



IEHA QUARTERLY

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

Issue 5, February 2010

President: **John Yamamoto**
Park Shore Waikiki

1st Vice President: **Kelsea Kaliko Soon**

2nd Vice President: **Carleton Yanaga**
Team Clean, Inc.

Secretary: **Ruth "Maile" Broniola**
Miramar at Waikiki

Treasurer: **Madeline Chang**
Aston Waikiki Sunset

BOD: **Teresa Calabrese**
Sysco Guest Supply

BOD: **Leslie Grandison**
Team Clean, Inc.

BOD: **Ivy Kwok**
Outrigger Waikiki on the Beach

BOD: **Gary Nushida**
Hawaii Prince Hotel

BOD: **Elaine Terry**

Do you have comments or questions? Would you like to become a member of our organization? Please contact us!
Contact: John Yamamoto, (808) 921-7620
E-mail: [jyamamoto@aquaresorts.com](mailto: jyamamoto@aquaresorts.com)
Website: www.hawaii-ieha.org



Housekeeper Wins Top Industry Award

At the Hawaii Hotel & Lodging Association's annual Na Poe Paahana awards luncheon in January, Leticia Gamiao was named the Outstanding Lodging Employee of the Year. Gamiao is a housekeeper at the Aqua Waikiki Wave. She is best known for her "aloha notes" — handwritten personal greetings she leaves on the nightstand for each of the 20 rooms she cleans on the 12th floor.

According to her general manager, Lynette Eastman, Gamiao was recognized by name in more than 100 guest comment cards in 2009. "We are never surprised when return guests request to be assigned to the 12th floor with Leticia on their next visit!" wrote Eastman in her nomination.

"Although this is Leticia's first nomination for Na Poe Paahana Awards, our shining star has been always shining brightly unnoticed for many years," Eastman writes.

In the category of Housekeeper of the Year, the

Story continues - please see page 2...



Calendar of Events



February 25-26, Carpet Cleaning Seminar

IICRC Carpet Cleaning Technician Certification Seminar with Bill Griffin of Cleaning Consultant Services Inc. Ala Moana Center. \$475 per person (\$50 discount for CRESTEK customers). For more information, call Rose Galera, 944-8255.

March 4-5, Green Cleaning Workshop

The Professional Cleaning Institute of Hawaii will be presenting Stephen Ashkin, the father of green cleaning. Ala Moana Center. \$95 per person. Four IEHA CEU credits available for attendees. For more information, call Rose Galera, 944-8255.

March 10, Wednesday 10 a.m.

General membership meeting and lunch featuring guest speaker Kelvin Bloom, president of Aston Hotels & Resorts and

chairman of the Hawaii Tourism Authority. The Kahala Hotel & Resort, Waialae Ballroom. \$38 per person, inclusive. Please RSVP with payment to Maile Broniola (926-8569) by Feb. 19.

May 1, Saturday 8 a.m. to 2 p.m., Rummage Sale

A chapter fundraiser will be held at Teresa Calabrese's home in Wahiawa (130 Uluwehi Place). Donations and volunteers are needed. Please contact Teresa (TCalabrese@guestsupply.com) or Madeline Chang (madeline.chang@astonhotels.com) for details.

May 12, Wednesday 10 a.m., Vendor Appreciation Day

General membership meeting, luncheon and mini trade show. Japanese Cultural Center (2454 S. Beretania St.). RSVP to Maile Broniola at 926-8569 by May 7.

Continued from page 1 ...

following housekeepers were recognized: first place — Noemi Joy Corpuz, Halekulani; second place — Wilfredo “Willy” Galicha, Hilton Hawaiian Village; and third place — Kaloline Iata, JW Marriott Ihilani Resort & Spa.

Corpuz also was recognized recently as Outstanding Employee of The Stay for cleaning and service standards. She scored 100 percent in the Leading Hotels of the World’s surprise inspection in May 2009.

In addition to her excellent work, Corpuz is known for thinking of others first and being a team player, dependable and courteous. She also has helped improved her departmental safety record with proactive suggestions and by setting an example.

In the category of Manager of the Year, our own Gary Nushida — executive housekeeper at the Hawaii Prince Hotel, past IEHA Hawaii Chapter president and current board member — won first place.

According to the written nomination, “Gary’s ability to listen while finding the best and most cost-effective solutions to benefit his department and employees makes him an outstanding manager. His support creates a cohesive and happy workforce which results in greater productivity at the highest level of quality.”

As part of his lokomaikai (sharing kindness from within), Nushida has developed and implemented an exercise program for employees. Several times a week, he conducts morning exercise sessions, which include



Manager of the Year — Gary Nushida, executive housekeeper at Hawaii Prince Hotel.

stretching and brisk walking at the beginning of a shift.

Congratulations to all of the nominees and winners for a job well done!

CEU
Certificates

Continuing education unit (CEU) certificates are available for REH/CEH members who attended the Jan. 13 meeting, featuring guest speaker and labor law lawyer Anna Elento-Sneed. CEU certificates also will be available for REH/CEH members attending the March 10 meeting, featuring Kelvin Bloom, chairman of the Hawaii Tourism Authority. Effective March 10, any REH/CEH member wishing to receive a certificate for his or her attendance will be charged a nominal \$1 fee per certificate to cover expenses. To retain their designation, REH/CEH members need either to attain 30 CEU credits or retake the REH/CEH exam every three years.

Cleaning Tip: Dejunk — Start Today!



“At least 40 percent of what we call cleaning is just junk tending ... Cluttered rooms take 10 times or more the time to clean, because we have to move so much out of the way to do anything, and then move it all back when we’re done.”
(Source: “Don Aslett’s Clean in a Minute” by Don Aslett)

ADVERTISING SPACE STILL AVAILABLE!

If you are interested in advertising, please contact Elaine Terry at elaine@hawaii-ieha.org or Shelly Awaya at shelly@hawaii-ieha.org for details.

Publication dates:
February, May, August, November

King of Clean: Don Aslett

Don Aslett paid a visit to the Professional Cleaning Institute of Hawaii (PCIH) in early January. A part-time Kauai resident and friend of chapter advisor Rose Galera, Aslett has 55 years of cleaning experience as the founder of Varsity Contractors Inc., is a nationally recognized cleaning expert and a best-selling author of 40 books on cleaning. During his career, he has appeared in more than 6,000 television segments, including The Oprah Winfrey Show, Live with Regis and Kathy Lee, the Discovery Channel and QVC. He also is regularly interviewed for a number of national magazines, such as Real Simple, National Geographic, Glamour, Woman's World and Family Circle.

Aslett is a champion of clean and how the concept of clean is connected to everything in our lives — clean mind, clean teeth, clean habits, clean water, clean air, clean clothes. “Anything clean is good,” he says.

One of Aslett's books is titled, “Clean in a Minute,” and includes two of his guiding principles when it comes to cleaning “better, quicker and faster,” as he would say. The first main principle is in regards to clutter — a decluttered space cuts down cleaning time by 40 percent (see Aslett's “Clutter's Last Stand”).

The second is about design. Thirty percent of cleaning can be designed out of a space using maintenance-free features, such as wall-hung toilets and small grout joints (see Aslett's “Make Your House do the Housework”).

Aslett helps design buildings to minimize cleaning time. “For example, one in Atlanta ... they had it down to clean it with 120 people,” he says. “That's a lot of money. That's a lot of toilet paper, a lot of the coffee, a lot of cleaning people, a lot of parking. I said, ‘If you build that building right, you can clean it with 50.’ I helped them design it, and we cleaned it with 51.

“I guess the big thing in my life is to be more efficient. I tell people: ‘Get rid of your junk. Use better chemicals. Use better equipment.’ But the big one is you can design (cleaning out),” Aslett says.

Aslett's current project is his Museum of Clean in Pocatello, Idaho, set to open this year. The idea came to him while on a trip to Detroit, when he saw an old pump vacuum. So in 1985, he began collecting items for a cleaning museum and now has thousands of pieces, old photos and a library of cleaning books. He recently bought a \$300,000 vacuum collection from a seller in Boston.



Rose Galera and Don Aslett smile for the camera after Aslett's presentation at PCIH.

The Museum of Clean will encompass 70,000 square feet and is being built to meet LEED (Leadership in Energy and Environmental Design) platinum certification standards. “It's not a walk and gawk,” Aslett says. “It's totally interactive.” For example, one exhibit will tell the story of how the average woman in 1900 carried water a quarter of a mile. Museum visitors will have the opportunity to carry water using a yoke and walk on a treadmill to replicate the experience.

“The museum is getting worldwide attention. It's something that's so unique,” Aslett says, describing a few of the unusual vacuums he will have on display. “But nobody's going to come to a museum and see a bunch of vacuums ... When they go there, I want them to come back out of the thing and say, ‘I'm going home, and I'm going to get my life in order. I'm going to clean up. I'm going to quit smoking. I'm going to quit drinking. I'm going to quit swearing. I'm going to start washing my hands. I'm going to make my bed after I get up.’ I want people when they walk out of the museum to think that. Then you've accomplished something.”

Payment Plans Available



For those members unable to pay the full membership dues in one lump sum, IEHA headquarters has payment plans available. Please e-mail Sarah Larsen at slarsen@ieha.org for details.

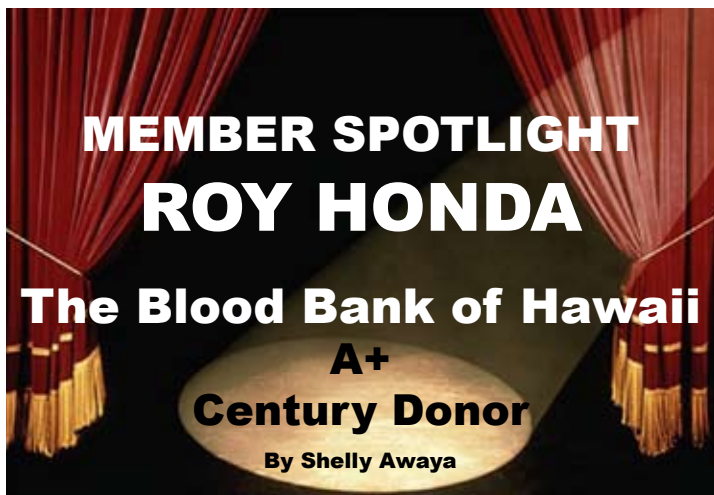
Hawaiian Word

Alaka'i

Alaka'i is the Hawaiian value of leadership, and it is a quality for both managers and leaders, for it includes coaching, guiding and mentoring others. Those who are Alaka'i lead with caring for others, courage and initiative, and with their good example. They understand that they shall be the guide for others only when they have gained their trust and respect.

Pronunciation Guide: Alaka'i (Ala-kah-ee)

Source: managingwithaloha.com by Rosa Say



Roy Honda poses proudly with his photo from the “Wall of Fame” at the Blood Bank of Hawaii Dillingham Donor Center.

For more than 20 years, Roy Honda, operations manager at Waikiki Parc Hotel, has been performing a community service that takes less than an hour of his day, yet saves three lives once the process is finished.

Honda is a regular whole blood donor for the Blood Bank of Hawaii. He began to donate blood after his wife Barbara, a long-time donor, encouraged him to take the time. “She’s my inspiration,” says Honda.

Both he and Barbara are known as “Century Donors” — those who have donated more than 100 pints of blood.

“At first, it was a bit overwhelming because as a kid I was so scared of needles,” he says with a laugh. “My sister says I would go to the doctor’s office with a stick when I knew I was getting a shot. My mother would have to come into the room with me.”

However, once Honda found out the process takes only 45 minutes from start to finish, he realized it was something he could keep doing to help the community.

“It’s so easy, and it doesn’t hurt that much ... well, once you get used to it,” Honda says reassuringly. For years, he always used his left arm to donate blood because he is right-handed and uses his right arm for a lot of daily routines. Now Honda donates blood on either his left or right arm at one appointment, then switches at the next one.

After each blood donation, the blood donor must drink plenty of fluids and get lots of rest. He or she is also encouraged not to do any strenuous activities or lift heavy objects for at least 24 hours.

There are certain criteria an individual must possess in order to donate blood. According to the Blood Bank of Hawaii website, you must be in good health, be at least 18 years of age (or 17 with parental consent), weigh at least 110 pounds, and have a valid photo ID with your birth date.

Honda donates blood every eight weeks at 6:30 in the morning before he goes to work. After every donation, he

schedules his next appointment and plugs the information into his iPhone. “That way I don’t forget to do it,” he jokes.

Whole blood donors are eligible to donate every eight weeks since that is the amount of time it takes one’s body to replenish the red blood cells taken during the donation.

Once the blood is collected, it is separated into three components: red blood cells, platelets, and plasma. Thirteen tests are done on the blood to ensure safety, and then it is transported to hospitals across the state.

Potential donors may be deferred or not allowed to donate due to illness, piercings or tattoos, or other factors that may deem their blood incompatible with recipients. People have even gone as far as being seated, but the nurses are unable to find a usable blood vein for collection.

Honda says he was deferred once due to low hemoglobin (iron) levels. “So now my wife has me eating foods high in iron,” he responds with confidence.

Honda speaks passionately about donating blood and his employer feels the same way. Halekulani sponsors a bloodmobile drive and encourages employees to donate. Honda says employees are allowed to take time off to give blood. “The only disadvantage is when the bloodmobile comes, it’s not my time to donate yet,” he says.

Although donating blood is a great way to give back to others in itself, there are “incentives” for people who may feel squeamish about the process.

Once you complete your blood donation, you are led to the canteen area where you are greeted by a volunteer who offers you something to eat and something to drink. Honda says he prefers taking a can of juice, and every once in a while he eats a manapua. “My wife loves those Rice Krispies Treats,” he laughs.

The Blood Bank of Hawaii also recognizes donors who reach milestones by giving them lapel pins for every gallon they donate. However, once you reach the 50-pint

Story continues - please see page 5 ...

If you know an IEHA - Hawaii Chapter member who does outstanding things for others in our community, please let us know! We would like to feature them in our next newsletter. Please e-mail Elaine Terry at elaine@hawaii-ieha.org or Shelly Awaya at shelly@hawaii-ieha.org for more information.

Continued from page 4...

marker, donors receive other awards. Honda says that when he reached the 100-pint (Century) goal, he received a plaque recognizing his dedication to the patients of Hawaii who rely on blood donors like him. During certain times of the year – namely holidays – donors may even get thank-you gifts such as Christmas ornaments.

For their continued support, Century donors also are invited to an annual recognition breakfast, where they

are thanked not only by the Blood Bank of Hawaii, but by actual blood recipients or their family members. Honda mentioned that there are usually two guest speakers who address the audience and talk about how blood donors helped them or someone close to them, such as a spouse, friend, or family member. “It’s very hard to keep a dry eye in there when you hear those stories,” Honda says.

There are two fixed Blood Bank of Hawaii locations: the Dillingham

Donor Center and the Downtown Donor Center. Please visit <http://bbh.org> or call (808) 845-9966 for more information or to schedule an appointment.

Giving blood and helping to save lives is something Honda will continue to do as long as he is able. His message to fellow IEHA Hawaii Chapter members is this: “I just hope that this article can get more people to go out and donate.”

IMPORTANT REMINDERS!

- 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.
- You can also apply for membership online. Just visit www.ieha.org.
- Please RSVP for future meetings the Wednesday prior to the meeting date. This will ensure that we have a seat for you. Mahalo!
- For special chapter functions, payment will be due in advance and must be paid on or before the due date.

IEHA Quarterly, the official publication of the International Executive Housekeepers Association, Hawaii Chapter, could use your support! As a nonprofit professional association, the chapter is always looking for ways to raise funds to keep us going. Our organization provides valuable educational programs, networking opportunities, and professional support. You can help support our chapter by placing an ad in this quarterly publication, which is e-mailed to our membership and general managers across the state of Hawaii. IEHA Quarterly also is available on our website: www.hawaii-ieha.org.

Professional Etiquette: Shaking Hands Versus Hugging

In 2006, Pacific Business News conducted an informal online survey that asked this very question — should business acquaintances greet each other with a hug or handshake? Of the 500 that responded, handshakes won by a large margin. But there’s no denying that hugging is an important part of our island culture.

Recently, Barbara Bergstrom, an etiquette specialist based in Florida, made this observation: “Today, the hug seems to be gaining ground. The Oval Office is home to our Hugger in Chief, who grew up in Hawaii, where hugging is common. You may have noticed that President Obama hugs males, females, staffers and senators, but watch closely — the handshake still remains the ultimate greeting.”

When in doubt, here are some tips for

choosing the right greeting for the occasion:

- In general, people want to hug those they know well and offer a handshake to everyone else.
- Watch the other person’s body language and take their lead.
- Keep in mind the potential of a hug being unwelcome, particularly with the opposite sex. In certain situations, this could be considered harassment.
- If you do not want to be hugged, extend your arm for a handshake. If you would like to express additional friendliness, you may clasp their hand with both hands for a hearty handshake.
- If you are experiencing flulike symptoms, refrain from physical contact as a general courtesy.
- When in doubt, opt for a handshake.