



# IEHA QUARTERLY

The official publication of the International Executive Housekeepers Association, Hawaii Chapter

## Issue 1, February 2009

President: Gary Nushida  
Hawaii Prince Hotel

1st Vice President: Ivy Kwok  
Outrigger Waikiki on the Beach

2nd Vice President: John Yamamoto  
Aqua Park Shore Waikiki

Secretary: Jo-Ann Yonamine  
Outrigger Reef on the Beach

Treasurer: Janice Ng  
OHANA Waikiki West

BOD: Anna Rockenschaub  
Waikiki Beach Marriott Resort & Spa

BOD: Elaine Terry  
Hawaii Hospitality magazine

BOD: Mely Rivera  
Aston Waikiki Beach Tower

BOD: Kaliko Soon  
Miramar at Waikiki

Do you have comments or questions? Would you like to become a member of our organization? Please contact us!

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## Calendar of Events

*March 11, Wednesday 10 a.m.*

General membership meeting. Chapter elections will be held. Banana Patch Lounge, Miramar at Waikiki. Please send RSVP to Ivy Kwok at [ivy.kwok@outrigger.com](mailto:ivy.kwok@outrigger.com) by March 6.

*May 13, Wednesday 10 a.m.*

General membership meeting and Vendor Appreciation Day with lunch and trade show, featuring the chapter's vendor members.

*July 15, Wednesday 10 a.m.*

General membership meeting.



## Election Update!



The upcoming IEHA Hawaii Chapter election will be held at the March 11 meeting at the Miramar at Waikiki. Outgoing board members include Gary Nushida, Ivy Kwok, John Yamamoto, Jo-Ann Yonamine, Janice Ng, Anna Rockenschaub and Mely Rivera. The board's two newest members, Elaine Terry and Kaliko Soon, are serving two-year terms that end in 2010.

Past president Patty Kawaoka is leading the election committee and has a full slate of nominees. Outgoing president Gary Nushida also submitted his own slate of nominees to the committee.

Those running for office or for a seat on the board include the following. (Please note that this list is subject to change and that the nomination period is open until the time of the election.)

### Nominees:

- President: John Yamamoto (Aqua Park Shore Waikiki)
- 1st Vice President: Kaliko Soon (Miramar at Waikiki)
- 2nd Vice President: Carleton Yanaga (Waikiki Resort Hotel)
- Secretary: Maile Broniola (Miramar at Waikiki)
- Treasurer: Madeline Chang (Aston Waikiki Sunset)
- BOD (Three seats open): Sean Enoka (Team Clean), Leslie Grandison (Team Clean), Gary Nushida (Hawaii Prince Hotel), Ivy Kwok (Outrigger Waikiki on the Beach), Kent Inouye (Baltic Linen Company)

Interested in running for a seat? Please contact Patty Kawaoka at [pmkawaoka@miramarwaikiki.com](mailto:pmkawaoka@miramarwaikiki.com) for more information.

### **New IEHA Director-at-Large**

Edward Vizvarie, REH, IEHA's newest director-at-large, succeeds Thomas Jones, REH, who resigned in December 2008.

Vizvarie joined IEHA in 1993, became certified in 2001, and registered in 2007. He is the director of facilities at Howard Center in Burlington, Vt., and served as president of the Vermont chapter from 2003-07. In 2008, he was honored with the IEHA's Margaret Barnes Diamond Award.

Vizvarie will serve a two-year term on the IEHA board of directors.

## Christmas Party 2008



The Christmas party was again held at the Beijing Chinese Seafood Restaurant at Royal Hawaiian Center in Waikiki on December 10.

Delicious entrees such as steamed shrimp dumplings, BBQ duck, wontons in garlic and chili oil, among others were served.

Games and prizes were enjoyed by everyone. One of the highlights was a wine bottle holder in the shape of an ukulele, which was a prize graciously donated by Fanny Yueng from Best Buy Design.

Thanks to Jo-Ann Yonamine for a job well done. We're looking forward to another fun-filled event this year too!



*From left to right: Richard Byrne, Maile Broniola, Leialoha Caracol, Cindy Wimberly, Bonnie Valdriz, Madeline Chang, and Ruth-Ann Newby.*  
Photo by Jo-Ann Yonamine

## January 2009 Meeting

Members began the New Year with two great presentations about advanced cleaning technologies. Chris Deets, marketing director of Activeion, flew in from Minnesota to discuss what they call a “cleaning revolution.”

Activeion, a hand-held cleaning device, utilizes ionized water to safely and effectively clean surfaces. Studies have shown that it can replace up to 47 different household cleaners.

The technology behind Activeion is licensed from the Tennant Company, which is known industry-wide for its revolutionary ec-H2O floor scrubber.

Louis Mansanas Sr. of DryCare Hawaii gave insightful tips on how to properly maintain carpets for long-term usability and promote indoor air quality for employees and hotel guests.

Keeping in tune with modern carpet cleaning technologies is essential to extending carpet life. Specifically, dry carpet cleaning is safer for the environment and enables faster turn-around time for a banquet room or guest room to be brought back into service. And best of all, there's no “wet carpet” smell or mold!

Both program sponsors provided a generous continental breakfast and lunch bento for every meeting attendee.

Mahalo nui loa for providing insight on such innovative products to better perform our daily housekeeping operations.



Activeion Sprayer



DryCare Hawaii carpet cleaning



*President Gary Nushida starts the first meeting of 2009 in the Miramar at Waikiki.*

Photo by Anna Rockenschaub

# Clean Talk with Rose Galera



Hi Rose,  
*I'm doing some research on team cleaning. What, if any, information can you provide?*  
 Mary Quarterback

Hi MQ,  
 A system I developed is TECS, The Efficiency Cleaning System. A team approach is today's and tomorrow's innovative cleaning technology. It is a system not to be overlooked, for it can substantially reduce labor and equipment costs and impact productivity, quality, service and integrity.

Organizations must be lean, strategically focused and cost effective to survive today. The economic downturn competition is fierce; employees, systems and technologies must perform at higher levels. TECS is a strategy that represents a cost-effective system in all types of building services.

TECS is a simplified system, requires less training and differs from the conventional zone cleaning, in which an individual who works alone is responsible for all tasks to be performed. TECS identifies individuals

as "image specialists" who are responsible for specific team tasks and duties within given rooms or areas. It's a system that promotes teamwork, morale and ensures work accountability.

Advantages of TECS:

- Improves performance, productivity and quality in cleaning for health
- Requires less equipment and supplies
- Reduces cleaning time with faster turnaround time
- Requires little to no supervision time; team empowerment
- Reduces project cleaning requirements
- Focuses on CLONE training
- Allows for flexibility in scheduling
- Increases safety and security for all
- Improves indoor air quality

While the cleaning concept of TECS offers numerous opportunities and benefits, it will require definite understanding, acceptance, commitment and a change in philosophy and paradigm, first by management and by all who will be involved with the system's process. "Be a quick-change agent ... Learn new cleaning technologies and develop new work habits for a radically changing world." – Price Pritchett

## Professional Cleaning Tip



President Gary Nushida of the Hawaii Prince Hotel recommends reducing the use of cleaning chemicals by utilizing microfiber cloths. He says, "We currently provide a microfiber cloth for dusting and a microfiber cloth for mirrors/glass. This has reduced our need for both furniture polish and window cleaning chemicals."

## Welcome New Members!



- Richard Byrne  
Great Lakes Art Studio
- Reynold Daquel  
Outrigger Reef on the Beach
- Sean Enoka  
Team Clean
- Jann K. Masaki  
Odor Science Hawaii
- Guy Suyama  
Castle Maile Sky Court
- Wilson Tolentino  
Royal Garden at Waikiki

## Important Reminders!

- The next 100th Infantry Battalion semi-annual clean-up will be done some time during the early summer. We will announce the firm date when it becomes available.
- Please remember to renew your membership dues on time to avoid paying additional fees.
- If you know of other housekeeping professionals who are interested in becoming members, please have them contact us. More information about the IEHA Hawaii Chapter can be found at [www.hawaii-ieha.org](http://www.hawaii-ieha.org).
- You can also apply for membership online. Just visit [www.ieha.org](http://www.ieha.org).
- Please RSVP for future meetings to ensure that we have a seat for you. Mahalo!

## Hawaiian Word

### Ho'ohana

Ho'ohana is the value of worthwhile work. When you ho'ohana, you are working with passion, with full intention and with definitive purpose. You work to bring meaning to the life you lead.

**Pronunciation guide: Ho'ohana (Hoh-oh-hana)**  
 (Source: [www.Managingwithaloha.com](http://www.Managingwithaloha.com) by Rosa Say)

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