



# IEHA QUARTERLY

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

## Issue 6, May 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: [jjyamamoto@aquaresorts.com](mailto:jjyamamoto@aquaresorts.com)  
Website: [www.hawaii-ieha.org](http://www.hawaii-ieha.org)



## Calendar of Events

### *July 21, Wednesday 10 a.m.*

General membership meeting featuring a Hawaii Department of Health guest speaker who will address the topic of "Infectious Disease Control." Outrigger Waikiki, 2335 Kalakaua Ave. RSVP to Maile Broniola at 926-8569.

### *September 8, Wednesday 10 a.m. Housekeepers Week*

General membership meeting. Celebrate Housekeepers Week with us at the Pacific Beach Hotel, 2490 Kalakaua Ave. RSVP to Maile Broniola at 926-8569.

### *November 8-12, 44th annual Conference and Convention*

This year's convention will be held at the Orange County Convention Center in Orlando, Fla. The keynote speaker will be Tony Blair, former prime minister of the United Kingdom. Visit <http://ieha.orlandomeetinginfo.com> for further information.

### *November 17, Wednesday 10 a.m.*

General membership meeting. Hawaii Prince Hotel, 100 Holomoana St. RSVP to Maile Broniola at 926-8569.

## Recap of the March Meeting — Tourism: Looking Ahead with Optimism



Kelvin Bloom

By Madeline Chang

**K**elvin Bloom, chairman of the board of the Hawaii Tourism Authority and president of Aston Hotels & Resorts, LLC, enlightened members and guests at the March 10 chapter meeting held at the luxurious Kahala Hotel & Resort with his presentation on the importance of Hawaii's visitor industry and its performance, as well as the 10-year Hawaii Tourism Strategic Plan that the State of Hawaii developed in 2004.

The Hawaii Tourism Authority, established in 1998 and governed by a 12-member policy board of directors, is the lead state tourism agency responsible for tourism policy and direction from a statewide perspective. The Tourism Special Fund derived from hotel room tax collections, otherwise known as TAT or transient accommodations tax, is used to develop and market the state's visitor industry. In addition, TAT is the funding source for the Hawaii Convention Center and also supports the counties of Hawaii and the general fund.

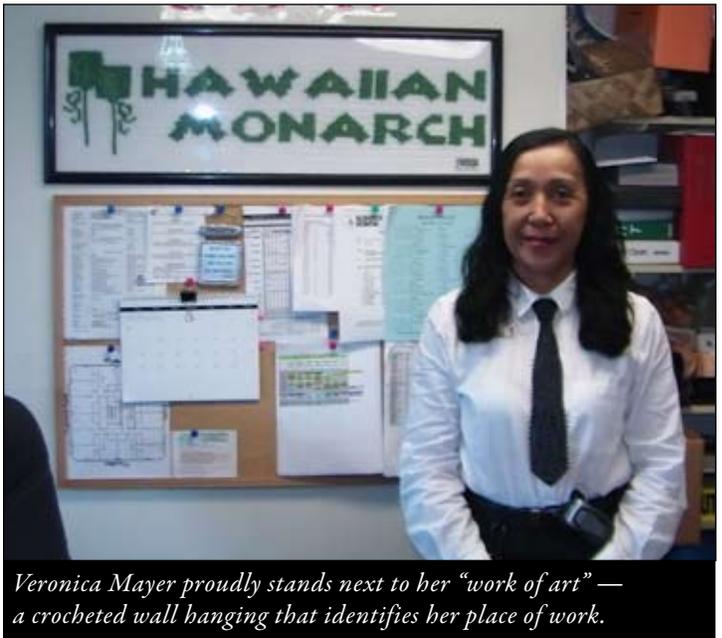
A total of 5.4 million of the 6.5 million visitors last year came from the U.S. and Japan, over 83 percent. It wasn't many years ago that Hawaii enjoyed 2.2 million Japanese visitors, double of last year. HTA will be targeting the emerging markets of China and Korea to hopefully replace a good portion of the lost Japanese business over the next decade.

As the state's tourism agency, HTA deeply understands the importance of the visitor industry, which is our No. 1 economic engine. To address the challenges facing tourism in the coming years, HTA plans to focus on improving Hawaii's tourism economy, generating more taxes and, most importantly, more jobs.

# MEMBER SPOTLIGHT VERONICA MAYER

**New Member  
Owner Relations, Maintenance,  
and Housekeeping Supervisor  
Hawaiian Monarch Hotel**

**By Shelly Awaya**



*Veronica Mayer proudly stands next to her “work of art” — a crocheted wall hanging that identifies her place of work.*

When you first meet Veronica Mayer, owner relations, maintenance, and housekeeping supervisor at the Hawaiian Monarch Hotel, she says very few words.

Her humble, soft-spoken nature gives no indication of her great accomplishments not only professionally but personally as well.

Mayer joined our Hawaii Chapter toward the latter part of 2009. She recalls attending her first meeting when then-President Gary Nushida suggested she come as his guest. “I called him to ask him a question about something related to housekeeping, so he said ‘Come to our next meeting’ and that’s how I ended up joining,” she says.

Prior to being in the hospitality industry, Mayer was an executive secretary to a judge, a legal secretary for an attorney, operations secretary for 7-11, and a secretary at Island Heritage.

Her progression through the legal, retail, and hotel fields had nothing to do with chance. Mayer chose this career path. She is a very self-motivated individual. “I love hitting or reaching a goal. I constantly want to be challenged,” she beams. “When I get to that level where I feel I’ve reached the top, it’s time to move on to something else to gain more knowledge and experience.”

About 10 years ago, Mayer started working for Celebrity Resorts, the property located on Nohonani Street, which was also known as Leisure Resorts, Ramada Vacation Suites, and has now recently gone back to its original name, White Sands.

She then moved on to the Waikiki Marina Resort at Ilikai, where she was the contract compliance manager, then accepted her current position at her property on Niu Street. The Hawaiian Monarch Hotel is owned by Roberts Hawaii, known locally as a statewide full-service travel activities provider. Mayer has been working there for about four years.

Her work days start very early — she drives daily from Waipahu to Waikiki and arrives to her office by 6 a.m. Mayer does not have an assistant, nor does she have an inspectress to ensure quality cleanliness of each room. She willingly goes up on the floors to check rooms, meets with owners at a moment’s notice, and Mayer even helps process the laundry for their units. She usually calls it a day at around 4 or 5 p.m., then heads home to relax and be greeted by her gray cockatiel named Piko.

“He’s such a great pet,” Mayer says with a smile. “Piko always sings to me when I walk through the door after a long day at work.”

Although Mayer is a dog-lover (she once owned a St. Bernard), she says her place is too small for a dog.

“It’s not like ‘the country,’ where you live with a huge yard and can have many different pets,” she comments.

Mayer was what she called a “military brat” and grew up in Germany, Georgia, Washington, and Virginia while her family was in the Army. Once her father retired, Mayer’s family moved back to Oahu and settled on the North Shore (Pupukea), where the Mayer family already owned land and a home.

Growing up, Mayer learned a lot from her parents. “My father taught me to always be hard-working and honest,” she recalls. “And my mother taught me a whole bunch of stuff, including one of my favorite hobbies, crocheting.”

During her spare time, Mayer loves to crochet. You can sometimes find her selling her creations at craft fairs, or giving gifts away to family members, friends, and even her colleagues. Her amazing talent is evident when you walk into her office and see the beautiful Hawaiian Monarch banner she made for her property. It is framed and hangs on the wall behind her desk.

“It’s quite relaxing and therapeutic,” Mayer says of

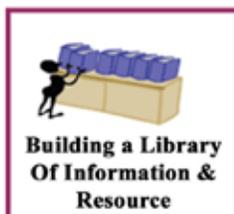
*Story continues ... please go to page 4.*



# A PAIL FULL OF TRAINING!

Now on  
CD-ROM!

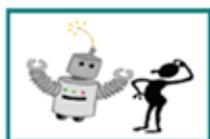
Enhance Your Housekeeping Training Program With A Pail Full Of Training, Today!



**Building a Library  
Of Information &  
Resource**



**It's Easy To Use**



**It's An Effective Tool!**

- A results oriented housekeeping operations training tool
- More than 100 one page topics for training briefing sessions
- Educational, interesting, informational and fun
- User friendly for housekeeping frontline and supervisory personnel
- A definite must-have management training tool
- Solves limited training time problems and budget constraints



**It's Smart!**

## CATEGORIES & TOPICS LISTING

### CLEANING GAMES & EXERCISES

A CLEAN Game  
Acronym "Housekeeper"  
Acronym "Team Work"  
Clean Brain Teaser Exercise  
Clean Talk Exercise  
Don's Wastebasket Game  
Flexibility in Thinking Exercise  
Light-Up Lamp Game  
Rose's Bowl Game #1  
Rose's Bowl Game #2  
Rose's Bowl Game #3  
Rose's Bowl Game #4  
Squeeky's Cleaning Maze  
Cleaning Word / Phrase Game (new)  
Cleaning Puzzle Game (new)  
Bed Making Fun Game (new)  
Bed Making Process Game (new)  
Cleaning Equipment Exercise (new)  
A Vacuuming Game (new)

### CULTURE

Cultural Diversity  
Multicultural Checklist  
Hawaiiana  
\* Chinese  
\* Hawaiians  
\* Indonesia  
\* Japanese  
\* Korean  
\* Micronesian  
\* Philippines  
\* Vietnamese



### CLEANING TECHNOLOGY

Bathroom Cleaning  
Public Restroom Cleaning  
Carpet Cleaning Processes  
Carpet Spotting  
Cleaning Agents  
Cleaning As An Art & Science  
Cleaning Factors  
Dilution Ratio Information  
Dusting Technique  
Dust Mopping  
Wet Mopping  
Odor Control Cleaning  
The pH Scale  
Sanitizing Drinking Glasses  
Senses Cleaning  
Stripping, Sealing, Finishing Processes  
The Professional Cleaning Cloth  
Window / Glass Cleaning  
Vacuuming Processes  
Guest Room Cleaning Process  
A Professional Bed Making Process  
Night Turndown Presentations

### HUMAN RELATIONS

The "Aloha" Spirit  
The Art Of Smiling  
Cleaning Humor  
New Employee – New Job  
Quality Is Free  
Service Excellence  
Team Work

### HEALTH & WELLNESS

AIDS  
Carpel Tunnel Syndrome  
Choking  
Cleaning 4 Health  
Communicable Illnesses  
CPR  
Cuts & Lacerations  
Ergonomics  
Hand Washing  
Job Burnout  
Nutrition  
Stress  
Summer-Hot Weather  
Water (H2O)  
Wellness Program



### LEGAL UPDATES

American With Disability Act (ADA)  
Blood Borne Pathogen (Universal Precaution)  
Equal Employment Opportunity (EEO)  
Fair Labor Standard Act (FLSA)  
Family Medical Leave Act (FMLA)  
Hazard Communication  
Hidden Paycheck  
Sexual Harassment  
Temporary Disability (TDI)  
Workers Compensation (WC)

### SAFETY & SECURITY

Cleanliness & Health  
Driving Safely  
Fire Prevention  
Horse Play  
Hurricane & Thunderstorm  
Indoor Air Quality (IAQ)  
Personal Protective Equipment (PPE)  
Proper Moving & Lifting  
Take "5" For Safety

### SELF DEVELOPMENT

Change & Resistance  
Creative Thinking  
Dependability  
Family Value  
Grooming  
Optimism  
Professionalism  
Self Esteem  
Self Improvement  
Social Etiquette

### THE SUMMARY

Game Answers  
Glossary  
Resource Listing  
Training Record Form

**Special introductory price: \$35 for CD-ROM \* \$95 for Hard Copy Manual**  
**To order, please contact Rose Galera: (808) 678-8021 or CPSII@hawaii.rr.com.**

*Continued from page 2 ...*

crocheting. "My friends cannot believe how fast I can crochet, even while watching TV and not looking down at my hands even once!"

Her love of crafts also extends to sewing and beadwork. Family members call on Mayer to sew prom dresses, her landlord asked for a dress once, and Mayer even makes and wears elaborate Halloween costumes year after year.

In addition to using her creativity to make things, Mayer single-handedly coordinates employee events such as karaoke night, birthday celebrations, holiday events, even special employee outings like luau dinners and catamaran cruises! She believes this keeps "morale up" and "encourages camaraderie."

"It's a most enjoyable experience to work with Veronica," says one of her supervisors in a commendation

letter. "She works diligently to maintain a high level of team loyalty and satisfaction. Veronica dedicates the time necessary to make all team members understand their importance in the BIG PICTURE."

Mayer's feeling of being a part of a team is also one of the reasons she became a member of IEHA. "I joined for information and growth, networking with others, and getting more involved," she proudly states.

Despite being shy when you first approach her, Mayer loves attending the bimonthly meetings to meet other members and get to know them during the special luncheon meetings. "I like the food too!" she laughs.

Please welcome Veronica Mayer to our Hawaii Chapter 'ohana. Every new member counts and we are so glad she decided to become a part our organization!



**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](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 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.



### Become a "GREEN MEMBER" of IEHA today!

IEHA Green members will receive all Association office information, including membership cards, renewal notices, Executive Housekeeping Today, Association news, etc. via email.

IEHA Green members receive the following exclusive renewal dues:

- \$130 for one year (\$145 standard - \$15 savings!)
- \$235 for two years (\$265 standard - \$30 savings!)
- \$325 for three years (\$375 standard - \$50 savings!)

Want to find out more? Please visit [www.ieha.org](http://www.ieha.org) for additional details.

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](http://www.hawaii-ieha.org).

### Payment Plans Available



For those members unable to pay the full membership dues in one lump sum, IEHA headquarters has affordable payment plans.

Discounted group rates also are available, as well as discounts for multi-year payment of membership dues (i.e. two years versus one year).

Please e-mail Sarah Larsen at [slarsen@ieha.org](mailto:slarsen@ieha.org) for details.

A great way to prevent cleaning is to utilize doormats. Industry expert Don Aslett recommends using two doormats at every entrance — one for outside the door and one for inside the door. The best outdoor mats are Astroturf mats (2'x3' or bigger). For indoors, use a 2'x3' or 3'x4' mat with a nylon or olefin carpet top and rubber back. Using doormats prevents 80 percent of dirt from entering the building.

Another way to reduce carpet cleaning is by wearing indoor-only house slippers. This practice prevents the oils, odors and germs on your bare feet from soiling the carpet, while also protecting your feet from picking up any dirt or germs from your floor. However, if you have hard floors, there are now available microfiber, machine washable house slippers that pick up dirt while you walk around your house...

## Cleaning Tip: DOORMATS



## PROFESSIONAL ETIQUETTE: Best Practices for Receiving an Order



When receiving a shipment of goods from a supplier, it is important to make sure that the goods are checked immediately. One idea is to creating a written “receiving report” to assist with detailed recording keeping and tracking of inventory. Items to include in a receiving report may include:

- The date the shipment was received
- The quantity of material received and if there were any discrepancies on the packing slip
- Whether the quality of the goods meets expectations
- The name of the person who received the goods and checked the shipment

The individual who receives the shipment should always immediately count and compare quantities against what is written on the packing slip. If this is not possible, one vendor member recommends writing “count not verified,” “to be determined,” or “subject to count” on the packing slip. This leaves the customer a little bit of leeway with the supplier if it’s discovered later that the order is incomplete or inaccurate.

Elaine's Wedding



Bosses Night 2009



In case you have not heard the news, sadly Elaine Terry, one of our board of directors and public relations chairperson, will be leaving Hawaii in June and moving to California shortly after her May 8 wedding.

She and her husband Christopher Simon will be relocating as Simon is pursuing a law degree.

The Hawaii Chapter has benefitted tremendously from Elaine's efforts. Without her expertise, we would not have gone through a complete overhaul of our website, and our first-ever quarterly newsletter would never have come to fruition.

This writer will sorely miss her guidance and collaboration on all the Hawaii Chapter PR projects.

May you achieve great success as you blaze a new trail in your life as **Mrs. Christopher Simon!** It has been a pleasure working with you and we wish you nothing but the best!

## Hawaiian Word

### Ho‘ihi Aku, Ho‘ihi Mai

Translated, this means to give and receive respect. We should continue to teach and show respect for Ke Akua (God), ourselves, others and the ‘āina (land).

Pronunciation Guide: Ho ‘ihi Aku, Ho ‘ihi Mai  
(Ho-ee-hee Ah-koo, Ho-ee-hee My)

Source: Kamehameha Schools

## Welcome New Members!



- Minda Baxia | EMCB Trading Inc.
- Marlou Enfante | Outrigger Reef on the Beach
- Efren Reyes | Waikiki Sand Villa Hotel
- Ka Man Yeung | Outrigger Hotels & Resorts

## RUMMAGE SALE UPDATE



Our first-ever Rummage Sale on Saturday, May 1 generated a total of \$354 for the treasury. A big **MAHALO** to all of the members and vendors who generously donated items to help raise money for our chapter!

- ALSCO
- Aston Waikiki Sunset
- Shelly Awaya
- Teresa Calabrese
- Madeline Chang
- Cintas
- CPF Distributors
- Karen Fowler
- Marissa Liu
- Anna Rockenschaub
- Sobel-Westex
- Sysco Guest Supply
- Elaine Terry
- Bonnie & Gil Valdriz