During his 23 years as a security officer at The Sheraton Maui Resort and Spa, Kirk Togashi has dealt with numerous crises, ranging from a frantic couple who lost a wedding ring to calming down exhausted travelers to attending to and getting medical treatment for an ailing 3-year-old girl. And he’s had his share of working with police on multiple cases.

With his unwavering commitment to serve Hawaii’s guests, Togashi has been selected Outstanding Lodging Employee of the Year by the Hawaii Lodging & Tourism Association as part of its 30th annual Na Po’e Pa‘ahana Awards. The awards recognize associates statewide who do exceptional work on the job and in the community.

Claire Butler, director of housekeeping at the Hilton Hawaiian Village, has been named Manager of the Year.

Togashi and Butler will join other Na Po’e Pa‘ahana winners at the HLTA’s awards luncheon on Jan. 9 at the Hilton Hawaiian Village.

“Kirk has touched countless lives with his genuine kindness, intuitive helpfulness and his unique ability to connect with visitors in a way that truly makes them feel as if they’ve known Kirk for many years,” writes the Sheraton resort in its nomination letter for Togashi.

Togashi serves as president of Lahaina’s Shore Casters Club, where he makes time to teach keiki catch-and-release fishing practices, and to respect the ocean and about wildlife preservation.

“Kirk,” the resort writes in his nomination, “is truly an ambassador of aloha.”

Butler has been part the Hilton Hawaiian Village leadership team for 43 years since being hired as an assistant manager for Rainbow Lanai restaurant. After stints in room service and housekeeping, she rose to director of housekeeping in 1990.

She oversees a department of 14 managers and 620 employees at Hawaii’s largest resort with over 2,800 rooms.

“Claire is a living example of exemplary professionalism, and walks the campus daily with her team to inspect room cleanliness and conditions and personally engage with the more than 600 housekeepers that work at the Village,” the resort notes in nominating her for the HLTA award.

“Claire knows every task that needs to be accomplished and how to get it done by working with her team. She knows the complexities of the operation inside and out.”
Other Na Po‘e Pa‘ahana winners this year are, by category:

Bell & Valet
Large Property (450+ rooms): Dayle Ho’opai, who recently retired as a first-grade teacher, brings 21 years of experience in the hospitality industry to her role as bell clerk at the Outrigger Reef Waikiki Beach Resort. “I am in awe of her selflessness and neverending mission to offer help,” writes Tina Geronimo, front services manager at the resort.

Medium Property (200-449 rooms): Peter Nonales “is our model model who has never called in sick for 35 straight years,” states his nomination letter from the OHANA Waikiki Malia by Outrigger. Guests, the resort notes, “are often pleasantly surprised” when the veteran bellman provides detailed information in Japanese on getting around Waikiki.

Small Property (under 200 rooms): Bell/valet attendant Ted Tuttle has 28 years in the hospitality industry at the Wyndham Vacation Resorts Royal Garden at Waikiki. In his time he’s done it all, from attending to arriving guests to even changing flat tires and giving dead car batteries a jump. “He is an asset to the resort,” the resort writes in his nomination letter.

Engineering & Maintenance
Large Property (450+ rooms): Mundy Gillcoat, Westin Ka‘anapali Ocean Resort Villas’ water feature engineer, is regarded as a “prankster” among his coworkers, “because, really, there is only one Mundy; full of light, positivity and a heartwarming prank or two up his sleeve.” His creative leanings also made it possible to set up the KOR’s aquaponic herb garden system for the chefs/restaurants. “Mundy’s wit, kokua and heart shines so bright that it illuminates our west side of Maui,” the resort notes.

Medium Property (200-449 rooms): Lee Ridley is grounds operations supervisor at Marriott’s Waiohai Beach Club, which he joined in 2005. “Every day he offers his extensive knowledge in landscaping, agriculture and Hawaiian culture to create a beautiful and homelike atmosphere,” the hotel writes in its nomination letter. Every other Thursday, he holds a Native Plant Walk for guests.

Small Property (under 200 rooms): Kyle “Kalani” Tihada of Napili Kai Beach Resort “is always looking to learn new things in his role and in general,” his nomination letter notes. “He is aware that there is a cost to items being down in a guest room or elsewhere on the resort. He will try his best to resolve any issue he is faced with.”

Food & Beverage
Large Property (450+ rooms): Imelda “Amie” Tungpalan joined the Sheraton Princess Kaiulani Hotel in 1986 and now serves as head pantry. She’s built a reputation for “her love of making pretty cakes. Part of what makes Amie such a valued team member to management and coworkers alike is her willingness to take on responsibility, her total ownership of and commitment to the work she does and her enthusiasm to mentor others,” the hotel says.

Medium Property (200-449 rooms): Gemsley “Gems” Balagso was part of the opening team for The Westin Nanea Ocean Villas Resort in 2017. “Gems has crafted and carved his culinary passion for 15 years; he has excelled in various roles and restaurants that benefited by his thirst for learning,” says the resort in its nomination letter for the award-winning cook.
MEMBERS HONORED
The Hawaii Lodging & Tourism Association also honored members and allied members for their contributions to the industry and the community. The winners, recognized at the HLTA’s luncheon on Jan. 9, are:

- **Allied Member of the Year:** Kaiser Permanente
- **Allied Individual Member of the Year:** Lester Kodama, *Honolulu Star-Advertiser*
- **Chef/Restaurateur of the Year:** Tylun Pang, executive chef and director of food and beverage, Fairmont Kea Lani
- **Excellence in Community Service Award:** Sheraton Kaua’i (Chip Bahouth)
- **Leader in Sustainability Award:** Prince Resorts Hawaii
- **Hospitality Educator of the Year:** Kenneth Agcaoili, Kaimuki High School
- **Na Po’e Pa’ahana Legacy Award:** Polynesian Cultural Center
- **Pūlamahia Award:** Aulani, A Disney Resort & Spa
- **Ho’okamaha’o Award:** Debbie Nakanelua Richards, Hawaiian Airlines
- **Woman of the Year:** Hao Dang Tanacsos, HAOSkeping Inc. (Women in Lodging and Tourism, an HLTA affiliate)

 Aside from his heroic actions, the guest service representative, the hotel notes, is known for “his daily efforts, his positivity, his sincerity and his pure heart of hospitality.”

**Small Property (under 200 rooms):** Wyndham at Waikiki Beach Walk says guest service representative Charles Ursua “exemplifies our ideals.” Furthermore, his “seemingly photographic memory ensures he can greet each guest by name and personalize each interaction with them.”

**Housekeeping**

**Large Property (450+ rooms):** Flordeliza Leo started at Hilton Hawaiian Village in 1992 and has worked as a personal housekeeper in the premier Ali’i tower for the past 27 years. Over the years she has earned “numerous guest commendations,” the resort states, adding that she has built “several long-lasting bonds with her guests.”

**Medium Property (200-449 rooms):** Without hesitation, Manuel Nicolas performed CPR on a 78-year-old guest at the OHANA Waikiki Malia by Outrigger and, after two breaths, the man began to breathe again and was sent to the hospital for treatment.

**Small Property (under 200 rooms):** Wyndham at Waikiki Beach Walk says guest service representative Charles Ursua “exemplifies our ideals.” Furthermore, his “seemingly photographic memory ensures he can greet each guest by name and personalize each interaction with them.”

**Security Officer**

**Large Property (450+ rooms):** Security Supervisor Eric Capllonch, a former firefighter, has been with the Sheraton Princess Kaiulani for 10 years. “Because of his years as a first responder and his myriad certifications, when he is on duty, Eric is the natural person associates call to take charge when there is a medical emergency or safety issue on the property,” the hotel writes.

**Front Office**

**Large Property (450+ rooms):** The Westin Maui Resort & Spa notes that the “graceful presence” of its lead lobby ambassador, Giadee “Gia” Kaiwi, is key to the resort’s success. “Her passion to create memorable moments shines through all of her interactions.”

The Ewa Beach native switched roles in 2018 after 11 years as a guest relations manager at the resort.

**Medium Property (200-449 rooms):** Without hesitation, Manuel Nicolas performed CPR on a 78-year-old guest at the OHANA Waikiki Malia by Outrigger and, after two breaths, the man began to breathe again and was sent to the hospital for treatment.

**Small Property (under 200 rooms):** Wyndham at Waikiki Beach Walk says guest service representative Charles Ursua “exemplifies our ideals.” Furthermore, his “seemingly photographic memory ensures he can greet each guest by name and personalize each interaction with them.”
in his nomination letter. Additionally, “one of his most impressive skills is his ability to make sound judgments in extremely stressful situations.”

Medium Property (200-449 rooms): Andrew Materne, loss prevention officer at The Ritz-Carlton Residences, Waikiki Beach, “can be counted on to do more than his security role. He helps at the front desk, room service, information technology and engineering,” according to his supervisors. “Andrew gives everything he has to his work and to others, wanting nothing in return. His intelligence, generosity and humility exemplify the true nature of the aloha spirit and hospitality at its finest.”

Small Property (under 200 rooms): Joseph Pascua of Lawai Beach Resort is enjoying a banner year in his eighth year at the property, having also been selected Security Officer of the Year in October 2019 at the Malama Awards by the HLTA Kauai chapter. In his nomination letter, the resort writes that Pascua “is an experienced and knowledgeable security officer who puts safety as a top priority, protecting the work area for his team and coworkers.”

Eric Caplionch
Andrew Materne
Joseph Pascua
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Hawai‘i Lodging & Tourism Association’s

30th Annual Na Po‘e Pa‘ahana Awards Recognition Luncheon

Hilton Hawaiian Village Waikiki Beach Resort
January 9, 2020
Warmest congratulations to all of our Associates!
You are proof that good things come to those who are willing to
reach and your accomplishments make us proud.
Mahalo for all that you do.

### Waikoloa Beach Marriott Resort & Ocean Club
- **Medium Property**
- **2019 Outstanding Lodging Employee of the Year:**
  - **Bell & Valet:** Lito Juan
  - **Food & Beverage:** Harold Teshima
  - **Front Office:** Elizabeth Ramos
  - **Housekeeper:** Felix Tabudlo
  - **Security Officer:** Michael Pacyao

### The Westin Nanea Ocean Villas
- **Large Property**
- **2019 Outstanding Lodging Employee of the Year:**
  - **Bell & Valet:** Lito Juan
  - **Food & Beverage:** Harold Teshima
  - **Front Office:** Elizabeth Ramos
  - **Housekeeper:** Felix Tabudlo
  - **Security Officer:** Michael Pacyao

### Marriott’s Waiohai Beach Club
- **Medium Property**
- **2019 Outstanding Lodging Employee of the Year:**
  - **Bell & Valet:** RJ Matundan
  - **Food & Beverage:** Harold Teshima
  - **Front Office:** Elizabeth Ramos
  - **Housekeeper:** Felix Tabudlo
  - **Security Officer:** Michael Pacyao

### Kauai Marriott Resort & Beach Club
- **Large Property**
- **2019 Outstanding Lodging Employee of the Year:**
  - **Bell & Valet:** Eric Leanio
  - **Food & Beverage:** Gina Torres
  - **Front Office:** Tanya Fletcher
  - **Housekeeper:** Betty Galacota
  - **Security Officer:** Randy Bargayo

### Marriott’s Ko Olina Beach Club
- **Large Property**
- **2019 Outstanding Lodging Employee of the Year:**
  - **Bell & Valet:** Jaron Bolosan
  - **Food & Beverage:** Richard Nueva Espana
  - **Front Office:** Gardenia Kaukani
  - **Housekeeper:** Marie Joy Francisco
  - **Security Officer:** Tehani-Lee Pai
ALOHA

“The exceptional men and women we honor at Na Po’e Pa’ahana represent the finest representatives of our hospitality industry. They work tirelessly to give our visitors a memorable island experience, generously share the aloha that makes Hawai‘i special, and still find the time to give of themselves to the betterment of our entire community. The members of the Hawai‘i Lodging & Tourism Association are proud to recognize these individuals and congratulate our 2020 honorees for the professionalism and dedication that bring visitors back to our shores year after year. We’re all in this together, and these men and women certainly embody that spirit of working together as one to make our industry among the best in the world.”

Mufi Hannemann
President & CEO
Hawai‘i Lodging & Tourism Association

Special Thanks
Hilton Hawaiian Village Waikiki Beach Resort
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Hawai‘i Lodging & Tourism Association’s
30th Annual
Na Po‘e Pa‘ahana
Awards Recognition Luncheon

PROGRAM

10:45 am – Doors Open

11:05 am – Opening Remarks by Emcees
• Tannya Joaquin – Co-Host on Living 808, KHON2 News
• Brigette Namata – Anchor, KHON2 News

11:10 am – Oli/Blessing

11:15 am – Lunch

12 pm – Program Begins
• Mufi Hannemann – HLTA President & CEO

Na Po‘e Pa‘ahana Awards
• Allied Member of the Year
• Individual Allied Member of the Year
• Chef/Restaurateur of the Year
• Hospitality Educator of the Year
• Leader in Sustainability
• Women In Lodging & Tourism: Woman of the Year
• Excellence in Community Service
• Pūlamahia Award
• Ho’okamaha’o Award
• 2020 Na Po’e Pa’ahana Legacy Award
• Bell & Valet
• Engineer & Maintenance
• Food & Beverage
• Front Office
• Housekeeping
• Security Officer
• Manager of the Year
• Outstanding Lodging Employee of the Year

1:50 pm – Closing Remarks

2 pm – Finalists Group Photo

2:15 pm – Off-stage Photo Opportunities
CONGRATULATIONS

to our Hilton Hawaiian Village team members who have been nominated for the Na Po‘e Pa‘ahana Awards.

You were selected because of your focus on excellence in everything you do. Mahalo from your ‘ohana at Hilton Hawaiian Village.
When Mika Kamanao, VIP coordinator at Aulani, A Disney Resort & Spa, accepted her award as the 2019 Na Po‘e Pa‘ahana Outstanding Employee of the Year, she was “shocked,” she says.

“It’s such an honor just to be nominated for this award because it recognizes the best of the best in Hawai‘i tourism,” Kamanao says. “I’ve been part of this industry for more than 30 years, and it’s given so much to me. That’s why it’s humbling to be honored in this way.”

For Derek Bacigal, director of engineering at the Hale Koa Hotel, winning the 2019 Na Po‘e Pa‘ahana Manager of the Year award was “overwhelming. I felt hānai‘ed to the gathering place and to Waikiki.”

The bond between these two winners and their ohana is crucial to Hawai‘i’s global standing, especially as the Islands’ visitor count continues to climb. “I’m inspired every day by the people I work with in the Hawai‘i tourism industry,” Kamanao says. “I work with, and interact with, people who are doing great things for our guests and to help make Hawai‘i a better place.”

Mufi Hannemann, president and CEO of the Hawai‘i Lodging & Tourism Association, says that like Kamanao and Bacigal, the dedicated people who comprise the ranks of the hospitality industry “are among the best in the world, and are a major reason Hawai‘i continues to prosper as one of the premier destinations in the world.

“They are also the reason the Hawai‘i Lodging & Tourism Association has honored the best among them through the Na Po‘e Pa‘ahana Awards for 30 years. These employees perform their work responsibilities with professionalism and dedication, but also embody the aloha spirit in ways that capture the hearts of our visitors, and remain true to the culture and traditions of our Islands.”

By doing so, says Bacigal, the Na Po‘e Pa‘ahana Awards “set the bar for the very best in the industry and community.”

Hawai‘i’s 2019 visitor count proves it. “We offer much more than beautiful beaches and sunsets,” says Hannemann. “It is our people who make visitors’ experiences meaningful and memorable, and that is why we recognize and honor those who are the heartbeat of the hospitality industry.

“On behalf of the Hawai‘i Lodging & Tourism Association, I commend and congratulate our 2020 honorees, and thank our many generous sponsors for joining us in celebrating the achievements of our ‘hard-working people.’”

Elite Awards ‘Set the Bar’
The Na Po‘e Pa‘ahana Awards celebrate—and inspire—Hawaii’s hospitality industry winners

BY BRETT ALEXANDER-ESTES
CONGRATULATIONS!
2020 Nā Po‘e Pa‘ahana Finalists

Staff that best displayed exemplary service, leadership, community giving & aloha spirit.

Candy Merseburgh
HOUSEKEEPING

Daniel Allen
SECURITY

Miguel Torres-Cubillo Jr.
ENGINEERING

Annie Pang Tan
ACCOUNTING

Roy E.K. Robins Jr.
PARKS & RECREATION

Vincente Pereira-Dos Santos
BELL DESK

Leticia Ungos
BANQUETS

Tiarae Bass
FRONT OFFICE

HALE KOA HOTEL
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halekoa.com
### Person of the Year

**BELL & VALET**

#### Large Property (450+ Rooms)

<table>
<thead>
<tr>
<th>Name</th>
<th>Company/Majority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carlos Marquez</td>
<td>Prince Waikiki</td>
</tr>
<tr>
<td>Chad Fujimoto</td>
<td>Halekulani</td>
</tr>
<tr>
<td>Claire Asari</td>
<td>Hyatt Regency Waikiki Beach Resort &amp; Spa</td>
</tr>
<tr>
<td>Dayle Ho'opai</td>
<td>Outrigger Reef Waikiki Beach Resort</td>
</tr>
<tr>
<td>Eric Borges</td>
<td>The Westin Maui Resort &amp; Spa</td>
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<tr>
<td>Eric Leanio</td>
<td>Kauai Marriott Resort &amp; Beach Club</td>
</tr>
<tr>
<td>Jaron Bolosan</td>
<td>Marriott’s Ko Olina Beach Club</td>
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<tr>
<td>Kama Kane</td>
<td>Marriott’s Maui Ocean Club</td>
</tr>
<tr>
<td>Kapualokelani Hew-Len</td>
<td>Waikiki Beach Marriott Resort &amp; Spa</td>
</tr>
<tr>
<td>Kento Tamada</td>
<td>Sheraton Princess Kauilani Hotel</td>
</tr>
<tr>
<td>Krimson ‘Keanu’ Koa</td>
<td>The Westin Kāʻanapali Ocean Resort Villas</td>
</tr>
<tr>
<td>Kyle Kawabata</td>
<td>Waikiki Beachcomber by Outrigger</td>
</tr>
<tr>
<td>Lisa Farley</td>
<td>The Royal Hawaiian, A Luxury Collection Resort</td>
</tr>
<tr>
<td>Petter Lino</td>
<td>Sheraton Waikiki</td>
</tr>
<tr>
<td>Richard Asuncion</td>
<td>Moana Surfrider, A Westin Resort &amp; Spa</td>
</tr>
<tr>
<td>Rob Tabon</td>
<td>Trump International Hotel Waikiki</td>
</tr>
<tr>
<td>Robbie Fronda</td>
<td>Sheraton Maui Resort &amp; Spa</td>
</tr>
<tr>
<td>Seth Armstrong</td>
<td>Grand Hyatt Kauai Resort &amp; Spa</td>
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<tr>
<td>Takayuki Ueno</td>
<td>Aulani, A Disney Resort &amp; Spa</td>
</tr>
<tr>
<td>Victor Luna</td>
<td>Hilton Hawaiian Village</td>
</tr>
<tr>
<td>Vinny Pereira-Dos Santos</td>
<td>Hale Koa Hotel</td>
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#### Medium Property (200-449 Rooms)

<table>
<thead>
<tr>
<th>Name</th>
<th>Company/Majority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ano’ai Quiacho</td>
<td>Andaz Maui at Wailea Resort</td>
</tr>
<tr>
<td>Benjamin Stegmann</td>
<td>The Ritz-Carlton Residences, Waikiki Beach</td>
</tr>
<tr>
<td>Francis Galiza</td>
<td>Four Seasons Resort O’ahu at Ko Olina</td>
</tr>
</tbody>
</table>

#### Small Property (Under 200 Rooms)

<table>
<thead>
<tr>
<th>Name</th>
<th>Company/Majority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edward Corrales</td>
<td>Hilton Grand Vacations</td>
</tr>
<tr>
<td>Elpidio Rivera</td>
<td>Hilton Hawaiian Village</td>
</tr>
<tr>
<td>Erante Pante</td>
<td>Waikiki Beach Marriott Resort &amp; Spa</td>
</tr>
<tr>
<td>Eugene Uyeno</td>
<td>Halekulani</td>
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<tr>
<td>Henry Tu</td>
<td>Moana Surfrider, A Westin Resort &amp; Spa</td>
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</tbody>
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### Person of the Year

**ENGINEER & MAINTENANCE**

#### Large Property (450+ Rooms)

<table>
<thead>
<tr>
<th>Name</th>
<th>Company/Majority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chris Ibanez</td>
<td>Marriott’s Ko Olina Beach Club</td>
</tr>
<tr>
<td>Christian Dela Vega</td>
<td>Marriott’s Maui Ocean Club</td>
</tr>
<tr>
<td>Craig Hamasaki</td>
<td>Ala Moana Hotel</td>
</tr>
<tr>
<td>Deo Aveno</td>
<td>The Westin Maui Resort &amp; Spa</td>
</tr>
<tr>
<td>Jacob Nohara</td>
<td>OHANA Waikiki East by Outrigger</td>
</tr>
<tr>
<td>Jeff Oania</td>
<td>The Kahala Hotel &amp; Resort</td>
</tr>
<tr>
<td>Jon “Keoni” Kipapa</td>
<td>Embassy Suites by Hilton Waikiki Beach Walk</td>
</tr>
<tr>
<td>Marco Bucao</td>
<td>Marriott’s Waiohai Beach Club</td>
</tr>
<tr>
<td>Peter Nonales</td>
<td>OHANA Waikiki Malia By Outrigger</td>
</tr>
<tr>
<td>RJ Matundan Jr.</td>
<td>Waikolola Beach Marriott</td>
</tr>
<tr>
<td>Sam Delos Santos</td>
<td>Aston Kaanapali Shores</td>
</tr>
<tr>
<td>Samuel Aquino</td>
<td>Ilikai Hotel &amp; Luxury Suites</td>
</tr>
<tr>
<td>Ted Tuttle</td>
<td>Wyndham Vacation Resorts Royal Garden at Waikiki</td>
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</table>
### Person of the Year

**FOOD & BEVERAGE**

#### Large Property (450+ Rooms)

<table>
<thead>
<tr>
<th>Name</th>
<th>Property and Resort</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agnes Pablinguit</td>
<td>The Grand Wailea, A Waldorf Astoria Resort</td>
</tr>
<tr>
<td>Alison Azcueta</td>
<td>The Westin Kā‘anapali Ocean Resort Villas</td>
</tr>
<tr>
<td>Chad Nakamura</td>
<td>Waikiki Beach Marriott Resort &amp; Spa</td>
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<tr>
<td>Christian Agsalog</td>
<td>Hyatt Regency Maui Resort &amp; Spa</td>
</tr>
<tr>
<td>Dana Crocker</td>
<td>The Royal Hawaiian, A Luxury Collection Resort</td>
</tr>
<tr>
<td>Eduardo “Eddie” Domingo</td>
<td>Fairmont Kea Lani Maui</td>
</tr>
<tr>
<td>Emmanuel Valencia</td>
<td>Halekulani</td>
</tr>
<tr>
<td>Geminianno Amodo</td>
<td>Moana Surfrider, A Westin Resort &amp; Spa</td>
</tr>
<tr>
<td>Gina Torres</td>
<td>Kauai Marriott Resort &amp; Beach Club</td>
</tr>
<tr>
<td>Gui Qui Lei</td>
<td>Hyatt Regency Waikiki Beach Resort &amp; Spa</td>
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#### Medium Property (200-449 Rooms)

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Adrian Ching</td>
<td>Embassy Suites by Hilton Waikiki Beach Walk</td>
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<tr>
<td>Arden Agasid</td>
<td>The Kahala Hotel &amp; Resort</td>
</tr>
<tr>
<td>Chrestopher Quinto</td>
<td>Courtyard by Marriott Waikiki Beach</td>
</tr>
<tr>
<td>Gabriel Mokuahi</td>
<td>The Westin Hapuna Beach Resort</td>
</tr>
<tr>
<td>Gan Fei Su</td>
<td>OHANA Waikiki East by Outrigger</td>
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<tr>
<td>Jordon Lagaret</td>
<td>Waikoloa Beach Marriott</td>
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<tr>
<td>Joshua Higgins</td>
<td>The Ritz-Carlton Residences, Waikiki Beach</td>
</tr>
<tr>
<td>Kenneth Asato</td>
<td>OHANA Waikiki Malia by Outrigger</td>
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<tr>
<td>Keola Ke</td>
<td>The Westin Princeville Ocean Resort Villas</td>
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#### Small Property (Under 200 Rooms)

<table>
<thead>
<tr>
<th>Name</th>
<th>Property and Resort</th>
</tr>
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<tbody>
<tr>
<td>Jason Kamai-Santos</td>
<td>Lawai Beach Resort</td>
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#### Person of the Year

<table>
<thead>
<tr>
<th>Name</th>
<th>Property and Resort</th>
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</thead>
<tbody>
<tr>
<td>Lee Aaron Yap</td>
<td>The Westin Nanea Ocean Villas</td>
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<tr>
<td>Lee Ridley</td>
<td>Marriott’s Waiohai Beach Club</td>
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#### Person of the Year

<table>
<thead>
<tr>
<th>Name</th>
<th>Property and Resort</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kana‘au’ao Dunn</td>
<td>Marriott’s Kauai Lagoons - Kalanipu‘u</td>
</tr>
<tr>
<td>Kyle “Kalani” Tihada</td>
<td>Napili Kai Beach Resort</td>
</tr>
<tr>
<td>Ritchie Suico</td>
<td>Wyndham at Waikiki Beach Walk</td>
</tr>
<tr>
<td>Rodolfo Dela Cruz</td>
<td>Pono Kai Resort</td>
</tr>
</tbody>
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**Jeannie Andrade**
Grand Hyatt Kauai Resort & Spa

**John Ehia**
Prince Waikiki

**Loell Magana**
Sheraton Maui Resort & Spa

**Marc Butin**
The Royal Hawaiian, A Luxury Collection Resort

**Mark Nagata**
Sheraton Princess Kaiulani Hotel

**Miguel Torres**
Hale Koa Hotel

**Mundy Gilcoat**
The Westin Kā‘anapali Ocean Resort Villas

**Nathan Garcia**
Sheraton Waikiki

**Russell Sasaki**
Aulani, A Disney Resort and Spa

**Zechariah “Zech” Kuhaulua**
‘Alohilani Resort Waikiki Beach

---

**Kana‘au’ao Dunn**
Marriott’s Kauai Lagoons - Kalanipu‘u

**Kyle “Kalani” Tihada**
Napili Kai Beach Resort

**Ritchie Suico**
Wyndham at Waikiki Beach Walk

**Rodolfo Dela Cruz**
Pono Kai Resort

---

**Hillary Atai**
The Westin Maui Resort & Spa

**Imelda “Amie” Tungpalan**
Sheraton Princess Kaiulani Hotel

**Judy Irvine**
Aulani, A Disney Resort & Spa

**Julia Katayama**
Prince Waikiki

**Kia Miller**
Ala Moana Hotel

**Kimeley Chan**
Hilton Waikiki Beach Hotel

**Leticia Ugnos**
Hale Koa Hotel

**Linda Miller**
Sheraton Waikiki

**Lydia Ornellas**
Grand Hyatt Kauai Resort & Spa

**Marion Sidon**
Sheraton Maui Resort & Spa

**Richard Nueva Espana**
Marriott’s Ko Olina Beach Club

**Rockwell Nago**
Hilton Hawaiian Village

**Ron Scoggin**
Marriott’s Maui Ocean Club

**Sonny Africa**
Trump International Hotel Waikiki
## Medium Property (200–449 Rooms)

<table>
<thead>
<tr>
<th>Name</th>
<th>Property details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candis Quartero</td>
<td>Waikiki Beach Marriott Resort &amp; Spa</td>
</tr>
<tr>
<td>Carina Hidaka</td>
<td>Prince Waikiki</td>
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<tr>
<td>Catherine Rapanotti</td>
<td>The Ritz-Carlton, Kapalua</td>
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<tr>
<td>Gardenia Kaukani</td>
<td>Marriott’s Ko Olina Beach Club</td>
</tr>
<tr>
<td>Giadee Kaiwi</td>
<td>The Westin Maui Resort &amp; Spa</td>
</tr>
<tr>
<td>James Clark</td>
<td>Hyatt Regency Maui Resort &amp; Spa</td>
</tr>
<tr>
<td>Jennifer Runyan</td>
<td>Homua Kai Condominium Association</td>
</tr>
<tr>
<td>Jin Hee Kim</td>
<td>Hyatt Regency Waikiki Beach Resort &amp; Spa</td>
</tr>
<tr>
<td>Karen Marushige</td>
<td>Hilton Grand Vacations</td>
</tr>
<tr>
<td>Kevin Schiermann</td>
<td>Hilton Hawaiian Village</td>
</tr>
<tr>
<td>Lauren Matsuyama-Gray</td>
<td>Grand Hyatt Kauai Resort &amp; Spa</td>
</tr>
<tr>
<td>Lia Nagata</td>
<td>Halekulani</td>
</tr>
</tbody>
</table>

## Large Property (450+ Rooms)

<table>
<thead>
<tr>
<th>Name</th>
<th>Property details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logan Galbiso</td>
<td>Sheraton Waikiki</td>
</tr>
<tr>
<td>Marynor Pacleb</td>
<td>Marriott’s Maui Ocean Club</td>
</tr>
<tr>
<td>Michelle “Mikala” Chang</td>
<td>Outrigger Waikiki Beach Resort</td>
</tr>
<tr>
<td>Michelle Takahama</td>
<td>The Grand Wailea, A Waldorf Astoria Resort</td>
</tr>
<tr>
<td>Miwa Hamada</td>
<td>Moana Surfrider, A Westin Resort &amp; Spa</td>
</tr>
<tr>
<td>Nerony “Noni” Slade</td>
<td>Aulani, A Disney Resort &amp; Spa</td>
</tr>
<tr>
<td>Rey Soriano</td>
<td>Outrigger Reef Waikiki Beach Resort</td>
</tr>
<tr>
<td>Robert “Bobby” Cabana</td>
<td>Sheraton Princess Kaiulani Hotel</td>
</tr>
<tr>
<td>Sailau Ioakimi</td>
<td>Sheraton Maui Resort &amp; Spa</td>
</tr>
<tr>
<td>Sean Pulido</td>
<td>Aston Waikiki Beach Hotel</td>
</tr>
<tr>
<td>Shaiyan Maniago-Fukushima</td>
<td>The Westin Kā’anapali Ocean Resort Villas</td>
</tr>
<tr>
<td>Sophia Chen</td>
<td>Waikiki Beachcomber by Outrigger</td>
</tr>
<tr>
<td>Tanya Fletcher</td>
<td>Kauai Marriott Resort &amp; Beach Club</td>
</tr>
</tbody>
</table>

## Person of the Year

### FRONT OFFICE

<table>
<thead>
<tr>
<th>Name</th>
<th>Property details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harold Teshima</td>
<td>Waikoloa Beach Marriott</td>
</tr>
<tr>
<td>Jacob Brown</td>
<td>The Westin Hapuna Beach Resort</td>
</tr>
<tr>
<td>Justyn Wee</td>
<td>Embassy Suites by Hilton Waikiki Beach Walk</td>
</tr>
<tr>
<td>Kunani Texiera</td>
<td>Andaz Maui at Wailea Resort</td>
</tr>
<tr>
<td>Timothy Jeffrey</td>
<td>Marriott’s Waiohai Beach Club</td>
</tr>
<tr>
<td>Wayne Chow</td>
<td>The Westin Princeville Ocean Resort Villas</td>
</tr>
<tr>
<td>Tara Eugenio</td>
<td>Fairmont Kea Lani Maui</td>
</tr>
<tr>
<td>Tiarae Bass</td>
<td>Hale Koa Hotel</td>
</tr>
</tbody>
</table>

## Medium Property (200–449 Rooms)

<table>
<thead>
<tr>
<th>Name</th>
<th>Property details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Britney Balaan</td>
<td>Marriott’s Waiohai Beach Club</td>
</tr>
<tr>
<td>Coho Harbour</td>
<td>The Ritz-Carlton Residences, Waikiki Beach</td>
</tr>
<tr>
<td>Dawn Johnson</td>
<td>Aston Kaanapali Shores</td>
</tr>
<tr>
<td>Elizabeth Ramos</td>
<td>Waikoloa Beach Marriott</td>
</tr>
<tr>
<td>Faith Rapozo</td>
<td>Sheraton Kauai Coconut Beach Resort</td>
</tr>
<tr>
<td>Joseph Bac</td>
<td>The Kahala Hotel &amp; Resort</td>
</tr>
<tr>
<td>Kana’i Matsukado</td>
<td>Park Shore Waikiki</td>
</tr>
<tr>
<td>Kayla Reyes</td>
<td>Courtyard by Marriott Waikiki Beach</td>
</tr>
<tr>
<td>Lorena Rosete</td>
<td>Embassy Suites by Hilton Waikiki Beach Walk</td>
</tr>
<tr>
<td>Malia Dungca</td>
<td>Hyatt Centric Waikiki Beach</td>
</tr>
<tr>
<td>Manuel “Manny” Nicolas</td>
<td>OHANA Waikiki Malia by Outrigger</td>
</tr>
</tbody>
</table>
HEARTFELT CONGRATULATIONS

to all the nominees of the 2020 Nā Poʻe Paʻahana Awards.

FINALSISTS

Dayle Hoʻopai
Bell/Valet
Person of the Year

Peter Nonales
Bell/Valet
Person of the Year

Ted Tuttle
Bell/Valet
Person of the Year

Justyn Wee
Food & Beverage
Person of the Year

Lorena Rosete
Front Office
Person of the Year

Manuel Nicolas
Front Office
Person of the Year

Charles Ursua
Front Office
Person of the Year

Armador Manzano
Housekeeper
Person of the Year

HONORABLE MENTIONS

Jacob Nohara
Bell/Valet

Jon Kipapa
Bell/Valet

Kyle Kawabata
Bell/Valet

Adrian Ching
Engineer/Maintenance

Gan Fei Su
Engineer/Maintenance

Kenneth Asato
Engineer/Maintenance

Ritchie Suico
Engineer/Maintenance

Michelle Chang
Front Office

Rey Soriano
Front Office

Shane Holmes
Front Office

Shari Souza
Front Office

Sophia Chen
Front Office

Charlie Mandia
Housekeeper

Danny Chan
Housekeeper

Errol Yanuaria
Housekeeper

Leilani Ambrocio
Housekeeper

Leonida Lumantas
Housekeeper

Susana Macadangdang
Housekeeper

Xin Jiang Zhou
Housekeeper

Kay Lee
Lodging

Milton Kami
Lodging

Troy Hiura
Lodging

Amante Castro
Manager

Carol Ly
Manager

Cecilia Derramas
Manager

Jennifer Agdeppa
Manager

Janice Ng
Manager

Robert English
Manager

Windy Seguancia
Manager

Brian Sakamoto
Security
Russandra Rivera
The Westin Princeville Ocean Resort Villas

Scott Nakama
Waikiki Resort Hotel

Shari Souza
OHANA Waikiki East by Outrigger

Small Property
(Under 200 Rooms)

Anthony Diep
Aston Waikiki Beach Tower

Canisius Filibert
Aqua Skyline at Island Colony

Charles Ursua
Wyndham at Waikiki Beach Walk

Del “Kawana” Dela Cruz
Aqua Bamboo Waikiki

Janine Pagador
Lawai Beach Resort

Jocelyn Glovasa
Pono Kai Resort

Lori Sanehisa-Lee
Pagoda Hotel

McKenna Lopez-Estacio
Marriott’s Kauai Lagoons - Kalanipuu

Nicolette Ancog
Aqua Aloha Surf Waikiki

Shane Holmes
Wyndham Vacation Resorts Royal Garden at Waikiki

Tiana Meyers
Hampton Inn & Suites Oahu/Kapolei

Person of the Year

HOUSEKEEPING

Large Property
(450+ Rooms)

Anatalia Alejo
The Grand Wailea, A Waldorf Astoria Resort

Betty Galzote
Kauai Marriott Resort & Beach Club

Candy Merseburgh
Hale Koa Hotel

Cary Yalon
Fairmont Kea Lani Maui

Catherine Francis
Hilton Grand Vacations, Grand Islander

Cristina Barut
‘Alohilani Resort Waikiki Beach

Danny Chan
Outrigger Waikiki Beach Resort

Dennis Austria
The Ritz-Carlton, Kapalua

Elvin Talusan
Sheraton Waikiki

Faustino Fabro
Hilton Garden Inn Waikiki Beach

Flordeliza Leo
Hilton Hawaiian Village

Gleisie Enriquez
The Royal Hawaiian, A Luxury Collection Resort

Jayson Salvador
Aulani, a Disney Resort and Spa

Jesus Fernando
Waikiki Beach Marriott Resort & Spa

John Galvez
Marriott’s Maui Ocean Club

Josie Locquiao
Trump International Hotel Waikiki

Lady Salazar
Sheraton Princess Kaiulani Hotel

Loreto Bumanglag
Prince Waikiki

Manuel Canaveral
Moana Surfrider, A Westin Resort & Spa

Marla Malvi
The Westin Kāanapali Ocean Resort Villas

Marie Joy Francisco
Marriott’s Ko Olina Beach Club

Michael Dulluog
Aston Waikiki Beach Hotel

Noralyn Opalek
Grand Hyatt Kauai Resort & Spa

Rosita Dumelod
Sheraton Maui Resort & Spa

Silverio Leano
The Westin Maui Resort & Spa

Susana Macadangdang
Outrigger Reef Waikiki Beach Resort

Winnie Hui
Halekulani

XiLi Lin
Hyatt Regency Waikiki Beach Resort & Spa

Medium Property
(200-449 Rooms)

Benedicto de Guzman
Marriott’s Waiohai Beach Club

Erinda Aranca
The Kahala Hotel & Resort

Ethel Quezon Ruiz
The Ritz-Carlton Residences, Waikiki Beach
HOʻOMAIKAʻI!

CONGRATULATIONS TO THE 2019 AULANI RESORT NA POʻE PAʻAHANA HONOREES

RUSSELL SASAKI ENGINEER
Engineering/Maintenance Person of the Year

JAYSON SALVADOR CUSTODIAN
Housekeeper of the Year

JIM PHAM TRAINING & DEVELOPMENT MANAGER
Manager of the Year

JUDY IRVINE RESOURCE COORDINATOR
Food & Beverage Person of the Year

NERONY “NONI” SLADE FRONT DESK AGENT
Front Office Person of the Year

TAKAYUKI “TAKA” UENO VALET CAPTAIN
Bell/Valet Person of the Year

MAHALO FOR ALL YOU DO TO MAKE MAGIC HAPPEN EACH DAY!
WE ARE SO PROUD OF OUR ‘OHANA.
Eviynta Aizawa  
Kohala Suites by Hilton Grand Vacations and The Bay Club at the Waikoloa Beach Resort

Felix Tabudlo  
Waikoloa Beach Marriott

Joenard Cerezo  
Courtyard by Marriott Waikiki Beach

Koinonia “Nia” Fifita  
The Westin Princeville Ocean Resort Villas

Leilani Ambrocio  
OHANA Waikiki Malia by Outrigger

Leonida Lumantas  
Embassy Suites by Hilton Waikiki Beach Walk

Mary Ann Quintal  
Four Seasons Resort O‘ahu at Ko Olina

Matilde Daguio  
The Westin Hapuna Beach Resort

Myra Francisco  
Mauna Kea Resort

Raysha Lee Naipo  
Andaz Maui at Wailea Resort

Rowell Ranada  
Waikiki Resort Hotel

Virginia Yokota  
Hyatt Centric Waikiki Beach

Xin Jiang Zhou  
OHANA Waikiki East by Outrigger

Small Property (Under 200 Rooms)

Amador Manzano  
Hokulani Waikiki by Hilton Grand Vacations

Charlie Mandia  
Wyndham at Waikiki Beach Walk

Eugene Mayo  
Luwai Beach Resort

Geraldine Baniaga  
Marriott’s Kauai Lagoons - Kalanipu‘u

Kiona Eteuati  
The Whaler on Kaanapali Beach

Laurie Manatay  
Aston Islander on the Beach

Sheryl Milano  
Maui Beach Hotel

Teresita Visitacion  
Ewa Hotel Waikiki

Xiaoling Guo  
Pono Kai Resort

Person of the Year
SECURITY OFFICER

Large Property (450+ Rooms)

Abdulbeau Akapo  
Sheraton Waikiki

Avlyn Moniz  
Mauna Kea Resort

Brandon Kaina  
The Westin Maui Resort & Spa

Daniel Allen  
Hale Koa Hotel

Darrell Moniz  
Waikiki Beach Marriott Resort & Spa

Eric Capllonch  
Sheraton Princess Kaiulani Hotel

Frank Johnson  
The Royal Hawaiian, A Luxury Collection Resort

Frank Sapalasan  
Grand Hyatt Kauai Resort & Spa

Jeff Tito Vili  
Ala Moana Hotel

Jessica Tidwell  
Hilton Grand Vacations Waikoloa Hawaii

Justin Tapuro  
The Grand Wailea, A Waldorf Astoria Resort

Kekealani Ishizaka  
The Westin Kā‘anapali Ocean Resort Villas

Nikola “Junior” Vena, Jr  
Fairmont Kea Lani Maui

Randy Bargayo  
Kauai Marriott Resort & Beach Club

Rhapsody Lunes  
Marriott’s Maui Ocean Club

Shannon Feliciano  
Hilton Hawaiian Village

Tehani – Lee Pai  
Marriott’s Ko Olina Beach Club

Wesley Kuromoto  
Hyatt Regency Waikiki Beach Resort & Spa

N14 | 30TH ANNUAL NA PO’E PA’AHANA | JANUARY 9, 2020
CONGRATULATIONS TO OUR NOMINEES

PRINCE WAIKIKI
Loreto Bumanglag
HOUSEKEEPER OF THE YEAR
Carina Hidaka
FRONT DESK PERSON OF THE YEAR
Julia Katayama
FOOD & BEVERAGE PERSON OF THE YEAR
Carlos Marquez
BELL/VALET PERSON OF THE YEAR
John Ehia
ENGINEERING & MAINTENANCE PERSON OF THE YEAR
Ariel Galam
OUTSTANDING LODGING EMPLOYEE OF THE YEAR
Jason Higashi
MANAGER OF THE YEAR

MAUNA KEA RESORT
Avlyn Moniz
SECURITY OFFICER OF THE YEAR
Myra Francisco
HOUSEKEEPER OF THE YEAR
Michael Hofstedt
MANAGER OF THE YEAR
Diane Onodera
OUTSTANDING LODGING EMPLOYEE OF THE YEAR
Matilde Daguio
HOUSEKEEPER OF THE YEAR
Manu Mokuahi
ENGINEERING & MAINTENANCE PERSON OF THE YEAR
Jacob Brown
FOOD & BEVERAGE PERSON OF THE YEAR

MAUNA KEA BEACH HOTEL

THE WESTIN HAPUNA BEACH RESORT

You take our team beyond the expected. We are proud to share this journey with you.

Prince Resorts Hawaii
A PREMIER COLLECTION OF LUXURY RESORTS AND GOLF COURSES ON O'AHU AND HAWAI'I ISLAND
PRINCERESORTSHAWAII.COM
### MANAGER of the YEAR

**Medium Property (200-449 Rooms)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alvin Milan</td>
<td>Trump International Hotel Waikiki</td>
</tr>
<tr>
<td>Amante Castro</td>
<td>OHANA Waikiki Malia by Outrigger</td>
</tr>
<tr>
<td>Annie Pang-Tan</td>
<td>Hale Koa Hotel</td>
</tr>
<tr>
<td>Betty Dela Cruz-Acob</td>
<td>Marriott’s Waiohai Beach Club</td>
</tr>
<tr>
<td>Brycen Campos</td>
<td>Marriott’s Waiohai Beach Club</td>
</tr>
<tr>
<td>Carol Ly</td>
<td>Outrigger Waikiki Beach Resort</td>
</tr>
<tr>
<td>Cecilia Derramas</td>
<td>Outrigger Reef Waikiki Beach Resort</td>
</tr>
<tr>
<td>Charleston “Charlie” Bailee</td>
<td>The Westin Princeville Ocean Resort Villas</td>
</tr>
<tr>
<td>Claire Butler</td>
<td>Hilton Hawaiian Village</td>
</tr>
<tr>
<td>Crystal Sellona</td>
<td>Sheraton Maui Resort &amp; Spa</td>
</tr>
<tr>
<td>Debbie Lintao</td>
<td>Sheraton Princess Kailani Hotel</td>
</tr>
<tr>
<td>Denver Simon</td>
<td>Hilton Grand Vacations, Grand Islander</td>
</tr>
<tr>
<td>Donna Yu</td>
<td>The Kahala Hotel &amp; Resort</td>
</tr>
</tbody>
</table>

| Andrew Materne      | The Ritz-Carlton Residences, Waikiki Beach                               |
| Brian Sakamoto      | OHANA Waikiki Malia by Outrigger                                         |
| Janal Pagilao-Bala  | Westin Nanea Ocean Resort Villas                                         |
| Michael Pacyao      | Waikoloa Beach Marriott                                                  |

**Small Property (Under 200 Rooms)**

| Zachary Sui         | Marriott’s Waiohai Beach Club                                           |
| Joseph Pascua       | Lawai Beach Resort                                                      |
| Junli Lu            | Courtyard by Marriott Waikiki Beach                                      |
| Kainoa Horcajo      | The Grand Wailea, A Waldorf Astoria Resort                               |
| Kari Tsugawa        | Sheraton Waikiki                                                        |
| Keith Nellenback    | Halekulani                                                              |
| Kim Asuncion        | Aston Waikiki Sunset                                                    |
| Maria Burns         | Sheraton Kauai Coconut Beach Resort                                     |
| Melanie Tennant     | Liana Waikiki Hotel and Suites                                          |
| Micah Suderman      | The Royal Hawaiian, A Luxury Collection Resort                           |
| Michael Hofstedt    | Mauna Kea Resort                                                        |
| Michele Auelua      | Aston Waikiki Beach Hotel                                               |
| Mitch Johnson       | Hyatt Regency Waikiki Beach Resort & Spa                                |
| Neleah Sarmiento    | The Westin Maui Resort & Spa                                            |
| Nicole Riveira      | Moana Surfrider, A Westin Resort & Spa                                  |
| Richard “Rick” Texeira | Fairmont Kea Lani Maui         |
| Robert English      | OHANA Waikiki East by Outrigger                                         |
Congratulations

NA PO‘E PA‘AHANA AWARD NOMINEES

Thank you for your hard work, passion and dedication to our visitors from around the world and your fellow employees. You are truly an inspiration to all those whose lives you touch.

Kevin Velasco
Outstanding Lodging Employee of the Year

Lia Nagata
Front Office Person of the Year

Chad Fujimoto
Bell/Valet Person of the Year

Eugene Uyeno
Engineer/Maintenance Person of the Year

Emmanuel Valencia
Food and Beverage Person of the Year

Keith Nellenback
Manager of the Year

Winnie Hui
Housekeeper of the Year
Roxanne “Roxy” Poepeo  
Park Shore Waikiki

Steven Lam  
Ala Moana Hotel

Windy Segcuancia  
Wyndham at Waikiki Beach Walk

Anthony Harris  
Sheraton Waikiki

Ariel Galam  
Prince Waikiki

Charles Kam  
The Ritz-Carlton Residences, Waikiki Beach

Brooke Foreman  
Marriott’s Kauai Lagoons - Kalanipu’u

Carlos Ong  
The Ritz-Carlton Residences, Waikiki Beach

Christina Kwan  
The Kahala Hotel & Resort

Delia Tumbaga  
Marriott’s Waikiki Beach Club

Diane Onodera  
Mauna Kea Resort

Dominador Melchor  
Courtyard by Marriott Waikiki Beach

Estelle Thach  
Four Seasons Resort O‘ahu at Ko Olina

Francisca Amado  
Hilton Hawaiian Village

Herbert Semana  
Sheraton Kauai Coconut Beach Resort

James Tom Hoon  
Moana Surfrider, A Westin Resort & Spa

Jasmine Hashimoto  
Kauai Marriott Resort & Beach Club

Jay Szadkowski  
Marriott’s Ko Olina Beach Club

Jennelle Tom  
Aston Waikiki Sunset

Jimena Armstrong  
Grand Hyatt Kauai Resort & Spa

Josephine Kamaka  
The Grand Wailea, A Waldorf Astoria Resort

Kalihi Pavao  
The Westin Princeville Ocean Resort Villas

Kanika “Nikki” Utley  
‘Alohilani Resort Waikiki Beach

Kauioiakea Kaina  
The Westin Maui Resort & Spa

Kay Lee  
Embassy Suites by Hilton Waikiki Beach Walk

Kevin Velasco  
Halekulani

Kirk Togashi  
Sheraton Maui Resort & Spa

Leinaa Kealoha  
Maui Beach Hotel

Leonora Sebastian  
Aston Waikiki Beach Hotel

Lester “Les” Tanabe  
Sheraton Princess Kaiulani Hotel

Lito Juan  
Waikoloa Beach Marriott

Maylin Passmore  
Hyatt Regency Waikiki Beach Resort & Spa

Milton Kami  
Waikiki Beachcomber by Outrigger

Nohealani Ralar  
The Ritz-Carlton, Kapalua

Quinn Jeannalyn Mapalo  
Pono Kai Resort

Roy “Kalae” Robbins Jr.  
Hale Koa Hotel

Sandy Agcaoili  
The Westin Kā‘anapali Ocean Resort Villas

Shantel Silva  
Fairmont Kea Lani Maui

Shoko Fox  
Hilton Grand Vacations

Terry Beisch  
Lawai Beach Resort

Troy Hiura  
Outrigger Waikiki Beach Resort

Wanette Kawahara  
Hyatt Regency Maui Resort & Spa
THE 2020 FINALISTS

Bell & Valet Person of the Year

**Large Property (450+ Rooms)**
- Dayle Ho’opai
  Outrigger Reef Waikiki Beach Resort
- Petter Lino
  Sheraton Waikiki
- Robbie Fronda
  Sheraton Maui Resort & Spa

**Medium Property (200-449 Rooms)**
- Benjamin Stegmann
  The Ritz-Carlton Residences, Waikiki Beach
- Peter Nonales
  OHANA Waikiki Malia By Outrigger
- Samuel Aquino
  Ilikai Hotel & Luxury Suites

**Small Property (Under 200 Rooms)**
- Ted Tuttle
  Wyndham Vacation Resorts Royal Garden at Waikiki

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**Congratulation to our team!**

- **Terry Klask** - Manager of the Year
- **Jason Kamai-Santos** - Engineer of the Year
- **Eugene Mayo** - Housekeeper of the Year
- **Terry Beisch** - Outstanding Lodging Employee of the Year
- **Janine Pagador** - Front Office Person of the Year
- **Joseph Pascua** - Security Officer of the Year

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5017 Lawai Rd. HI Koloa 96756  808-240-5100

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**30th Annual Na Po’e Pa‘ahana Awards | Finalists**
## Engineer & Maintenance Person of the Year

<table>
<thead>
<tr>
<th>Category</th>
<th>Property Size</th>
<th>Finalist Name</th>
<th>Property</th>
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</thead>
<tbody>
<tr>
<td>Large</td>
<td>(450+ Rooms)</td>
<td>Marc Butin</td>
<td>The Royal Hawaiian, A Luxury Collection Resort</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mark Nagata</td>
<td>Sheraton Princess Kauʻilani Hotel</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mundy Gilcoate</td>
<td>The Westin Kāʻanapali Ocean Resort Villas</td>
</tr>
<tr>
<td>Medium</td>
<td>(200–449 Rooms)</td>
<td>Joshua Higgins</td>
<td>The Ritz-Carlton Residences, Waikiki</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lee Aaron Yap</td>
<td>The Westin Nanea Ocean Villas Resort</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lee Ridley</td>
<td>Marriott’s Waiohai Beach Club</td>
</tr>
<tr>
<td>Small</td>
<td>(Under 200 Rooms)</td>
<td>Kyle “Kalani” Tihada</td>
<td>Napili Kai Beach Resort</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rodolfo Dela Cruz</td>
<td>Pono Kai Resort</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Jason Kamai-Santos</td>
<td>Lawai Beach Resort</td>
</tr>
</tbody>
</table>

## Food & Beverage Person of the Year

<table>
<thead>
<tr>
<th>Category</th>
<th>Property Size</th>
<th>Finalist Name</th>
<th>Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large</td>
<td>(450+ Rooms)</td>
<td>Eduardo “Eddie” Domingo</td>
<td>Fairmont Kea Lani Maui</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Emmanuel Valencia</td>
<td>Halekulani</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Imelda “Amie” Tungpalan</td>
<td>Sheraton Princess Kauʻilani Hotel</td>
</tr>
<tr>
<td>Medium</td>
<td>(200–449 Rooms)</td>
<td>Gemsley Balagso</td>
<td>The Westin Nanea Ocean Villas</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Jacob Brown</td>
<td>The Westin Hapuna Beach Resort</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Justyn Wee</td>
<td>Embassy Suites by Hilton Waikiki Beach Walk</td>
</tr>
</tbody>
</table>

## Front Office Person of the Year

<table>
<thead>
<tr>
<th>Category</th>
<th>Property Size</th>
<th>Finalist Name</th>
<th>Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large</td>
<td>(450+ Rooms)</td>
<td>Giadee Kaiwi</td>
<td>The Westin Maui Resort &amp; Spa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Michelle Takahama</td>
<td>The Grand Wailea, A Waldorf Astoria Resort</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Nerony “Noni” Slade</td>
<td>Aulani, A Disney Resort &amp; Spa</td>
</tr>
<tr>
<td>Medium</td>
<td>(200–449 Rooms)</td>
<td>Lorena Rosete</td>
<td>Embassy Suites by Hilton Waikiki Beach Walk</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Manuel Nicolas</td>
<td>OHANA Waikiki Malia by Outrigger</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Scott Nakama</td>
<td>Waikiki Resort Hotel</td>
</tr>
<tr>
<td>Small</td>
<td>(Under 200 Rooms)</td>
<td>Charles Ursua</td>
<td>Wyndham at Waikiki Beach Walk</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Janine Pagador</td>
<td>Lawai Beach Resort</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lori Sanehisa-Lee</td>
<td>Pagoda Hotel</td>
</tr>
</tbody>
</table>
Housekeeping Person of the Year

**Large Property (450+ Rooms)**
- Dennis Austria
  - The Ritz-Carlton, Kapalua
- Flordeliza Leo
  - Hilton Hawaiian Village
- Lady Salazar
  - Sheraton Princess Kaiulani

**Medium Property (200–449 Rooms)**
- Erlinda Aranca
  - The Kahala Hotel & Resort
- Felix Tabudlo
  - Waikoloa Beach Marriott
- Mary Ann Quintal
  - Four Seasons Resort O'ahu at Ko Olina

**Small Property (Under 200 Rooms)**
- Amador Manzano
  - Hokulani Waikiki by Hilton Grand Vacations
- Geraldine Baniaga
  - Marriott’s Kauai Lagoons – Kalanipu’u
- Laurie Manatay
  - Aston Islander on the Beach

Nohona Hale is Hawaii’s newest rental community that will add 111 units to Honolulu’s affordable housing inventory.

Building Our Future, Together.
30th Annual Na Po‘e Pa‘ahana Awards | Finalists

Security Person of the Year

**Large Property** (450+ Rooms)
- Darrell Moniz
  - **Waikiki Beach Marriott Resort & Spa**

**Medium Property** (200-449 Rooms)
- Albert Tempel
  - **Andaz Maui at Wailea Resort**

**Small Property** (Under 200 Rooms)
- Joseph Pascua
  - **Lawai Beach Resort**

Manager of the Year

- **Claire Butler**
  - **Hilton Hawaiian Village**

- **Crystal Sellona**
  - **Sheraton Maui Resort & Spa**

- **Kainoa Horcajo**
  - **The Grand Wailea, A Waldorf Astoria Resort**

Outstanding Lodging Employee of the Year

- **Kanika ‘Nikki’ Utley**
  - **‘Alohilani Resort Waikiki Beach**

- **Kirk Togashi**
  - **Sheraton Maui Resort & Spa**

- **Lester Tanabe**
  - **Sheraton Princess Kaiulani**

The Na Po‘e Pa‘ahana Individual Awards

- **Allied Member of the Year**: Kaiser Permanente
- **Allied Individual Member of the Year**: Lester Kodama, Honolulu Star-Advertiser
- **Chef/Restaurateur of the Year**: Tylun Pang, Fairmont Kea Lani
- **Excellence in Community Service Award**: Sheraton Kaua‘i
- **Leader in Sustainability Award**: Prince Resorts Hawai‘i
- **Hospitality Educator of the Year**: Kenneth Agcaoili, Kaimuki High School
- **Na Po‘e Pa‘ahana Legacy Award**: Polynesian Cultural Center
- **Woman of the Year Award**: Hao Dang Tanacsos, HAOSkeeping
- **Pūlamahia Award**: Aulani, A Disney Resort & Spa
- **Ho‘okamaha’o Award**: Debbie Nakanelua-Richards, Hawaiian Airlines
CONGRATULATIONS

Thank you to all our finalists and nominees that make Hawaii a World Class Destination.

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**FINALISTS**

**LAURIE MANATAY**
Aston Islander on the Beach
Housekeeper: Small Property

**LORI SANEHISA-LEE**
Pagoda Hotel
Front Office: Small Property

**SAMUEL AQUINO**
Ilikai Hotel & Luxury Suites
Bell & Valet: Medium Property

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**NOMINEES**

Nicolette Ancog – Aqua Aloha Surf Waikiki
Front Office: Small Property

Del “Kawana” Dela Cruz – Aqua Bamboo Waikiki Hotel
Front Office: Small Property

Melanie Tennant – Aqua Luana Waikiki Hotel & Suites
Manager of the Year

Canisius Filibert – Aqua Skyline at Island Colony
Front Office: Small Property

Sam Delos Santos – Aston Kaanapali Shores
Bell & Valet: Medium Property

Dawn Johnson – Aston Kaanapali Shores
Front Office: Medium Property

Anthony Diep – Aston Waikiki Beach Tower
Front Office: Small Property

Jennelle Tom – Aston Waikiki Sunset
2019 Outstanding Lodging Employee of the Year

Kim Asuncion – Aston Waikiki Sunset
Manager of the Year

Kiona Eteuati – Aston at The Whaler on Kaanapali Beach
Housekeeper: Small Property

Teresita Visitacion – Ewa Hotel Waikiki
Housekeeper: Small Property

Tiana Meyers – Hampton Inn & Suites on Oahu/Kapolei
Front Office: Small Property

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AquaAston.com
Congratulations to all our team members for being recognized as Na Po’e Pa’ahanana finalists. We’re proud of your accomplishments and all that you do, both at our hotels and in the community.

Bell/Valet: Large Property (Over 450 Rooms)
Robbie Fronda, Sheraton Maui Resort & Spa
Petter Lino, Sheraton Waikiki

Bell/Valet: Medium Property (200-450 Rooms)
Benjamin Stegmann, The Ritz-Carlton Residences, Waikiki Beach

Housekeeping: Large Property (Over 450 Rooms)
Lady Salazar, Sheraton Princess Kaiulani
Dennis Austria, The Ritz-Carlton, Kapalua

Housekeeping: Medium Property (200-450 Rooms)
Felix Tabudlo, Waikoloa Beach Marriott Resort & Spa

Security Officer: Large Property (Over 450 Rooms)
Eric Capllonch, Sheraton Princess Kaiulani Hotel
Frank Johnson, The Royal Hawaiian, A Luxury Collection Resort
Darrell Moniz, Waikiki Beach Marriott Resort & Spa

Security Officer: Medium Property (200-450 Rooms)
Andrew Materne, The Ritz-Carlton Residences, Waikiki Beach

Front Desk: Large Property (Over 450 Rooms)
Giadee Kaiwi, The Westin Maui Resort & Spa

Food & Beverage: Large Property (Over 450 Rooms)
Imelda "Amie" Tungpalan, Sheraton Princess Kaiulani

Engineer & Maintenance: Large Property (Over 450 Rooms)
Mark Nagata, Sheraton Princess Kaiulani
Marc Butin, The Royal Hawaiian, A Luxury Collection Resort

Engineer & Maintenance: Medium Property (200-450 Rooms)
Joshua Higgins, The Ritz-Carlton Residences, Waikiki Beach

Manager of the Year
Crystal Sellona, Sheraton Maui Resort & Spa

Outstanding Lodging Employee of the Year
Kirk Togashi, Sheraton Maui Resort & Spa
Lester Tanabe, Sheraton Princess Kaiulani

We are proud of all of our nominees and honored to work with you.

Kauai Marriott Resort & Beach Club
Betty Galzote, Housekeeping
Eric Leanio, Bell/Valet
Gina Torres, Food & Beverage
Randy Bargayo, Security Officer
Tanya Fletcher, Front Desk
Jasmine Hashimoto, Outstanding Lodging Employee

The Moana Surfrider, A Westin Resort and Spa
Linda Miller, Food and Beverage
Logan Galbisco, Front Desk
Elvin Talusan, Housekeeping
Abdulbeau Akapo, Security Officer
Anthony Harris, Outstanding Lodging Employee
Kari Tsugawa, Manager

The Royal Hawaiian, a Luxury Collection Resort
Lisa Farley, Bell/Valet
Gleisie Enriquez, Housekeeping
Frank Johnson, Security Officer
Dana Crocker, Food and Beverage
Marc Butin, Engineer & Maintenance
Micah Suderman, Manager

The Ritz-Carlton, Kapalua
Dennis Austria, Housekeeping
Nohealani Ralar, Outstanding Lodging Employee
Catherine Rapanotti, Front Desk

The Ritz-Carlton Residences, Waikiki Beach
Carlos Ong, Outstanding Lodging Employee
Huy Vo, Manager
Benjamin Stegman, Bell/Valet
Joshua Higgins, Engineer & Maintenance
Colto Harbour, Front Desk
Ethel Quezon Ruiz, Housekeeping
Andrew Materne, Security Officer

Sheraton Maui Resort & Spa
Robbie Fronda, Bell/Valet
Sailau Ioakimi, Front Desk
Loell Magana, Engineer & Maintenance
Rosita Dumelod, Housekeeping
Marion Sidon, Food & Beverage
Crystal Sellona, Manager
Kirk Togashi, Outstanding Lodging Employee

Sheraton Princess Kaiulani
Kento Tamada, Bell/Valet
Eric Capllonch, Security Officer
Imelda "Amie" Tungpalan, Food and Beverage
Lady Salazar, Housekeeping
Mark Nagata, Engineer & Maintenance
Robert “Bobby” Cabana, Front Desk
Leslie “Les” Tanabe, Outstanding Lodging Employee
Debbie Lintao, Manager

Sheraton Waikiki
Petter Lino, Bell/Valet
Nathan Garcia, Engineer & Maintenance
Linda Miller, Food and Beverage
Logan Galbisco, Front Desk
Elvin Talusan, Housekeeping
Abdulbeau Akapo, Security Officer
Anthony Harris, Outstanding Lodging Employee
Kari Tsugawa, Manager

Waikiki Beach Marriott Resort & Spa
Candis Quartero, Front Desk
Chad Nakamura, Food and Beverage
Charles Schmucker, Outstanding Lodging Employee
Darrell Moniz, Security Officer
Erante Pante, Engineer & Maintenance
Ho'ahoe Zablan, Manager
Jesus Fernando, Housekeeping
Kapuaolekani Hew-Len, Bell/Valet

Waikoloa Beach Marriott Resort & Spa
RJ Matundan, Bell/Valet
Felix Tabudlo, Housekeeping
Michael Pacyao, Security Officer
Elizabeth Ramos, Front Desk
Harold Teshima, Food and Beverage
Jordon Lagaret, Engineer & Maintenance
Lito Juan, Outstanding Lodging Employee

The Westin Maui Resort & Spa
Neileah Sarmiento, Manager
Kauaiolakoa Kaina, Outstanding Lodging Employee
Eric Borges, Bell/Valet
Hillary Atai, Food and Beverage
Silverio Leanio, Housekeeping
Deo Aveno, Engineer & Maintenance
Giadee Kaiwi, Front Desk
When a client turns to Hao Dang Tanacsos to improve its housekeeping services, it triggers a flurry of activity.

Tanacsos, owner of Kailua-Kona-based consultant firm HAOskipping Inc., is liable to implement new procedures, protocols and systems. She may begin to retrain housekeepers on guest room cleaning and presentation to ensure uniformity and upgrade supervisors’ leadership skills. No detail escapes her eye—inventory of materials and supplies gets reorganized and safety checklists become part of the daily routines.

The veteran housekeeping executive has been selected Woman of the Year by the Women in Lodging & Tourism, Hawaii chapter. The annual hospitality industry award goes to a woman with outstanding leadership in her profession and community.

Tanacsos says when she was informed of her being selected that she was “super happy, and appreciated! At the same time, also feeling so privileged; there are many great individuals who deserve to (be recognized) more than me, and I am so lucky.”

The Hawaii WIL chapter is affiliated with the American Hotel & Lodging Association (AH&LA) Women in Lodging program. According to its webpage, WIL is “committed to the professional development of women in the hospitality industry, promoting long-term careers in hospitality, and enhancing professionalism and success for women. The organization accomplishes its mission through educational programming, structured mentoring and networking opportunities.”

In her letter of nomination, Vicky Cayetano, president and CEO of United Laundry Services Inc., says “through a lifetime of training and mentoring executive housekeepers,” that Tanacsos “adds that ‘extra special touch’ to this critically important service provided to our visitors when they stay at our beautiful resorts in Hawaii-nei.”

Tanacsos is a founding member of the Hospitality Housekeeping Council for the Hawaii Lodging and Tourism Association. Since its inception in October 2017, the Council now has 113 members.

During her years in the hospitality industry, Tanacsos says technology has been the biggest game-changer. “Some of the hotels’ housekeepers are using mobile phones to update rooms and check the status of the rooms. I would like to see hospitality businesses focus more on service training—great customer service is important,” she says. “Beautiful beaches and luxury amenities are not enough to maintain repeat business.”

Tanacsos says women today are not as restricted in what they can accomplish in the corporate world. “It’s up to us how to handle the situation,” she says. “It’s always challenging in the corporate world, regardless of gender. Women are not the same as in the past; we speak up and ask questions without fear of any consequence.”

In her spare time, which is rare, she likes “cooking and traveling.” Cayetano says Tanacsos “consistently maintains and shares her positive and inspirational principles garnered during her many years in the housekeeping profession in Hawaii.”

What advice does she have for women starting careers in the hospitality industry? “Great industry! Work hard, never stop learning, be a team player, be tenacious,” she says.