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## Nā Kukui Event Recognizes Outstanding Students & Faculty

Held on April 23, the TIM International Alumni Association hosted Nā Kukui: School of Travel Industry Management's 2009 Netlinks and Awards Event. The evening included an awards ceremony that honored nine TIM students who have demonstrated excellence and leadership and Professor Dexter Choy for his years of dedicated teaching and mentorship. The event provided a venue for TIM's mentorship program where students and professionals within the travel industry could network and interact.

Nā Kukui 2009 was planned by 35 students in the TIM 316 Events Planning and Marketing class. The course was instructed by Chef Laurel Leslie and Laleen Ramiscal, Director of Special Events for Hawai'i Pacific Entertainment, with an opportunity to learn about what is involved in planning an event and gain hands on experience. The class conceptualized Nā Kukui, which means "the lights" in Hawaiian. The lights were the students

who demonstrated outstanding achievement in the TIM School. The evening also provided students with an opportunity to benefit from the lights of industry professionals. Over 180 industry, alumni, faculty, staff and students attended this year's successful event, which was held at the Ala Moana Hotel.

Mahalo to all our industry donors for their sponsorship and partners for their participation in Nā Kukui. Your commitment in supporting the future of our industry is invaluable.

Top of Page: The Nā Kukui event at the Ala Moana Hotel, Hibiscus Ballroom, kicks off with a warm welcome from TIM 316 Student Event Coordinators Roland Kam and Nicole DeWindt

Below Left: Professor Dexter Choy receives the TIM Teaching Award of Excellence from TIMI President Dave Evans

Below: 2009 Outstanding Student Award Recipients (back row, L to R) Jonathan Su, Micha Coloma, Iris Lim, Roland Kam, Harald Stiller (front row, L to R) Tara Kanokkorn Pruksakit, Erin Corpus, Brenna St. Onge





## 2009 OUTSTANDING STUDENT & FACULTY AWARDS

### Outstanding Student in TIM

Jonathan Su

Sponsored by Meeting Professionals International Aloha Chapter

### Outstanding Senior in TIM

Brenna St. Onge

Sponsored by the Hawai'i Hotel & Lodging Association

### Outstanding Senior in Hospitality

Iris Lim

Sponsored by Aqua Hotels & Resorts

### Outstanding Senior in Tourism/Transportation

Harald Stiller

Sponsored by Sawayaka Hawai'i

### Outstanding Student in Club Management

Erin Corpus

Sponsored by Starwood Hotels & Resorts

### Outstanding Graduate Student

Kanokkorn Pruksakit

Sponsored by Hawai'i Visitors & Convention Bureau

### TIM International Award of Excellence

Roland Kam

Sponsored by TIM International

### Dean's Spirit of TIM Award

Michaela Coloma

### Dean's Scholar Award

Lindsay Kikawa

### TIM Teaching Award of Excellence

Professor Dexter J. L. Choy

Sponsored by TIM International

## 2009-2010 SCHOLARSHIP AWARDEES

### William J. Mullahey Perpetual Memorial Award

Llana Lei Castillo-Jimenez, Man Man Io

### TIM Student Education Opportunity Fund

Akina Hirai

### Hichiro & Lily Kobayashi Award

Brenda Imada

### TIM General Aid

Na Hyung Kang, Ki-Hun Ko, Clarence Ncube, Capella Williams

### TIM Student Educational Opportunity Fund

Mibeom Kim

### SKAL Club of Hawai'i

Kristy Kurokawa

### Travel Weekly Educational Opportunity Fund

Giesybeth Lea Maglaya

### Tuition Waiver

Wakako Nagata

### Edward & Orpah Barnet Scholarship Fund

Brenna St. Onge

### Hilton International Hotels

Daniel Pak

### Martin Pray—IHRG Industry Scholarship Award

Hui Jin Park

### Horizon Lines Scholarship Award

Andrea Wong

### John Stewart Foote

Janelle Sanqui

### Jeffrey Kalima Loo Marriott

Kelli-Ann Takasane

## Nā Kukui Event (continued)



Above: TIM 316 Events Planning and Marketing class with instructors Chef Laurel Leslie (far left) & Laleen Ramiscal (far right)

Left: Table 16 engaged in conversation



Far Left: Diego Maldonado Santos & Pamai Cano of Grand Hyatt Kaua'i

Left: Student Event Coordinators Nicole DeWindt & Roland Kam

Below Left: TIM graduate students

Bottom: Table 10 representing hotel, law and tourism industries





## Assistant Professor Sun-Young Park Receives CIBER Award

**Dr. Sun-Young Park** and her team's proposal on the "Cultural Impact on value Co

-Creation and Determination: An Investigation of Asian Tourist Markets" received a

\$5,000 award from the Center for International Business Education and Re-

search Grants.

Congratulations Dr. Park!

## Conference Presentations

In October 2008, **Dr. Ingrid Lin** presented her research entitled "A cross-cultural study in understanding restaurant servers' preferences to different tipping systems" at the 26<sup>th</sup> annual Euro-CHRIE (European Council on Hotel, Restaurant and Institutional Education) conference that was held for the first time outside of Europe, in Dubai.

On April 6, Interim Dean **Juanita Liu** made a presentation on "Tourism Product Development and Sustainability" at the Conference on Business Opportunities in the Islands, sponsored by the U.S. Department of Interior. The conference held at the Sheraton Waikiki was well attended by government and industry personnel from the American Affiliated Pacific Islands.

On April 22-24, **Dr. Gui Lohmann** presented the paper he co-wrote "Cruise Tourism: The State of the Art" at the European Chapter of the Travel and Tourism Research Association Conference in Rotterdam (In-Holland University) & Breda (NLTV), The Netherlands.

Interim Assistant Dean **Frank Haas** attended the 2009 Asia Pacific Creativity Forum June 3-6 on Jeju Island, Korea,

sponsored by the Jeju Special Self-Governing Province and the Korea Ministry of Foreign Affairs and Trade. The topic was on creative industries development.

**Frank Haas** also attended the American Marketing Association conference on April 23-25 in Chicago and was a speaker there. The topic was attracting the Chinese market.

## Visiting Professors & Intern



Associate Professor **Yanqin Li** of the School of Management, Central University

for Nationalities is a visiting scholar at UH and is conducting research on "Community Participation and Ecotourism Development in Ethnic Areas of Western China." Her academic mentor at UH is **Dr. Juanita Liu**. During the past several months Professor Li utilized the Sunset Reference library and its electronic resources, attended two classes related to sustainable tourism at the TIM

School and attended the Summit for Sustainable Travel in the Hawaiian Islands held by Sustainable Travel Education Partnership in April. Professor Li also gave a presentation on ecotourism development in China.

Associate Professor **Jiayun Liu** of the National Art Research Institute of Yunnan Province completed two years of study at UH on ethnology, sociology and anthropology of tourism. Her study focuses on the culture and art of minorities of the

Yunnan Province. Professor Liu took a number of TIM classes and examined methods for sustainable development and protection of cultural diversity among minority groups in the Yunnan Province. Her most recent presentation was on "Yunnan and its Cultural Diversity on April 29 and her academic mentor was Dr. Juanita Liu.

Both visiting professors were sponsored by the UH Center for Chinese Studies.

**Tiago Fernandes** is an undergraduate student in Civil



Aeronautical Engineering from the prestigious Aeronautical Institute of Technology (ITA).

Tiago came to the TIM School as part of his internship at ITA. During his time in Hawai'i he worked with **Dr. Gui Lohmann** on a project about the role of airport hubs in the recent 2006-2007 aviation crisis in Brazil and its impact on tourism. As a result of this project, a journal article has been submitted to a special issue of the journal Research in Transportation Economics.

## TIM & Sustainable Travel Workshop

The Summit for Sustainable Travel in the Hawaiian Islands, which was part of the UH Mānoa Fund Grant in which **Dr. Harold Richins** of the TIM School and Dr. John Cusick of the UH Environmental Center received in 2008, took place on April 21

at the East West Center Imin Conference Center in Honolulu and April 24 at Maui Community College. The event was the first of a series of workshops hosted by UH that would connect key stakeholders to collaborate on opportunities and gener-

ate solutions to eventually establish the Hawaiian Islands as a model of sustainable best practices. The focus was "What does Hawai'i look like as a result of sustainable travel in the year 2030?" TIM School's **Ramsay Taum** was the main facilitator of the workshop,

which was funded by the UH Mānoa Fund (UHM Vice Chancellor for Research and Graduate Education) and the UHM Sea Grant College. Academics from Stanford University's Center for Ecotourism and Sustainable Development were also participants of this workshop.



## TIMI Hosts Graduation Ceremony & Reception for Graduates

On Friday, May 15, TIM International hosted the 2009 Spring & Summer TIM Graduation Reception held at the TIM School. It was a night to remember for the graduates, with family and friends in attendance, their most memorable moments were shared and remembered. Micha Coloma was selected as the TIM student representative and gave a heartwarming speech to her fellow peers thanking all those who helped get them

to where they are today. TIMI President, Dave Evans and Interim Dean, Dr. Juanita Liu, both gave the students their last words of wisdom before they graduated, while Kawehi Sellers, Director of Student Services, thanked them for all the great memories and wished them success in their future endeavors. The TIM School recognized the 2009 Outstanding Student Award recipients and Dean's List Awardees. A slideshow

presentation was shown to honor these graduates on their accomplishment of graduating and how far they've come.

A reception for graduates and their families following the ceremony gave them a chance to bid their farewells to TIM faculty and staff as well as their fellow TIM peers. Altogether there were 75 graduates from TIM for Spring and Summer. Phyllis Lai and Iris Lim were selected as student marshals



to represent and lead the TIM graduating class in the UH commencement ceremonies because of their leadership, scholarship and service. On behalf of the TIM Alumni we'd like to congratulate all of the TIM graduates and may they find success in everything that they do!

## TIM Study Abroad in Sevilla, Spain

**Dr. Pauline Sheldon** spent the Spring 2009 semester teaching the UH study abroad program in Sevilla, Spain, where she taught UH students courses in Tourism Economics and Sustainable Tourism. The students ex-

perienced field trips almost every weekend (see photo) in addition to class time. Most of the visits were to World Heritage sites and cultural sites. Professor Sheldon required them to write journals about their touristic

experiences and then discuss in class.

The Sustainable Tourism class was studying sustainable tourism policies in Europe, Spain, Andalucia and Sevilla in particular. It seemed to be an excellent time to be there since the Spanish government announce 1.9 bn euros to develop sustainable tourism inland away from the coasts where most development has been until now. They are looking at alternative tourism—agri-tourism, wellness tourism, adventure and rural tourism and more. The

Andalucian government also released a Sustainable Tourism plan for the next five years and they were busy studying these and looking at the repercussions for Sevilla.

Internationalizing the curriculum and encouraging overseas academic experiences are fundamental objectives of the University of Hawai'i at Mānoa and the UH Study Abroad Center makes it possible for students to experience, learn and recognize other cultures and their environments.



Left: Dr. Pauline Sheldon (far right) and students at The Alhambra



## TIM School Receives Grant on Hawai'i Tourism Workforce Development

To further the development of a qualified tourism workforce, the HTA and the Department of Labor and Industrial Relations (DLIR) have established the Tourism Workforce Coordination project in 2009 and the TIM School has been selected to assist in monitoring progress made on the *Tourism Workforce Development Strategic Plan 2007-2015*, identifying additional funding sources for tourism workforce training initiatives and developing a website. The \$85,000 project is directed by **Dr. Russell Uyeno** and the project coordinator is **Lance Kimura** (MS '07). **Dr. George**

**Ikeda** is also assisting the project.

The Tourism Workforce Advisory Council is in the process of being assembled. Participating advisory council members will include a variety of stakeholders from the various sectors of the tourism industry. Once assembled, the advisory council will meet on a quarterly basis to address key workforce training needs and recommend program strategies to HTA and DLIR.

Another important part of the project will be the development of a website that is devoted to workforce train-

ing for the tourism industry. In addition to being a convenient site to learn about new education and training needs, the website <<http://www.hitourismcareers.org>> will include sections devoted to job seekers, employers, and education and training providers. Other features will include; a job search page to assist in finding information on careers in the tourism industry, videos about individuals in the industry who have used additional training to enhance their careers, and comprehensive listing of tourism-related career data.

In 2007, the TIM School completed a study for the Hawaii Tourism Authority (HTA) to determine the industry's workforce training needs. The *Vision 2015, Tourism Workforce Development Strategic Plan* identified the key needs for workforce preparation issues for Hawaii's tourism industry. In addition to identifying key training needs, the plan recommended the development of an ongoing Tourism Workforce Council to monitor, coordinate, and implement employment and workforce development services for the tourism industry.

## Familiar Face Joins TIM 'Ohana



The TIM School welcomes recent TIM master's degree graduate **Lance Kimura** (MS '07) as the new Tourism Workforce Development Coordinator. As a Workforce Development Coordinator, Lance will be working with the Hawaii Tourism Authority and Department of Labor and Industrial Relations to establish a Tourism Workforce Council that would address Hawaii's tourism work-

force needs. Previous to joining the TIM School, Lance worked as a planner with PBR HAWAII, a land planning company and worked on projects primarily related to Hawaiian Home Lands. Lance is also a TIM Master's Alumni ('07) and earned professional certificates from the Department of Urban and Regional Planning and the Pacific Asia Management Institute (PAMI). During his free time, he enjoys jogging, eating and spearfishing.

## Travel Weekly Donates to TIM

*Travel Weekly* magazine continued its longstanding support of the TIM School by generously donating proceeds from its annual *Travel Weekly Forum* for a TIM Scholarship. This year's Forum, held May 13 at The Royal Hawaiian Hotel was the 12<sup>th</sup> annual event at which TIM received scholar-

ship donations from the publication. Mr. Bob Sullivan, publisher of the magazine, presented Interim Dean **Juanita Liu** with a check. "Travel Weekly is proud to continue our investment in the future of the travel industry and we couldn't have a better investment partner than the TIM School," he said.



## Ramsay Taum Receives Leadership Awards



**Ramsay Taum** received a Stars of Oceania Award for being a paramount and ranking traditional leader on April 9 at the 2009 Pasifika Energy

Summit held by UH Mānoa's Pacific Business Center Program. Leaders in the Pacific Islands met at the event, which was co-sponsored by TIM, with the intent of "reaffirming traditional wisdom with modern knowledge for a sustainable future."

The Stars of Oceania event was established in 2006 to support Pacific Island students attending UH and graduate research development in the Pacific, focusing on Pacific Islands studies, physical sciences, marine sciences, agricultural sci-

ences, environmental sciences, information technology, business and engineering.

Ramsay also received a transformational leadership award at the East-West Center's Spring Leadership Symposium on April 26.

## Po'okela Celebrates Year One

In the Spring 2009 semester, the Po'okela Student Excellence Program celebrated its one-year anniversary. The program was created to provide students with out-of-classroom experiences that would enhance their leadership skills and improve their understanding of the travel industry. A few of the Spring 2009 events included:

### Exploring O'ahu: Waimea Valley –

The beauty of the Valley, its tropical landscape and peaceful waterfall were a perfect learning lab for students to better understand cultural



**Cat Anderson (left) enjoys a moment with Auntie Kanani, Waimea Valley's resident kūpuna.**

tourism and spend time with the Kūpuna to learn about Hawaiian folklore and dance.

**Evaluating Hawai'i PR Efforts** – By reviewing Hawai'i segments of top Travel Channel programs and reading national coverage of Hawai'i in print media, students were able to critically evaluate Hawai'i PR efforts. Were the program and articles

effective? What other aspects of life in Hawai'i would make great national coverage?

**Weathering the Economic Storm** – A trip to the Windward side of O'ahu to Formaggio Grill to find out what the cur-

rent trends in F&B are and how the locally-owned business is thriving in tough economic times.

**Customer Service the Disney Way** — Disney College Recruiter, Elaine Bolivar, spent time sharing Disney's corporate culture of service. Amongst other things, stu-

dents learned about "maintaining the magic" and the "Disney difference."

**MyCareer: Your Elevator Pitch** — How do you sell yourself? What if you had 30 seconds in an elevator with a top executive. What would you say? How would you say it?

**Po'okela and PATA students get a rare opportunity to meet Hawaiian Airlines President and CEO Mark Dunkerley at a PATA Hawai'i luncheon.**



## Starwood Hotels & Resorts Hosts May Day Mixer

On Friday, May 1, Starwood Hotels and Resorts hosted a mixer for college students at RumFire in the Sheraton Waikiki Hotel. TIM students as well as students from the UH system and HPU had opportunities to meet and network with the movers and shakers of Starwood Hotels and Resorts, with the intention of landing future internships. TIM students were



dressed to impress and had a great time.



## TIM Alumni Receive Awards

**Congratulations to the following TIM Alumni on their recent awards!**



**Ernest Nishizaki (BBA '69)** was honored as an outstanding tourist industry pioneer at the Travel Women, Hawai'i 55<sup>th</sup> Anniversary

celebration held at the newly renovated Royal Hawaiian hotel. Congratulations Ernest!

**Cindy Sakai (BS '92)** received the 2008 Ruby Award, which recognizes the top 3% of consultants worldwide for the sales and application of instrumented learning assess-

ments into client solutions. Cindy is currently Co-Owner/ Training Resultant/Certified Dream Coach of TH!NK, LLC in Rohnert Park, California.



**Joy Tomita (BS '02)**, received the Meeting Professionals International (MPI) -

Aloha Chapter 2008-2009 Supplier of the Year Award at the 2nd Annual Awards Gala on May 20, 2009 at the Wai'alae Country Club. Joy currently serves as the Vice President of Education for MPI - Aloha Chapter and is currently working as a Sales Manager at the Halekulani Hotel.



## Alumni Update



**Kirk Fritz (BS '94)** is currently General Manager for Ko Olina Activities, LLC. He continues to consult and create new offerings for numerous activities through his current position. After graduating from TIM, Kirk worked as a Customer Service Agent for FedEx while continuing to work for C&C as a Water Safety Officer in Waikiki. He later left FedEx to support an aviation tour company start up and continued to serve as a consultant, having

experience in F&B with opening and managing I love Country Café in Kāhala, Starbucks Coffee and Jamba Juice. From 1994 to 1999, Kirk was involved in triathlon racing and completed five Ironman Triathlons. He also studied and received all pilot ratings up to multi-engine commercial. He is married with two children, Bailey 4, and Zachary 2.



**Eric Chan (BS '04)** is currently at the Grand Hyatt Beijing as

the Front Desk Manager.



**Zoe Huang (BS '04)** is working with the Hong Kong Disneyland MICE Team as an Associate Catering and Convention Services Manager.



**Paul Tacci (BS '06)** is currently the Assistant Outlet Manager – Twist at Hano-hano for the Sheraton Waikiki Hotel. Prior to his new assignment, Paul was em-

ployed at the Beachhouse Restaurant located in the Moana Surfrider, A Westin Resort. A dedicated and a hard worker, Paul participated in the Associate Development Program. Prior to joining the Moana Surfrider, he held positions at the Outback Steakhouse; Brew Moon, Waikiki; The Doubletree Alana Waikiki and The Travelsmiths in Cupertino, California. At TIM, Paul held the position of Club President for TIMSA and also served as the Dining Room Manager for TIM Night 2005.

## TIM Alumni Gathering in Hong Kong

Following the PATA Conference, TIM alumni gathered in Hong Kong on April 22 to honor **Chuck Gee**, who was recently appointed Tianjin China Tourism Advisor and to the UH Board of Regents. The event was put together by **Roberta Wong Leung** and **Johnson Choi**, and hosted by Roberta's husband **Aldrin**

**Leung**, the General Manager of the Salisbury YMCA in Hong Kong. About 40 alumni gathered, hailing from San Francisco, Beijing, Guangdong, Thailand, Singapore, Macau, and Vancouver in addition to Hong Kong. Special guests included Interim Dean **Juanita Liu**, Dr. James Mayfield, Commercial

Consul of the American Consulate, and Dr. Richard Vuylsteke, President of the American Chamber of Commerce in Hong Kong. Guests enjoyed a spectacular light show and various speeches.

Regent Gee spoke of the many accomplishments of

the UH and how the value of their degree has increased over time. Interim Dean Liu related recent accomplishments in the TIM School and Clyde Min related how the TIM degree contributed to his career success as a hotel and assets manager.

