OHANA Hotels and Resorts NOW
OHANA Hotels by Outrigger®

By Sean Dee

On March 17, 2016, Outrigger Enterprises Group announced the rebranding of OHANA Hotels and Resorts to OHANA Hotels by Outrigger®, representing our company’s mid-tier, off-beach leisure brand with the brand promise of “Local hospitality and convenience in paradise.”

The new name and logo is part of our overall corporate brand strategy introduced last year when we launched our premier global beachfront brand, Outrigger Resorts, and wrapped our collection of Hawaii resort condominiums into Hawaii Vacations Condos by Outrigger®. The rebranding of OHANA Hotels by Outrigger® continues our efforts to align our global portfolio, as well as solidify and build upon our position in the hospitality industry.

The transition to OHANA Hotels by Outrigger® allows our guests to more easily recognize the brand as part of the Outrigger Hotels and Resorts portfolio and associate this with our global focus on providing unique, culturally authentic vacation experiences. We are confident this

Assets School honors a community asset

By Dr. Richard Kelley

Last Friday evening – just over a week ago – Kitty Lagareta, a long-time friend and colleague, was honored for her service to Assets School at its annual gala, held at the Hawai’i Convention Center. Assets School provides outstanding education to nearly 350 dyslexic and/or gifted children from kindergarten through grade 12, many of whom would find it extremely difficult to develop their full potential in other schools, public or private.

Kitty has served on the Assets board of directors for quite a few years now – one of a great many Hawai’i nonprofit organization boards on which she serves with enormous energy, imagination and enthusiasm – so it is hardly surprising that Assets chose to honor her with its Illumination Award.

I’ve known Kitty for some three decades – roughly half my adult life. Today she is the CEO of Communications Pacific, one of Hawai’i’s finest public relations firms. But when I first met her, she had just started working at “CommPac” as an account executive, just about the lowest rung on the ladder of the PR profession.

Only a short time before that I’d taken a first bite of an “apple” that turned out to be much bigger than I ever thought I’d be chewing – an effort to create a convention center in or near Waikiki. I was looking for public relations assistance, and when I talked to...
Happy birthday!

**MARCH 21:** Jiro Kim, Iliseva Likucia, Krishnil Ram, Hans K. Sakurai and Fina F. Salvador.

**MARCH 22:** Kingdao Buachan, Leigh-Ann K. Bulseco, Jagdip Jeewon, Raymundo T. Labtingao, Jakkrit Lanthal, Catalina Lardizabal, Hoang Thi Len, Rabindranath Muckkoo and Susana Namoco.

**MARCH 23:** Erin R. Akau, Jaycris Bondoc, Joseva Buasoro, Emelyn A. Buenavista, Don L. Claro, Anthony Karan, Appanah Lutchmadoo, Bradley Murciano, Shane N. Tappe, Alisi Vakacautadra, Nu-Yang Wei and Fu Chao Wong.

**MARCH 24:** Supatcharee Aroonchot, Robert E. Churney, Pranish Deo, Jean Bruno Louise, Joeli Mcgoon, Shaneel Naidu, Tracey L. Nakama, Sukprawat Phuwilai, Salanieta Qutokara, Zackery M. Shozuya, Atnesh Singh, Harit Thongkum and Sasiwimon Wijakkanawut.

**MARCH 25:** Korshed Alam, Alohalani S. Alapai, Florence Marisa Alo, Marfa Bossy, Leilani P. Corpuz, Sodiki Dadavanua, Jay Kishan Gobin, Yoly P. Ingeniero, Francisca V. Lim, Marday Munian, Linda Munusami Naiken, Lepanoni Nakilimoce, Lourdes M. Queen, Charles Edgar Sutherland and Monthida Thongrueang.

**MARCH 26:** Timothy D. Bruns, Nuttaporn Changpra, Sharilyn E.K. Souza, Tarisi Nailiko, Niumai Navatu, Vinesh Sewraj, Kapil Shankar, Nannicha Tantipiriyakul and Jamie C. Wong.


---

**Employment opportunities**

If you are interested in a position below and meet the qualifications, please go to Outrigger.com and click on Employment. We only accept online applications for the open positions from internal candidates. Application deadline for the following positions is March 25, 2016.

**Front Desk Night Auditor (full-time)**

Minimum of one year customer service and night audit experience required. Must have the ability to read and understand audit reports, log books, registration cards, vouchers, chits, memos and other correspondence and be willing to work any day and the graveyard shift.

**Bartender (full-time and part-time)**

Minimum of one year bartending experience required. Responsible for serving beverages and food to guests in a friendly and courteous manner. Must be able to work flexible days and shifts.

**Host (part-time)**

Minimum of one year customer service experience required, preferably in the hospitality industry. Positive, service-oriented attitude required. Must be a team player with excellent communication skills and able to work flexible days and shifts.

**General Maintenance Utility (full-time)**

Must have two years experience with interior and exterior maintenance including demonstrated ability to install, service, repair, inspect and maintain FF&E facilities. Must also have experience with HVAC, plumbing, ventilation, water, electrical and mechanical systems, and be able to work any day and shift.

**Guest Services Representative (Uniform Services) (full-time)**

Must have at least one year customer service experience and be able to lift and carry 75 lbs. Must also be flexible to work any shift and any day. Japanese speaking helpful, but not required.

---

**OUTRIGGER CONNECTIONS**

**CALENDAR OF SIGNIFICANT EVENTS CELEBRATED WORLDWIDE**

**DENVER/HAWAI‘I**

**Fri., March 25**  Good Friday (public holiday, not observed). Visit: https://goo.gl/PdPqaS

10 a.m. Host Easter Basket Contest, Outrigger Reef Waikiki Beach Resort, Waikiki, Honolulu, HI.

**Sun., March 27**  Easter (public holiday, not observed). Visit: https://goo.gl/hkqBgs

Noon. Easter Cupcake Decoration, Outrigger Reef Waikiki Beach Resort, Waikīkī, Honolulu, HI.

**FIJI**

**Fri., March 25**  Good Friday (public holiday, Fiji). Visit: http://goo.gl/UwdcYv

**Sat., March 26**  Easter Saturday (public holiday), Fiji. Visit: http://goo.gl/1EyvEV

**GUAM**

March  “Connections within our Pacific Ocean” Cultural Exhibit celebrating Guam’s history and Cultural Heritage month, Outrigger Guam Beach Resort, Lobby, Tumon Bay, Guam.
endorsement will provide benefits for both our guests and travel partners.

The strategic change assures guests that the world-class hospitality Outrigger is known for also extends to OHANA Hotels by Outrigger®. In addition, the OHANA brand’s increased accessibility and visibility through Outrigger’s many traditional and online marketing channels will have a positive impact on guests and travel partners.

The OHANA brand was created in 1999 for travelers seeking quality accommodations at mid-level pricing. Our newly named OHANA properties OHANA Waikiki East by Outrigger® and OHANA Waikiki Malia by Outrigger® provide our guests with local expertise and a friendly staff.

Our brand strategy has enabled us to market and manage properties through a growing number of hospitality industry partnerships. By working with each partner, we maximize market potential by implementing the most effective and profitable brand strategy for each development.

Political Fundraiser
By OHHPAC

If you are interested in attending the fundraiser below, please email Kathy Foley at kathysb@outrigger.com.

Monday, March 21, 2016 | 5:30 p.m. - 7 p.m.
Representative Roy Takumi
Sakura Terrace Restaurant
1240 S. King Street

Tech Tips and Safety Savvy

CONFIGURE YOUR DEVICE WITH SECURITY IN MIND. Many devices and system components have default settings geared toward ease-of-use, rather than protecting your information. Review your settings carefully and as you install new software and apps pay particular attention to the privacy controls and permissions. Research app reviews and see if any security company identified the app as malicious. If you have encryption features, you may want to consider turning them on. Regularly apply updates and patches. These are developed to address both weaknesses and enhancements. Install antivirus software and enable automatic updating to incorporate the most recently identified threats.

Host announcements
By Barry Wallace

I am pleased to join human resources in welcoming Ronaldo “Ronnie” Adriano to the Outrigger ‘ohana as assistant director of finance and congratulating Bradley “Brad” Murciano as Palm Café/The Grind/in-room dining manager at the Outrigger Guam Beach Resort.

As assistant director of finance, Ronnie reports to Chris San Nicolas, director of finance, effective March 14, 2016.

Most recently from the Mandara Spa Guam, Ronnie was regional business controller – Micronesia since 2005. In 1993, he began his career in the Philippines with Diaz Murillo Dalupan CPA as a junior auditor. He then moved to JAKA Investment Corporation as internal auditor and subsequently SAP business analyst. Ronnie has also held the positions of vice president finance and administration with Vision Express Phils, Inc. and controller for Del Carmen Investment Inc. Guam and Agbayani Construction Corporation.

Ronnie earned his Bachelor of Science in commerce with a major in accounting from the San Sebastian College-Recoletos in C.M. Recto, Manila.

He and his wife, Lynn, have four children, Philip, Vince, Lance and Belle, and when time permits, he enjoys biking.

As Palm Café/The Grind/in-room dining manager, Brad has been reporting to Edwin Torres, director of food and beverage, since March 11.

Brad has been with the food and beverage department for over 10 years. He began his career in the banquet department as a temporary banquet wait staff that led to full-time status and following, a promotion to banquet captain. Brad has also been assistant food and beverage manager and banquet operations manager.

He and his wife, April, have two sons, Brad Riley and Bryce Raynen. His free time is spent fixing and racing cars, playing billiards and spending time with family and friends.

Please extend a warm hafa adai and aloha to Ronnie and congratulations to Brad.
Outrigger sponsors UH Spring Fling Tournament

By Robin Estrada

Outrigger Resorts was the sponsor for the Outrigger Spring Fling Tournament held March 9-12 at Rainbow Wahine Softball Stadium. The Wahine were up against California, Baylor and North Dakota State (W-1, L-3).

As sponsor, Outrigger provided prizes for the winners of the popular “Ballpark Bingo,” Outrigger Resorts T-shirts were thrown into the stands during the fourth inning and the Outrigger Reef Waikiki Beach Resort and Kani Ka Pila Grille manned an activation table with fan games and giveaways.

Mahalo to #teamOutrigger volunteers: Jo-Ann Yonamine, Myra Kuboyama, Sheryl Tsugawa and Teresa Shepherd (and our new furry friend, Hokulani).

Let’s go ‘bows! 🌟

---

Safe driving assured at Outrigger Laguna Phuket Resort and Villas

By Sukanya Somphan

The Outrigger Laguna Phuket Resort and Villas (TLP) arranged a van and buggy user safety training to help our hosts be more safety aware when using the hotel van and buggy on resort grounds.

The training was held on 4 March 2016 for two groups of hosts. 🚗
Outrigger flies the flag at ITB Berlin 2016

By Mark Simmons

The Outrigger Resorts team was active at ITB Berlin and the International Hotel Investment Forum (IHIF) in the German capital last week from 7-9 March.

Darren Edmonstone and I represented Outrigger at IHIF, the premier hotel industry and partner event with a focus on investment opportunities.

Three days of meetings with tour operators, travel agents and media meetings followed at ITB, which is, by some measures, the largest travel industry show in the world (comfortable shoes a must as there are 26 halls).

Maldives was the official destination sponsor of ITB this year and had a massive branding presence throughout the show. Silvia Collepardi, Outrigger Konotta Maldives Resort director of sales and marketing, represented Outrigger in the Maldives country booth in Hall 5.2A.

Thierry Ng, Outrigger Mauritius Beach Resort assistant director of sales, flew the Outrigger ‘ohana flag in the Mauritius zone in Hall 20.

All the other Outrigger properties were busy with B2B (business-to-business) meetings at the main Outrigger booth in Hall 26B.

Outrigger arranged a drinks and canapés event on 9 March that was very well attended.

Our main corporate booth was the focal point for travel industry business meetings held by our Asia Pacific sales and marketing and operations team: Rory Campbell (TSR), Haydee Cruz (TLR), and Outrigger’s specific market representatives Anabela Dos Santos (France), Andrea Hogg (UK) and Ken Scott (PR). All were ably assisted by our hard-working German colleagues May Kamya, Marie Vesterling and Tatjana Hildebrandt.

I’d like to thank all the Outrigger team for their sales and brand building efforts at ITB and beyond last week. Until next year, Auf Wiedersehen.

---

HAWAII VISITOR INDUSTRY
38TH ANNUAL
Charity Walk

WHO? You, your family, friends and our Waikīkī Aquarium partners!
WHAT? Charity Walk
WHEN? Sat., May 14 (Neighbor Islands) | 7 a.m.
Sat., May 21 (O‘ahu) | 7 a.m.

WHERE? Hawai‘i Island - Queens’ MarketPlace
Kaua‘i - Historic County Building
O‘ahu - Ala Moana Park Beach Park
Maui - Maui War Memorial Park Soccer Field

- See your Charity Walk recruiter for forms!
- Sign up for payroll deduction
- $40 donation gets you this T-shirt

WEAR YOUR T-SHIRT TO WORK
Wednesday, May 11 (Neighbor Islands)
Wednesday, May 18 (O‘ahu)

We’re all in this together!
Kitty’s boss he said he could make his brand new employee available to help me get a campaign going.

That was the beginning of a professional relationship – and a great friendship – that is still going strong. Kitty has worked with me on countless projects over the years. My effort to stir up some interest in a convention center put me in front of a great many audiences, and I can tell you that public speaking was something I was hardly equipped to do.

Kitty helped me prepare for more speeches and presentations than I can remember. She was my media training guru too. This was something I desperately needed not only for the convention center, but on many other occasions, such as the acquisition of the Prince Kuhio Hotel when we immediately found ourselves at the center of a picketing storm because we hadn’t agreed to the previous owner’s union contract.

In short, Kitty was one of the best of a wonderful group of mentors I was lucky to have as I scrambled to learn the hospitality business on the job, facing one big challenge after another. I am grateful for her continual readiness to help. She has made a tremendous difference in my life.

Once, a few years after Kitty began working with me, I mentioned that I had dyslexia. It must have made an impression on her because I learned that last Friday, in accepting the Illumination Award, she mentioned me as an example of what overcoming dyslexia can lead to.

According to reports of her acceptance remarks, Kitty said it was clear that dyslexia hadn’t held me back even though, like today’s Assets School students, I’m a “different learner” and had to find a way to realize my potential despite a condition that forced me to work twice as hard as my less-challenged counterparts in school and later, throughout my life. Helping kids realize their potential, Kitty said, is what Assets School does for dyslexic students in Hawai’i today.

If my dyslexia contributed in some way to Kitty’s wish to volunteer her time, energy and extraordinary expertise to benefit Assets School and its talented kids, I’m touched and grateful. And I’m grateful as well to Assets School for honoring Kitty. Like the well-named school itself, she is an asset to our community who’s doing a great service to hundreds of young people. Their adjustment to learning disabilities will enable them to contribute to our community for decades to come.

Congratulations, Kitty. Your work for Assets School and so many other nonprofit organizations is an inspiration to us all.

---

**MOMENTS OF ALOHA**

**Aina Nalu® Lahaina by Outrigger®**

“I would like to commend Michelle Finn for the excellent guest service she has provided to me. She was professional, hospitable and cordial. I particularly appreciated her prompt replies to my inquiries. She truly made me feel like a valued guest... Michelle’s aloha spirit makes me happy to be a return guest...”

Darrell Taylor | Seattle, WA

**Outrigger Reef Waikiki Beach Resort**

“We’ve been home now for a few days...reflecting on our trip. We wanted to say thank you again for our time at the Reef. We had a wonderful time. The music was awesome. Love that there were afternoon groups too. The young man in charge of the Vow Renewal [Cherwin Meheula-Solomon] did such a nice job that morning. I regret I did not get his name. Kudos to him. Alohalani [Alapai] at check in is a shining star - she is the spirit of aloha. Jeremy [Okada] and Juana [Guzman] at Kani Ka Pila also provided exceptional service at breakfast. Last but not least Eric [Lewis] at the Bell Desk - was prompt and we enjoyed his easy conversation. A great trip.”

Victoria & Dan Findley | Sacramento, CA