

Housekeeping: The Heart of a Hotel

Hao Dang Tanacsos, a master of training and motivating, heads up HLTA Council

Our many visitors come to Hawaii to enjoy the sun, sand, sea and surf. But the best beaches, the finest restaurants and all the aloha spirit we have to share will be for naught if their accommodations don't meet their expectations.

Whether guests stay at a luxury resort, a modest inn or something in-between, it's the responsibility of the housekeeping department staff—the heart of a hotel—to provide for their guests and make a lasting impression. While housekeepers are rarely seen and usually unappreciated, their importance to the hospitality industry is immeasurable.

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As the state's largest private sector visitor industry organization, the Hawaii Lodging & Tourism Association is keenly aware of the importance of well-trained housekeeping professionals and the essential role they play in the reputation of a hotel and our entire hospitality industry.

That spirit of professional dedication was what led Hao Dang Tanacsos, owner of HAOsekeeping Inc., to seek our collaboration in establishing the HLTA Hospitality Housekeeping Council, one of several of our standing committees that promote industry standards, career development, and the exchange of the latest ideas in the field. She was tireless in seeking me out to discuss such an arrangement and I was so impressed with her passion and professionalism.

Hao is the chairperson of the Council. With more than 20 years of experience

and a wealth of knowledge in housekeeping operations, Hao has earned an exceptional reputation in the industry. Born and raised in South Vietnam, Hao moved to Hawaii and worked in the housekeeping departments of several properties over more than two decades before starting her consulting firm. She has managed and trained housekeeping staff at luxury resorts, including The Fairmont Kea Lani Maui, Mauna Kea Resort, Ritz-Carlton Mauna Lani and Hyatt Waikoloa Resort.

She's well-known for motivating and uniting her colleagues to work together for the greater good. She says her greatest career achievement has been watching those she's trained go on to become executive housekeepers or general managers.

Through the HLTA Hospitality Housekeeping Council, we're looking

to Hao and her Council members to strengthen the industry from within by ensuring current and future housekeepers receive proper training; providing opportunities for education, networking and mentoring; and fostering long-term careers in the industry.

The Council holds meetings on Oahu and the Neighbor Islands. The next meeting on Oahu will be held at the Waikiki Resort Hotel in June. The guest speaker will be Alan Yamamoto, a Hawaii Occupational Safety and Health adviser who will discuss workplace safety and compliance. If you are interested in learning more or would like to join the Council, contact the HLTA office at 923-0407.

People like Hao and the extraordinary members of the Housekeeping Council provide the leadership and inspiration that will ensure the continued success of



Mufi Hannemann, president and CEO of the Hawaii Lodging & Tourism Association, and Hao Dang Tanacsos, owner of HAOsekeeping Inc.



tourism and serve as the heart of the profession and the hotel industry.

Mufi Hannemann is president and CEO of the Hawaii Lodging & Tourism Association.