of: Working for Outrigger for 30 years!
Words of Wisdom: “Enjoy life, be happy, believe in God and have peace.”

Villamor Tolentino • 30 Years of Service

Villamor was hired as a Housekeeper at the Outrigger Waikiki Village. Currently, he performs General Maintenance at the Embassy Suites® - Waikiki Beach Walk® where he concentrates on air conditioning cleaning. Villamor enjoys working with and being around his coworkers. He said that the Waikiki Beach Walk development was a significant and positive change to Waikiki. He and his wife Natividad have been married for 32 years and have two daughters, a grandson and two granddaughters (picture at left). He loves to travel, fish and take care of his grandchildren.

Future plans: Visit the Philippines and Denmark to visit his brother
Bucket List: A family reunion in Hawai‘i. He has two siblings in Canada and one in Denmark
Most Proud Of: Having worked for Outrigger for 30 years
Words of Wisdom: “Be happy and be good to your coworkers.”
O-CE-N Bali by Outrigger Happenings
By Pingkan Sanger

The O-CE-N Bali By Outrigger (BOB) holds Sunset Beach Walks fronting the resort with staff from all departments attending. The 1-1/2 hour walk along 66 Beach is a great way to get some exercise and strengthen friendships.

We recently came out with a new cocktail menu and held cocktail training for our new libations!

Selfless Service
By Kyle Richards

While 17 percent of people say they never thought about being a blood donor, THANK YOU to those who did think to quietly and selflessly take the time to donate at our recent Blood Drive at the Embassy Suites® - Waikiki Beach Walk®. With your help, we collected 20 pints of blood—enough to potentially save 60 lives! We hope your experience encourages you to return and for others to donate.

Everyday, hospitals across the nation must dispense blood and blood products. Regardless of the circumstances, blood is THE life-giving force. Your donations helped promote health and save lives.

For those who were unable to donate but would like to, please contact:

Blood Bank of Hawai’i
845-9966
bbh.org

Again, thank you for volunteering and helping so many. You are all Lifesavers! 🧘

Moments of Aloha
Outrigger Waikiki on the Beach

Manager [Robert McConnell] for the whole thing and I hope to come back when I am older because I am only 12 yrs old.”
Maddy Carr
NSW Australia
Outrigger on the Lagoon – Fiji India Market FAM
By Una Murray

Last month travel agents from India visited the Outrigger on the Lagoon – Fiji (FOR) for a familiarization tour (FAM). Fiji has enjoyed a 30 percent increase in visitors from India.

Held at the Shangri-La’s Fijian Resort, Tourism Fiji held a very successful India Road Show for the first time. Sixty-one agents were hosted to dinner at FOR’s Ivi Restaurant after having a very thorough site visit of the property.

Fifteen agents stayed on at the property to experience the facilities and activities, while the others traveled to other destinations. Those who stayed were impressed with the hospitality and facilities of the Outrigger on the Lagoon – Fiji.

As is custom, we sang our famous farewell song “Isa Lei” upon the agents’ departure and look forward to more business from this important and lucrative market.

Fiji Housekeepers Celebrated!
By Una Murray

The Outrigger on the Lagoon - Fiji (FOR) joined the international celebration to give thanks and show appreciation for the contributions our Housekeepers provide each and every day. FOR Housekeepers (shown below) take pride in keeping the resort clean and providing a healthy environment for both guests and coworkers. The FOR vuvale (family) showed our appreciation with a special afternoon treat for the largest department with the hugest heart—Housekeeping!
This month’s LivingWell executive is our CFO Hans Weger who makes an important point. Read on...and try not to smile!

When asked to write a “LivingWell” article, I looked at the topic and took it to mean “living healthy by eating and exercising right.” Which really made me chuckle, as I do not eat “right” at all. Matter of fact, I eat like a 5-year-old from the south—simple foods (preferably fried) and desserts (preferably chocolate). So my choices were to lie or answer what “LivingWell” means in a context that did not include food. I chose the latter, as my dad taught me not to lie.

To live well, I try to do things that make me happy. In life there are no “do overs,” and I never have heard of someone on their deathbed saying, “Man, I wish I could do one more thing that I don’t like doing.” Additionally, there is significant medical evidence that points to happiness and laughter as being very beneficial to a healthy and longer life — must be true, as I saw it on the Internet. So this article is about things that make me happy.

Two of my favorite parts of the day are walking to and from work. I put my earphones in, “cut the music on” and get lost (lost in my mind, not physically lost, as it is a pretty direct route) for about 30 minutes each way. Seeing the beach and people running, biking, surfing, playing volleyball, etc., lets me drift around with different thoughts. No worries at all - just music and people watching.

When we go on family vacations (some of which are shown in the pictures right), we do very active things. We’ve gone biking, hiking, golfing, kayaking, snorkeling, horseback riding, fishing and tons of other outdoor activities. Being outside with the family and doing activities—including those that seem like exercise—make me extremely happy. It is a big change versus sitting all day in an office.

Not everything that makes me happy is physical in nature. I really enjoy watching sports on TV or even sitting around at nighttime watching meaningless TV shows with the family. Normally it leads to some funny conversation or memory of something we did. But in some way, we always seem to laugh or smile about something.

So my secret to “LivingWell” is to be happy. How you get happy or what makes you happy may be different from everyone else, but only you can make yourself happy. I am living proof that “happy” works, as I don’t eat right or exercise all the time, but after every physical, I’m told I am very healthy. Last time, the doctor said I was the healthiest 100-year-old man he had ever seen!

One last item, in a recent interview I did not mention my wife, which made her “unhappy,” so included in things that make me happy is spending time with Sabrina. Hopefully, this makes her happy because we all know that if “mom ain’t happy, nobody’s happy!”

See recipe on page 7
Semi-Healthy Salmon
Take a piece of salmon (healthy part of the recipe) and set it on a piece of aluminum foil. Cover the salmon with butter, brown sugar, cinnamon and pecans. Close up the aluminum foil tightly and grill 3 minutes on each side on your outside grill. It is dessert and main course all at once.

Outrigger Waikiki
Host to “Lt. Dan”
By Kathy Foley

Does the name Lt. Dan ring a bell? Lieutenant Dan Taylor was portrayed by Actor Gary Sinise in the 1994 film Forrest Gump. You may also recognize him as Det. Mac Taylor from CSI: NY. Last week, the Outrigger Waikiki on the Beach was honored to host Mr. Sinise and the Lt. Dan Band who performed at a concert and party as part of the weeklong 2012 Medal of Honor Convention. With 52 honorees in attendance, organizers said it was the largest gathering ever of Medal of Honor recipients, the U.S. military’s highest honor.

Gary Sinise is a passionate supporter of our troops, and he and the Lt. Dan Band perform around the world for charities and non-profit organizations like the USO and Operation Iraqi Children (co-founded by Sinise in March 2004). The band frequently visits military bases in the U.S. and abroad and initially, before the group had a name, people would recognize him as “Lt. Dan.” Those in the military seem to identify strongly with the character, so the name for his group proved to be an easy one.

A Promise Made,
A Promise Kept
By Nancy Daniels

On Wednesday, October 3, nearly 80 friends, colleagues, and members of the Hawaiian music community gathered at Kani Ka Pila Grille to congratulate Honolulu Star Advertiser entertainment reporter and author John Berger on the launch of the second edition of “Ka Mele Hawai’i a Me Ka Po’e Mele/Hawaiian Music & Musicians, An Encyclopedic History.”

Originally compiled, edited and released in 1979 by the late Dr. George Kanahele, the book immediately became recognized “as the most ambitious book ever written about Hawaiian music.”

In 2000, Dr. Kanahele began work on a second edition and asked John to take on the brunt of the research and writing for him. John agreed and promised Dr. Kanahele that he would see the project through, no matter what. Sadly, several months after that conversation, Dr. Kanahele suddenly passed away, and John was left to fulfill the promise made.

It took a dozen years of arduous research, countless hours of talking to people here in Hawai’i and around the world, and non-stop typing at his computer, but with the help of more people than John can ever acknowledge and the folks at Mutual Publishing, the second edition of “Ka Mele Hawai’i a Me Ka Po’e Mele/Hawaiian Music & Musicians, An Encyclopedic History” became a reality and is now available for all to enjoy. To order a copy online, visit mutualpublishing.com.

Mahalo to the Outrigger Reef on the Beach and Kani Ka Pila Grille for hosting this very special occasion in celebration of Dr. George Kanahele, John Berger and the music and musicians of Hawai’i.
This year, athletes from 48 states and 64 countries qualified for the Ironman World Championship. The 2,000 competitors each bring an average of four additional people with them and stay in Hawai’i for at least a week. Half of them will also travel to at least one other island in Hawai’i after the race.

Many of the over 5,000 volunteers are also out-of-state visitors who plan their vacations around Ironman. Hundreds of journalists and dozens of corporate sponsors and businesses that cater to triathletes and sports events also descend on Kona for race week. These visitors fill hotel rooms, condominiums and vacation homes; rent cars; dine in local establishments; hire catering companies, florists and musicians for parties; and shop at local businesses and farmers’ markets. Many local businesses hire additional temporary employees during October to help during this busy month.

Hawai’i’s Department of Business, Economic Development & Tourism reports that Ironman generates more than $20 million in direct sales each year from out-of-state visitors specifically traveling to the Big Island for the event. As a result, tax revenues for state and county governments – general excise tax (GET), transient accommodations tax (TAT – the hotel room tax), and fuel and individual income taxes – also grow by several million dollars.

Ironman focuses tremendous national and international media attention on Hawai’i. The race is the state’s largest media-credentialed event. Over 300 reporters, many of them international, pick up credentials during race week. The live, race-day webcast on IronmanLive.com provides 17 hours of streaming video, which has historically generated over a million “hits.” Television broadcasts of the race also display Hawai’i’s beauty, culture and climate to more than 200 million homes worldwide, just at the point when the weather is turning cold and snowy in most of the continental U.S., Europe and much of Asia. In December, NBC airs a 90-minute Ironman show, with numerous encore broadcasts on the Universal Sports cable network. ESPN International provides worldwide next-day coverage of the event. Social media adds another layer of exposure with official updates on Facebook and Twitter plus individual postings.

Ironman’s impact does not stop in October. Over the rest of the year, numerous training camps are held on the Hawai’i Island. Groups ranging in size from five to over 30 athletes and coaches spend anywhere from a weekend to a full week cycling on Queen Ka’ahumanu Highway, swimming in crystal-blue Kailua Bay, and running along legendary Ali’i Drive. Some professional athletes will train in Kona for weeks or a couple of months, sometimes bringing their families with them for an extended stay.

The Ironman World Championship is not only exciting to watch on race day, its impact to our local economy is significant and the worldwide marketing exposure it provides is priceless. It is another successful example of how sports tourism benefits Hawai’i’s economy.

Count ’em!

On race day, 5,000 Ironman volunteers will hand out:

- 235,000 cups
- 47,600 pounds of ice
- 46,600 bike bottles
- 20,000 gallons of fluid replacement, cola, water and soup
- 21,000 packets of PowerBar Gel
- 10,000 PowerBars
- 1,350 bread rolls
- 261 bottles of sunscreen
- 66 cases of bananas
- 56 cases of oranges