OHANA Waikiki East
Unveils New Media Room

By Kathy Foley

On Thursday, July 7, members of our Outrigger ‘ohana gathered for a blessing of the newly unveiled Media Room (still yet to be officially named) in the OHANA Waikiki East Executive Offices. The room, in the heart of the Outrigger corporate offices, had been under renovation since March.

Serving as kahu for the blessing, Kaipo Ho, Outrigger’s Manager of Cultural Experiences, shared that long ago, generations of Polynesians navigated over the ocean’s waves, guided by the stars. Today, we navigate over the airwaves using far-reaching, state-of-the-art technology.

Outrigger’s President and CEO David Carey said the technology in the Media Room will allow us to see and speak with our ‘ohana in the far-flung destinations where we do business – a significant milestone in bringing our “Many Brands” together as “One ‘Ohana.”

The room may be split into two soundproof rooms and set up boardroom or classroom-style. Three high definition screens, video and audio teleconferencing to allow eight simultaneous 2-way video connections, wireless high speed Internet, recording and broadcast capabilities for meetings and training sessions, and an electronic whiteboard round out the technology that is sure to improve communication.

Better communication creates a sense of unity in working towards a common goal and ultimately success. We are excited to be at the forefront in using meeting room technology to that end. One more reason—

Outrigger is a great place to work and grow! 😊

Deficits, Budgets, and Cherry Pies

By Dr. Richard Kelley

For the past several weeks, the politicians of both parties in Washington, D.C., have been embroiled in a pitched battle on how to pay for America's massive – and still ballooning – $14 trillion national debt and cover future obligations for new and/or expanded federal programs. Those speaking loudest seem to look at the economy as if it were a cherry pie, and they are fighting tooth and nail to get a larger slice for themselves and their friends, supporters, and constituents. Very few, if any, are focused on how to make that pie bigger so that everyone can enjoy a healthy slice. Even fewer are discussing how growth in Travel & Tourism could help bake that bigger pie.

The topic of pie making makes me think about my early years, growing up in post-World War II Waikiki. Consumer supplies were still somewhat limited, but every once in a while, the Piggly Wiggly grocery store, then located on the triangle between Kalakaua Avenue and the start of Kuhio Avenue, would get a shipment of canned cherries. After working at the Islander Hotel all day, my mother, Estelle, would buy a can or two and somehow manage to place a warm cherry pie on the table by the end of dinner. As the pie was cut into individual servings, I never gave a thought to all the effort that went into getting the cherries from a tree on the mainland to a grocery store in Waikiki or the dedication and baking expertise added by my mother. I concentrated only on how I could arrange things so I would end up

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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 WWW.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 July 22, 2011.

Accountant (Full Time)
Bachelor’s degree in Accounting preferred. Must have a positive attitude and be a self-motivated team member. Oral and written business communication skills, proficiency in computerized Accounting systems and spreadsheets, aptitude for numbers, ability to type 45 wpm, and 10 key required.

Bell Person (Part Time)
Must have at least six months customer service experience, ability to lift 70 lbs, and flexibility to work any day and shift.

Guest Service Representative (On Call)
Must have at least one year customer service and cashiering experience, preferably in the hospitality industry. Must have basic computer skills and be able to type 30 wpm. Must also be a team player with excellent communication skills and flexibility to work any day and shift.

Outrigger Kiahuna Plantation Resort
General Manager (Full Time)
A minimum of five years previous experience as a General Manager of a resort. Experience should include all aspects of condominium/ resort operations in a management position. Qualified candidate must possess a working knowledge of condominium regulations and AOA0 operations. Essential skills include a successful record of condominium rental management, supervising managers, and proven skills in employee relations, revenue maximization, and guest satisfaction.

Keauhou Beach Resort
Security Officer (On Call)
Responsible to provide security services to assure the safety of guests, employees, and property. Previous security experience preferred. Must have good communications skills and ability to read various security correspondence, such as incident reports, daily logs, and policy and procedure manuals.

Guest Service Representative (Full Time)
Must have at least one year customer service and cashiering experience, preferably in the hospitality industry. Must have basic computer skills and be able to type 30 wpm. Must also be a team player with excellent communication skills and flexibility to work any day and shift.

Cocktail Waithelp (Part Time)
Responsible for the service of beverages and/or food in a timely manner, resulting in guest satisfaction. Must have a friendly, positive, and service-oriented attitude and flexibility to work any day and shift.
Outrigger Says Aloha to Media from China

By Nancy Daniels

For the past 14 months, the Hawai‘i Host Committee of the Asia-Pacific Economic Cooperation (APEC) has been hard at work preparing for APEC 2011. Come November, more than 20,000 attendees from 21 member economies, including top government leaders, senior officials, foreign ministers, business leaders, and over 2,000 global media representatives, will arrive in Hawai‘i for the annual gathering of APEC leaders.

Over the next few months, Hawai‘i’s Host Committee is sponsoring several international media visits to the islands to generate advance exposure of Hawai‘i’s products and services and to highlight companies or individuals that have existing relationships with one or more of the APEC economies.

With Outrigger now represented in six different APEC economies throughout the Asia Pacific region, these press visits provide an excellent opportunity for Outrigger to get in front of key international media.

The first press visit was held this past week with representatives from five top media outlets from Beijing, China, attending. They included Phoenix InfoNews Channel, The China Daily, The Economic Daily, The Peoples Daily, and The Economic Observer.

Outrigger Enterprises Group was pleased to host this important group on Tuesday, July 12, starting with a tour of Waikiki Beach Walk® with Mel Kaneshige, followed by breakfast at the Outrigger Reef on the Beach, where David Carey provided a brief history of Outrigger and highlighted the company’s expansion and development plans throughout the Asia Pacific region. Writers, of course, were particularly interested to learn that Outrigger already has a presence in China with the Outrigger Clearwater Bay Resort project being built on China’s Hainan Island.

Other VIPs attending the breakfast were Lt. Governor Brian Schatz, Randy Tanaka of the APEC Hawai‘i Host Committee and Hawai‘i Convention Center, as well as Robbie Alm of HECO, who briefed the writers on HECO’s clean energy initiatives.

These media visits are an important component of the Host Committee’s plan to generate publicity in advance of November’s APEC summit, with resulting stories going a long way toward positioning Hawai‘i as, not only a key visitor destination for the burgeoning China market, but as a major international meetings venue, as well as a place with innovative Hawai‘i companies and businesses ripe for investment partnerships. Other press visits over the next four months will include journalists from Shanghai and Korea.
The annual Flavors of the Reef took place on Wednesday, June 13, at the Outrigger Reef on the Beach. The employees took control of the day, which was filled with many events, starting with craft making of Japanese origami, Polynesian tattoo, and Hawaiian petroglyph card making.

Food sampling was another feature of the Flavors of the Reef. Mahalo to our employees in Maintenance, Housekeeping, Accounting, Front Office, Kani Ka Pila Grille, Bell Desk, Human Resources, Sales, Revenue, and Food & Beverage/Banquets for sharing their cultural dishes. To name just a few, there was Filipino Chicken Papaya Soup, Samoan Panipopo, Tahitian Uru, Hawaiian Pineapple, Japanese Mochi, Korean Noodles, Chinese Wun Ton Chips, and Cassava Cake.

This year’s Employee Talent Show truly showcased many of our cultures. There was a traditional Filipino Folk dance called “Carinosa;” songs performed by the Korean and Chinese Choir; Hula by Bruce Taanuu, Patrick Ramos, and Teresa Shepherd; music from Teddy Naputo; and ‘Ukulele Ensemble by Kalili Kaimimoko (Expedia), Noah Kalulu, and Llayne Kaui (Skye’s Koa & Ukulele). The finale was the Japanese Bon Dance by Jo-Ann Yonamine, Ritsuko Kukonu, Dee Polloi, and our leader, Bill Comstock. Mahalo Outrigger, for allowing us to share “Who We Are” and “Where We Come From” with our guests.

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Bill Comstock leads the ‘ohana in a Japanese Bon Dance

Cara Sawai and Courtney Miyashiro performing symmetrical sound scapes

Leigh Buleco, Jana Matsunaga, Robert Bauer, Jennifer Padre, and Stanley Louis-Charles dish out cultural delicacies
Flavors of the Reef
Continued from page 4

Top left: Shun Bye Lee, Chu Ja Oh, Bill Comstock, Tae Ok Koo, and Kay An

Top right: Bruce Tainanuu (right) and guest showing his polynesian tattoo


Bottom left: Front - King Fong Lau, Gui Fang Huang, Fu Hua Chen, Jenny Wu, and Lori Lai. Back: Hanna Liang, Rui Mei Qiu, Cecilia Yip, Wo Shun Kam, Hui Hong Lu, and Lily Lee

Bottom right: Jo-Ann Yonamine serves guests a sampling of “Flavors of the Reef”
Background
Chinese Taipei is the designated name used by the Republic of China (ROC), commonly known as Taiwan, to participate in some international organizations and almost all sporting events, such as the Olympics, Paralympics, Asian Games and Asian Para Games.

Founded in the 18th century by immigrants from Fujian province on the China mainland, Taipei began its modern development only after 1885, when it replaced Tainan as the capital of Taiwan province. It continued to serve as a political center and underwent considerable enlargement and modernization under Japanese rule (1895-1945). In 1949, when the Communists forced the government of Chiang Kai-shek to flee from the mainland of China, Taipei became the headquarters of the Nationalists. In 1967, the city became a special municipality with a status equal to that of a province. Taipei suffered minor damage in the 1999 Taiwan earthquake.

Etiquette
- Greetings are formal and the oldest person in a group is always greeted first.
- Handshakes are the most common form of greeting with foreigners and are not as firm as in many other countries.
- They look towards the ground as a sign of respect when greeting someone.
- You need not follow their example as they understand that westerners tend to smile warmly when introduced.
- Often their personal names have some poetic or otherwise significant meaning, so asking about the meaning is a good way to break the ice.
- When you are first meeting a person, address the person by their academic, professional, or honorific title and their surname.
- Wait until invited before using someone’s first name.
- Business cards are exchanged after the initial introductions.
- Business cards are exchanged using both hands.
- Treat business cards with respect. The way you handle someone’s card is indicative of the value you place on the relationship.
- Never write on someone’s card in their presence.

Did you know...
- Taipei has over 400 species of butterflies and 450 species of birds.
- Chinese buildings are traditionally made from wood and lacquered to add strength.
- Tea is the main drink: black tea, green tea and oolong are the most popular.
- Taipei, is the Asia capital of art and culture. It gathers some of the most famous museums in Asia. Taipei’s National Palace Museum has the world’s largest collection of oriental art treasures. Much of the immense collection of porcelain, jade, sculptures, paintings, and bronzes is regularly rotated. The National Museum of Prehistory is a famous Taiwanese museum situated adjacent to the Puyuma archeological site in Taitung County.
- Taipei is popular for its excellent food and lively night markets. Taipei also offers several areas of spectacular natural beauty, numerous international exhibition grounds, markets, hotels, museums, parks and theaters.

Key / Fun Facts
- Official Name: Chinese Taipei, commonly known as Taiwan.
- Capital: Taipei.
- Population: 23,071,779 (July 2011 est.).
- Government: multiparty democracy.
- Median age: 37.6 years; male: 36.9 years, female: 38.3 years (2011 est.).
- Ethnic Groups: Taiwanese (including Hakka) 84%, mainland Chinese 14%, indigenous 2%.
- Official Language: Mandarin Chinese.
- Languages: Taiwanese, a dialect of Fukien, is used by many of the population. Hakka dialects and indigenous languages are also spoken. English is widely used in business.
- Religions: Mixture of Buddhist and Taoist 93%, Christian 4.5%, other 2.5%.
- Taipei has one of the highest densities of restaurants in the world. Almost every street and alley offers some kind of eatery.


http://www.kwintessential.co.uk/resources/global-etiquette/taiwan.html
http://www.us-passport-service-guide.com/Fun_Facts_About_Taiwan.html
Independence Day Celebration at The Kapalua Villas
By Anthony Freda

The Kapalua Villas were filled with fun and festivities this past 4th of July. Over 140 guests and community members participated in traditional games, such as a balloon toss, sack races, hula hoop contests, and a putting tournament run by our ‘ohana and co-sponsors from other members of The Kapalua Resort.

Everyone loved the magician, face painter, and the balloon artist too. Good food and an outdoor movie under the stars added to the celebration.

Left: Anthony Freda, Melvin Ragudo (front), Lonnie Biddix Jr., TJ Oesterling, Lonnie Biddix, and Dina Edmisson
Kelley ‘Ohana Visits Outrigger on the Lagoon – Fiji

By Una Murray

The team at Outrigger on the Lagoon - Fiji had a surprise visit last weekend by Dr. Chuck Kelley, Vice President of KF Development and grandson of founders of Outrigger Enterprises, Roy and Estelle Kelley.

Dr. Chuck and his son, Robby, had been visiting Fiji on a surfing safari and took time out to drop in and catch up with the vuvale (family) at Outrigger on the Lagoon - Fiji.

While visiting, they had the opportunity to watch the Outrigger-Sponsored Nadroga Stallions totally annihilate the Rewa rugby team in the Farebrother Cup. This was the first rugby experience for both Dr. Chuck and Robby, and they came away in awe of the power and courage of these fine young footballers.

Dr. Chuck commented on how well the resort has developed over recent years and was most impressed with the improvements in the Baravi Restaurant and the Sundowner Bar and Grill. He also stated that the warm and friendly nature of the staff at the Outrigger on the Lagoon - Fiji still remains the number-one factor that separates it from all of the other hotels and resorts in Fiji.

Outrigger on the Lagoon – Fiji Hosts Travel Editor

By Una Murray

Kara Byers is the Travel Editor of WHITE Magazine from Europe, America, Australia, New Zealand, and South Africa. WHITE is a magazine and website dedicated to weddings. The reason for visiting Fiji was mostly to check it out as a wedding and honeymoon destination. However, a lot of people also read WHITE for inspiration and ideas for second honeymoons and the latest travel trend - babymoons - when a couple have their last romantic holiday together before their baby is born.

Kara said that she wanted to see Fiji because of its reputation as a paradise, the friendliest place on earth, and one of the most relaxing destinations in the world.

She found all that and much more at Outrigger on the Lagoon – Fiji. She said that it’s no surprise that over 200 couples will marry here this year. It is beautiful, and the staff is amazing, always smiling, and always ready to help and make everyone feel welcome – like part of the family. All WHITE readers are going to love it here.

Sales Manager Jennifer Yip and Public Relations Manager Una Murray hosted Kara at the award-winning Ivi Restaurant.

Phil Marsden, Lani Qeregeretabua, Kara Byers, Iva Mere, and Jennifer Yip
The main objective of this event is to maintain a strong relationship between the tourism sector and the local community.

The tournament consists of sports such as football, volleyball, sepaktakraw (rattan ball), and pétanque, and will be held from the 9th until the 23rd of July 2011.

Outrigger Laguna Phuket Participants in Regional Sports Tournament

By Khun Paew

The Outrigger Laguna Phuket ‘ohana will be participating in the Regional Sports Tournament which is organized by Cherngtalay Tourism Sports Club (a sub-district of over ten international hotels and resorts) and our local community.

Outrigger Kiahuna Plantation ‘Ohana Cleans Up

By Marianne Thesken

The Tunnel of Trees that line Maluhia Road form a lush corridor serving as the gateway to Koloa and Poipu.

Every year, the Poipu Beach Resort Association sponsors a clean up to coincide with the preparation for Koloa Plantation Days.

Several Outrigger Kiahuna employees rolled up their sleeves and pitched in to pick up trash and debris along the famous road.

Dale Verkaaiik, Marianne Thesken and her daughter Leanna, Guna Maheshwaran, Donna King, and Faye Fernandez
with the largest possible slice, even if it meant decreasing the portions for the other members of my family, particularly my kid sisters, Jean and Pat.

That story is an apt metaphor for what is going on in our nation’s capital today – and in many state capitals too.

If those inhabiting that real estate just used their common sense, they would focus on easing – and in many cases eliminating – the thousands of policies and laws that make it difficult for businesses to thrive and grow the nation’s economic pie for the benefit of all.

I have touched on many of these policies and laws in this space for years. Here are a few examples, pertaining just to the travel industry:

• Travel visa procedures that make it difficult, expensive, inconvenient, and personally demeaning for nearly half the people on this planet to travel to the United States for business or pleasure.

• Air route and cabotage restrictions and policies that make it nearly impossible for foreign airlines to bring overseas visitors economically to more U.S. destinations.

• Taxes and fees that target travelers and make travel far more expensive than it should be. Hotel room taxes, discriminatorily high hotel real estate taxes, car rental taxes, airport taxes and fees, airline ticket taxes, and jet fuel taxes are just a few of the ways that federal, state, and local governments have raised the cost of travel.

It does not end with taxes and fees on travel-related items. The way border personnel too often treat foreign visitors when they arrive at our airports also discourages international travel to the U.S.

As I have pointed out before, international tourism has been growing rapidly in recent years as America’s competitors have taken our recipe and learned how to bake their own pies. The U.S. slice of the international tourism market has been steadily shrinking, and as of 2009, it had dropped by more than one-third, compared with 1999! Today, major hotel companies, when looking at the complexities and costs of creating new business in the U.S. rather than overseas, are choosing to focus most of their development in foreign countries.

If our politicians applied measures to stop inhibiting growth not only to the travel industry, but to the rest of our nation’s economy, the benefits would be phenomenal. The pie would grow prodigiously!

So, ladies and gentlemen of government, please stop squabbling like kids over who is going to get the biggest piece of the U.S. economic pie. Focus instead on baking a bigger pie, which will provide larger slices for everyone. Travel & Tourism is a major component of that pie, particularly in states like Hawai‘i. Travel & Tourism will do its share and, with relatively few changes in policies, procedures, and tax rates, it can do even more!

If we don’t come together in this way, I can guarantee you just one thing – the world’s more competitive economies will eat our lunch!