

The Po'okela Program Launches



Above: Po'okela students at Orientation in February 2008

Inside this Issue:

The Po'okela Program Launches	1
Upcoming Events	2
Dean's Message	2
Tourism Workforce Development Strategic Plan	2
Alumni Spotlight: Paul Yokota	3
Mahalo to Aloha Airlines	4
Netlinks Mentorship Event A Success	4
TIM 'Ohana Update	4
Tourism Education Futures Initiative Summit II	5
Center for International Business Education & Research Grants	5
TIM Faculty Publications	6
Community Outreach Program Report	6
End of Year Gala	6
TIM Students On the Move...	7
New TIMI Board Members Appointed	7
Alumni Update	8
TIM's International Activities	9

In February, the TIM School launched the Po'okela Program, a student excellence program. The goal of the Po'okela Program is to enhance a student's academic experience, provide networking opportunities for students, provide students with additional skills that may not be available in a classroom or internship and help students become more competitive in the job market. The Po'okela students have participated in a number of events thus far:

Real Life with Ernie Nishizaki – Mr. Nishizaki, a TIM alumnus, shared his personal experiences on leadership, work/life balance and advised students to take risks and venture out of their professional comfort zones.

Hawai'i Tourism Authority Marketing Presentations – Po'okela students were able to sit in on presentations made to the Hawai'i Tourism Authority by its marketing contractors.

Everybody's Business with Howard Dicus – Lights, camera, action! Merrian Torres,

Clarence Ncube, Nic Moore Julianne Omoto, and Mun-Hee Song were privileged to see Howard Dicus tape his weekly PBS program. Guests that day were from Turtle Bay, Blue Planet Summit and AARP. After the taping, the students were able to ask Mr. Dicus about his thoughts on the future of Hawai'i's tourism.

Netlinks -- Along with the other TIM students, Po'okela students were paired with an industry mentor at an evening reception. Po'okela students will now have an opportunity to enhance their networking skills and confidence in the travel industry.

Hot Topics with Frank Haas and Ramsay Taum – Ripped from the headlines! Students were given tasks to analyze the impact of the Aloha Airlines and Moloka'i Ranch closures. The group activities and discussions were enlightening and thought-provoking.

Slippers to Suits with Jun-Romeo Farinas – Jun-Romeo is a 2007 graduate of TIM and he shared his insight on

his journey through TIM and into the real world. Students asked questions about the importance of School participation, challenging courses and transitioning from school to work.

The Po'okela Program is still in its infancy and the TIM School is looking forward to refining its programming for students to help contribute to their success at UH Mānoa.



Real Life with Ernie Nishizaki



Everybody's Business with Howard Dicus



Hot Topics with Frank Haas & Ramsay Taum



Slippers to Suits with Jun-Romeo



Upcoming Events

NaHHA hosts the Native Hawaiian Tourism Conference: Hō'ā Ka Lamakū: Keep the Torch Burning

May 8 & 9, 2008 at the Hawai'i Convention Center. For more information, contact NaHHA at (808) 628-6370 or NaHHAEvents@gmail.com

TIM School Graduation Reception

Friday, May 16, 2008 from 5:30p-7:30p in George Hall 227 and Sunset Reference Center

30th Annual Visitor Industry Charity Walk

Saturday, March 17, 2008
For more information visit www.charitywalkhawaii.org/

Hawai'i's Future Fortune 500 Luncheon & the Hawai'i Association for Career & Technical Education (HACTE) Annual Awards Banquet

Friday, May 16, 2008, 10:00am-2:00pm at The Dole Ballrooms (Dole Cannery in Iwilei). Johnson Choi will be the keynote speaker as the recipient of the State and Regional 2008 Minority Small Business Champion of the Year award. For more information, contact Dirk Soma, HACTE President at 808.294.8639 or dirk-soma@yahoo.com

TIM & the Asian Institute for Technology joint professional development course, "Strategic Management & Planning of Tourism Destinations: Creating a Positive Visitor Experience"

June 16 - 20, 2008 in Bangkok, Thailand
For more information visit the TIM website or contact Ms. Sorat Phutthaphithak at sorat@ait.ac.th

2008 Executive Development Institute for Tourism (EDIT) Program

July 7 - 19, 2008 at the TIM School
Download the application or brochure from the TIM website

UHM Singapore Ltd, Tourism Academy at Sentosa, & the Sentosa Leisure Group present "Managing the 21st Century Resort: Challenges & Opportunities" program

July 21 - 25, 2008 in Singapore
For more information, contact Ms. Jenny Weinman at weinman@hawaii.edu

Dean's Message



Aloha,

This newsletter finds us at the end of another successful semester. Our graduates are heading off to interesting careers and we wish them

all the luck. Since our last newsletter a number of events occurred.

We were hosts to the Second Summit on the Future of Tourism Education which is discussed later in this newsletter. The event was highly successful and many thanks to Pauline Sheldon for her significant leadership role as well as Frank Haas and his team for making everything work so well.

We are very pleased with the success that our new Po'okela program has achieved in such a short time.

Our graduates continue to achieve new heights and I wish to specifically recognize Johnson Choi's award as the 2008 Minority Small Business Champion of the Year by the US Small Business Administration.

Our Singapore initiative is working well and in a future newsletter we will give you a complete report on this activity.

Congratulations to the Hawai'i Tourism Authority for receiving a 50-year award at the recent Annual General Meeting of the Pacific Asia Travel Association

Based on a site visit from the Accredita-

tion Commission for Programs in Hospitality Administration (ACPHA), I am happy to announce that the School has met the standards in all key areas of Evaluation and Planning, Administration and Governance, Faculty/Instructional Staff, Library and Learning Resources, Financial Resources and Physical Resources. There were some issues identified around documentation which we will be addressing.

In the area of curriculum it was concluded that our students receive a broad education and awareness of values, skills and attitudes that will prepare them for imaginative and responsible citizens to roles in business and society, the curriculum provides the problem-solving, organization and industry-related concepts important for success in the hospitality industry, the curriculum is designed to provide a sequential development and logical progression in course work, opportunities are provided for advanced work, and the program demonstrates commitment to developing and testing innovative and experimental approaches to learning and improvement of the quality of the program. Congratulations to the faculty group for ensuring that the key elements of the assessment were met.

We continue to expand our scholarly activity.

As always we appreciate your support and interest.

Warm regards,

Walter

Tourism Workforce Development Strategic Plan

The May 2008 issue of Hawai'i Business has a 16 page promotion section that describes the tourism workforce development strategic plan that our School prepared for the Hawai'i Tourism Authority. In the closing remarks of the promotion section the role of the School is recognized: "Many thanks as well to the team at the University of Hawai'i at Mānoa, School of Travel Industry Management for their

efforts and commitment in producing an excellent plan to lead us forward."

TIM wishes to recognize the leadership role played by **Russell Uyeno** and **George Ikeda** in the overall plan preparation process. Russell and George are part of TIM's consultancy unit that has been involved in a number of innovative projects in Hawai'i since being established in 2004. More on this in will be in our next newsletter.

Alumni Spotlight: Paul Yokota



Paul Yokota was born and raised in Honolulu and graduated from Iolani High School. After receiving his degree from the TIM School, he was recruited by Westin

Hotels as a management trainee and worked with them in Waikīkī at the Front Desk and the Night Audit. Paul went on to manage F&B operations and a disothèque before returning to the Rooms Division to be Assistant Manager, Front Office Manager then Rooms Division Manager.

Westin took Paul to Salt Lake City, Maui and Atlanta. He then joined Stouffer Hotels (now Renaissance Hotels) in Wailea, Maui for a few years before joining Prince Resorts. Since then he's worked at each of their Hawai'i properties, the Hāpuna Beach Prince Hotel, the Mauna Kea Beach Hotel, Maui Prince and the Hawai'i Prince Hotel Waikīkī.

Paul was most recently appointed Senior Vice President and Chief Operating Officer for Prince Resorts Hawai'i, in which he oversees operations at each of their four properties. This gives him a chance to use his experiences on the different islands and to work with their respective staffs.

TIM: How did you get started in the industry?

Paul: I was introduced to the hotels through playing music professionally for weddings, receptions and social events at the major hotels in Waikiki. I experienced hotels from the backside front, from the loading docks to the guest facilities. It was intriguing to see how crazy and chaotic it was in the back of the house and how orderly and professional it was up front. My lifelong friend, Dean Nakasone, talked me into checking out the TIM school and because I was familiar with hotels, it was a natural move for me.

TIM: Why did you choose to stay in Hawai'i?

Paul: I had a wonderful and varied learning experience on the mainland and I felt that it helped to broaden my thinking and accelerate my career curve. My goal was to take what I learned there and blend it with Hawai'i's uniqueness and see what I might perhaps contribute. Hawai'i is a special place and though that sounds cliché most people don't realize it until they leave. We don't need to directly copy any other destination but instead should take pride in how different our blend is. We are proud to bring our personalities to the forefront and share with each other what we have to offer. That's what I missed when I was away and what I came home for, that mixed plate.

TIM: What are your future plans?

Paul: In the short term I look forward to a successful renovation and reopening of the Mauna Kea Beach Hotel. We will bring it back to its rightful place as one of Hawai'i's premier resorts. I've been blessed to be a part of this project with a wonderful project team of managers and staff. In the long term I'd like to work more with students and the industry to ensure that we find ways to maintain the personality of the industry which is in turn based in the personality of our employees. It is a unique blend of many nationalities and nuances with a strong foundation in the Hawaiian culture. This requires a careful balance. I'm intrigued with challenge of finding this balance.

TIM: Given the recent turn of events in our tourism economy, do you foresee any other trends?

Paul: I see three things we will need to focus on in light of economic fluctuations.

1. We'll need to further our uniqueness. People will always invest in experiences that can't be duplicated any-

where else. Identify what makes us unique, nurture it and protect it.

2. Use technologies to help us to be more efficient and intelligent. Technologies can help us in so many ways through improved communication, information, energy efficiency and safety. We should make every effort to learn about all the new options that are available. However, we need to ensure that the technology element never overshadows the importance of the human element.

3. Look at what we are through our visitors' eyes. Sometimes we get caught up in what works for our egos versus what leaves lasting impressions on our guests.

TIM: Do you have a mentor and if so, who?

Paul: I've had many influences in my professional career but my true life mentors are my parents. They've taught me these lessons through the way they live. My Mom has taught me that you should not force things to happen. We should instead be accepting and flexible to change. This has served me well in work and my personal life. My Dad has taught me perseverance and to do my utmost in everything I choose to do. I think about this everyday. I've been blessed.

TIM: Why did you choose to be a part of Prince Resorts Hawai'i?

Paul: Prince Resorts has a culture of Lokomaikai, which in our translation "sharing with kindness from within". It is present in the individuality and personality of our employees. If we are good to each other then we will be good to our guests. If we take good care of each other then we will take good care of our guests. If we share with each other then we will share with our guests. We are not perfect but we care to get better each day.

Mahalo to Aloha Airlines



The TIM School would like to express its gratitude to Aloha Airlines for their many years of support and commitment to the School, community and industry. TIM was saddened by the recent closure of the airline and our sincerest hopes are with the employees and their families who have been impacted by the closing of the company.

Aloha Airlines has proudly served Hawai'i and its visitors for 61-years, and has a long-standing history that began with Dr. Hung Wo Ching. Dr. Ching was one of twenty-five charter honorees to be inducted in the Hawai'i Hospitality Hall of Fame at TIM's "Celebrate a Legacy in Tourism" event last November.

Dr. Ching was an entrepreneur, financier and developer, but he is best known as a leading force of Aloha Airlines. Following a successful career in real estate and development with the legendary Chinn Ho, Dr. Ching was offered the opportunity to take over management of a struggling airline in the 1950s—Trans Pacific Airlines, now Aloha Airlines. Although the airline was near bankruptcy when he became president, Dr. Ching reorganized, reengineered and refinanced the airline, upgrading its fleet and making it a stiff competitor for its rival, Hawaiian Airlines. Despite the challenges of a competitive marketplace, Aloha's Boeing 737 fleet with distinctive island graphics

have become a fixture in Hawai'i's skies.

Aloha Airlines was instrumental in promoting Neighbor Island travel and the growth of statewide tourism. Under Dr. Ching's leadership, Aloha developed travel packages and promotions that expanded interisland travel. Meanwhile, the airline's promotional teams spread the spirit of aloha throughout the world. Hawaiian music and tropical flowers sponsored by Aloha Airlines were evident at major trade shows and sales events worldwide.

Dr. Ching's success in the business world came at a time when Hawai'i was dominated by the "Big Five" sugar companies, and Asian faces in the

executive suite were rare indeed.

His management style was approachable and he kept a close relationship with his employees. A Hung Wo Ching tradition, still fondly remembered, was his habit of touring the Aloha Airlines operations throughout the state on Christmas Day, shaking hands with employees at work on the holiday and wishing them well.



Peter Fithiam & Sonny Ching of Aloha Airlines, who received the award for his father, Hung Wo Ching, at the "Celebrate a Legacy in Tourism" event

Netlinks Mentorship Event A Success

TIM International, Inc. hosted this year's Netlinks mentorship event on April 7, 2008 at the Hawai'i Prince Hotel Waikiki. The Netlinks Mentorship Program gives students a venue to meet with their industry mentors, providing a "nurturing" environment for TIM students to develop communication skills that are essential in the travel industry. It also offers a great networking opportunity for all attendees. Sixty-three students and 55 men-

tors were in attendance. Mentors were specially paired with students and were encouraged to continue communicating after the mentorship event concluded. TIM student Stephen Fahl was very pleased with his first Netlinks event and was excited for the opportunity to meet professionals in the industry. Many of this year's mentors are TIM alumni and the TIM School is very pleased with their continuous support and involvement.



TIM 'Ohana Update

Wesley Fong, TIM lecturer for the course on the Legal Environment of the Travel Industry, was recently featured on KGMB9 because of his passionate care for elders in Hawai'i. He has left an impression at the Pālolo Chi-

nese home, where he led a fundraising campaign to develop the home and raised over \$1 million. Wesley later took on a role of president and during his term, he readied the home to be financially independent and extended its

outreach programs. Wesley still volunteers at the care home, though he is not president or chairman of the board anymore, and continues to make the seniors there feel blessed. We are so proud of you Wesley!

Jason Horkin has been accepted into the UH Economics PhD program and will be starting in the Fall of 2008. Congratulations Jason and best of luck!

Tourism Education Futures Initiative Summit II

The TIM School hosted the Second Summit on the Future of Tourism Education: Towards a Values-Based Framework for Tourism Curricula, April 11-14, 2008. This followed Summit I in Vienna 2007 and continued to examine the factors affecting the future of tourism education. Thirty-five educators and industry leaders debated the changing societal and industry trends and shifts in tourism educational programs needed to create responsible leaders for the future.

Delegates came from many countries (UK, Denmark, Canada, Italy, Australia, US mainland, Austria) to, amongst other things, define a set of values to guide tourism education over the next 20 years.

John Tribe, UK, opened the conference with a keynote address entitled "Promoting an Academy of Hope". He set the scene for deeper enquiry focusing on hope in and for tourism education.

Scott Meis, Canada, examined the future of the tourism industry

and its increasing demand for qualified employees. He projected a lack of employees for the tourism industry as other industries compete for labor.

Gianna Moscardo, Australia, gave insight into the learning styles and behaviors of Gen Y. She identified the need to attract the brightest and best to tourism studies and to adapt our programs to their needs and styles.

A debate focusing on the drivers and inhibitors to change, chaired by John Tribe, began with perspectives from Janne Liburd and Anne-Mette Hjalager both from Denmark.

The final session of the day identified a vision for the future of this Tourism Education Futures Initiative (TEFI) and a set of values to guide its future activities.

TEFI seeks to provide vision, knowledge and a framework for tourism education programs to promote global citizenship and optimism for a better world.

Five sets of values were identified as key to this vision.

Stewardship: sustainability, responsibility and service to the community

Knowledge: critical thinking, innovation, creativity, networking

Professionalism: leadership, practicality, services, relevance, timeliness, reflexivity, teamwork and partnerships

Ethics: honesty, transparency, authenticity, authentic self

Mutual respect: diversity, inclusion, equity, humility, collaboration

The Summit was most successful and a third Summit in 2009 is now in the planning stages.



Center for International Business Education & Research Grants

TIM faculty members completed two Center for International Business Education and Research (CIBER) funded projects. The results were presented at a poster session at the Shidler School of Business on February 28, 2008 and at academic conferences.

In the first project **Sun-Young Park** and **Juanita Liu**, along with Failautusi Avegalio, Director of the Pacific Business Center Program presented a report on the potential for the international

cruise business in the American-affiliated Pacific islands. The report established a database on cruise companies, port facilities and itineraries for cruises in the region. In addition, a survey of island leaders was conducted to identify stakeholder perceptions of island attractions, benefits, obstacles, and what is needed for sustainable cruise development in those islands.

In the second project **Harold Richins** and **Juanita Liu** collaborated with Environmental Center

Director John Cusick, along with Linda Cox from the College of Tropical Agriculture and Shirley Daniels from the Shidler College of Business in identifying existing ecotourism needs and activities in Hawaii to promote further initiatives with the Hawaii Ecotourism Association. In addition to conducting a survey of stakeholders, an ecotourism course was designed and taught and a number of graduate students are now working on related topics.

TIM Faculty Publications

The TIM School is proud to note the following publications forthcoming from its faculty members.

Juanita Liu published an article with Maki Komatsu entitled "Cross-cultural Comparison Between Japanese and Western Visitors for the Effectiveness of the Hanauma Bay Education Program" in *Tourism Recreation Research*, Vol. 32:3, 200, 3-12. It was the lead article on a special issue on cultural dimensions of interpretation and was an extension of Maki's TIM MS monograph.

Harold Richins has recently

published, "Environmental, Cultural, Economic and Socio-community Sustainability: An Inclusive Framework for Sustainable Tourism in Resort Destinations" in the *Journal of Environment, Development and Sustainability - A Multidisciplinary Approach to the Theory and Practice of Sustainable Development*.

Pauline Sheldon and her colleagues Dan Fesenmaier, Chris Cooper, Karl Woeber and Magda Antonioli, have just completed an invited article in the *Journal of Teaching in Travel and Tourism* entitled "The Future of Tourism Education: Building the Capac-

ity to Lead". It will be in the 2008(3) issue.

Pauline Sheldon and Esteban Barolet's article entitled, "Tourism Development in Archipelagos: A Comparative Study of Hawaii and the Balearics," has been accepted for publication in the *Annals of Tourism Research*.

TIM graduate student Kimberly Lottig, in collaboration with **Ivan Wen**, has received the award of the Best Application Paper at the 2008 Western Decision Sciences Institute Region's Annual Conference. Their article entitled "An Empirical Assessment of a Struc-

tural Equation Model of Resident's Attitudes for Sustainable Tourism Development: A Case Study of O'ahu, Hawai'i". They also received the honor of having being elected as members of Honorary Chapter. The Decision Science Institution will invite them to present this paper in the National meeting in Baltimore this November.



Ivan receives the award of Best Application Paper

Community Outreach Program Report

Continuing his very busy schedule, Ramsay Taum, Director of External Relations and Community Partnerships at TIM, was most recently on the morning talk radio show, Na Oiwai 'ōlino on KINE 940 AM on April 24, 2008 with Ed Hubennette. The topic was the Native Hawaiian Marriott Foundation scholarship and workforce development initiative.

Ramsay was the moderator at the "Kahua Waiwai-The Foundation of Wealth" production, a discussion of the need for financial education and asset building within the Hawaiian community in light of the current economic

situation. The OHA/OLELO production aired last month on Channel 53.

Ramsay was a speaker at this year's Phi Theta Kappa (International Honors Society for the Two-Year College), Regional Convention, hosted by Kapi'olani Community College, on March 1, 2008. The theme for this regional event was Choosing to Sustain the Earth. Phi Theta Kappa chapters from all UH CC's were in attendance. They are currently a chapter of service for Keep America Beautiful: Operation Green.

Ramsay was the recipient of this year's Transformational

Leadership Award at the Spring Leadership Symposium on "Transforming Leaders and Sustainability." The award was presented on Saturday, April 26, 2008, by the East-West Center Leadership Certificate Program.

Ramsay has also been involved in the Waikīkī Nei Fundraiser, a benefit to establish a new college scholarship—the Ke Ali'i Pauahi Foundation Endowed Scholarship. Waikīkī Nei is prepared to donate proceeds from their show in July to seed the \$100,000 scholarship fund to assist Native Hawaiians to pursue higher education at the TIM School or through the

community college system. The scholarship is created for and funded by Kamehameha Schools (KS), the Native Hawaiian Hospitality Association (NaHHA) and TIM.

Ramsay addressed attendees at Kaua'i's annual Outstanding Older American Recognition ceremony on Thursday, May 8, 2008. The theme was, "Working Together for a Strong, Healthy Kaua'i" and recognized and acknowledged the many volunteer hours and efforts provided by the nā kūpuna, as well as the partnerships needed among agencies, organizations and individuals to provide for a strong and healthy community.

End of Year Gala

The four student clubs, PATA, ESD, TIMSA and CMAA, got together to organize the End of Year Gala on May 3, 2008 at the Hawai'i Prince Hotel Waikīkī. It was an important initiative of the clubs to work

together and provide an opportunity to celebrate their successes as well as the end of the school year. The student clubs wish to acknowledge the support of the number of people in the community for the

event and in particular TIMI.

Right: Russell Uyeno and Walter and Delphine Jamieson sit with Club officers Jon Hite, Lindsay Kikawa, Angelo Agtarap and Micha Coloma



TIM Students On the Move...



Jon Hite, President of CMAA, was recently elected to Vice President of the Associated Students of the University of Hawai'i at Mānoa (ASUH) for the 2008-2009 school year. ASUH is the undergraduate student government representing all full-time, classified, undergraduate students at the Manoa Campus. John was part of a slate comprised of five students of different majors, who extensively campaigned for this year's election. Congratulations Jon!

The TIM School would like to wish the following students well on their off-island internship opportunities this summer.

Michelle Abad will be working the *Four Seasons Resort Maui at Wailea* in the For All Seasons Department.

Arlene Aquiat and **Micha Coloma** will be working full-time at the *Grand Hyatt Kaua'i*. Arlene will be doing a F&B internship and Micha will be doing a Rooms internship.

Catherine Casio has accepted an internship at the *Hyatt Regency Maui*.

Janelle Sanqui, **Sean Ganhinhin** and **Crystal Kim** have accepted internships at the *Westin Maui* property this summer.

Jaemin Chung will be working at the *J.W. Marriott Hotel Seoul* in Korea, as a Front Desk Intern.

Miriam Dar will be working in Beijing, China at the CITS Advisory Development Company.

John Honda and **Roland Kam** will be venturing to Japan this summer to intern at the *Hyatt Regency Osaka*. Both will be working full-time at the outdoor Pergola restaurant. We are grateful to TIM alumnus, Thomas Zaleski (Class of 1995), who is currently the Assistant Director of Food & Beverage at the Hyatt Regency Osaka, for offering this amazing opportunity to our students.



John Honda



Roland Kam

New TIMI Board Members Appointed

At this year's TIM International, Inc. (TIMI) general membership meeting, held on April 24, 2008 at Planet Hollywood - Waikiki, two new board members, Kylie Matsuda and Paul Peralta were voted in to replace Erika Lacro and Paul Yokota. Kylie, a 2001 TIM graduate, is currently the Managing Director at Kahuku Farms and Paul, a 1997 TIM graduate, is currently the Director of Rooms at the Sheraton Waikiki Hotel. Congratulations and welcome Kylie and Paul!

With over 20 members present, it was a great night of introductions and reminiscing with fellow TIM/UH alumni. This event served to help TIMI boost their membership and to market the great benefits of becoming a TIMI member. It also allowed past and present

TIM alumni to come together and stay connected post-graduation. As part of this year's changes, TIMI has restructured their approach to building membership by offering quarterly social events at new and popular restaurants, clubs, and hotels, site visits for anyone interested, various networking opportunities, and more. They will also be reconstructing their website to make it more user friendly where members can get the most up-to-date information on what's happening and possibly find out where some of their classmates are today.

If you are interested in joining TIMI and becoming a member please visit www.alumniconnections.com/member/uhf/membership.html and fill out the form to join or contact Tia

Ikeno, Special Projects Coordinator, at the TIM School at tikeno@hawaii.edu or 808-956-3617 for more information.



Alumni Update

TIM would like to congratulate the following alumni on their recent achievements!



Roberta Wong Leung (Class of '71), Dean and Professor of S h u n d e

Polytechnic, Department of Hotel, Tourism, and Cuisine Management was awarded the Foshan Government Friendship Award on December 13, 2007. Every three years the Foshan Government awards a Friendship Award to outstanding foreign experts who have contributed to the development of Foshan. This was the first time, an educator and woman from the University of Hawaii, won the award.



Johnson Choi (Class of '77), President of the HongKong.China.Hawaii Chamber of Commerce (HKCHcc),

has been awarded the 2008 Minority Small Business Champion of the Year by the U.S. Small Business Administration. HKCHcc has won the "Hawaii award" as well as the "Regional Award", topping the other Minority Small Business Champs in 50 States and Guam, to go on and win the national award. The Minority Small Business Champion of the Year Award was presented on April 23, 2008 in Washington, D.C. Johnson was also honored with other top small business winners at

the 21st Annual Statewide SBA Small Business Awards Luncheon on April 30, 2008, at the Hilton Hawaiian Village.



Angela Lee (Class of '81) is the Mechthild Esser Nemmers Professor of Marketing at the Kellogg

School of Management, Northwestern University. Angela was most recently invited to speak at the Shidler Seminar Series on May 2, 2008 by the Shidler College of Business. Angela joined the faculty at the Kellogg School in 1995 and teaches market research at the MBA level, and a doctoral seminar in consumer information processing. She has also served as the faculty advisor of the global initiatives in Management class for China, Japan and South Africa. Angela serves on the editorial boards of the Journal of Marketing Research, Journal of Consumer Research and Journal of Consumer Psychology. She is the recipient of the 2006 Stanley Reiter Best Paper Award for her research on regulatory goals and persuasion and the 2002 Otto Klineberg Award for best paper on International and intercultural relations.



Phil Phan (Class of '84) will be joining the Johns Hopkins University Carey Business School as professor and associate dean in Fall 2008. He was recently a fellow at the American Academy in Berlin.



Keala Kadooka (Class of '97) has been promoted to Department Head status in her

capacity of Learning Manager at the Four Seasons Resort Hualalai. Keala was also the March Manager of the Quarter. The property commends her since she is "always full of energy, passionate about training and truly enjoys helping employees." Keala is currently the Resident Historian and knows almost everyone on property. She previously worked in Operations, F&B, Sales and Rooms.



Maki Komatsu (Class of '04) received her PhD

from Nara Women's University in Japan on March 24, 2008. Her dissertation topic was "A Study on the Improvement of Tourist Reception Services for overseas Visitors to Japan and Interpreter Guide Activities with Citizen's Participation." Dr. Komatsu will teach Tourism (Ecotourism and Cultural Tourism) in Tokyo.



Shaun Ono (Class of '04) has been appointed to Outlet Manager – M o m o y a m a

Restaurant. Shaun has been Director of Guest Services for the Moana Surf rider and was previously Guest Service Manager for the Sheraton Waikiki and Royal Hawaiian Hotel. He originally started as an intern

at the Sheraton Waikiki while attending school. He then worked as a Guest Service Department Coordinator and Japanese Guest Service Manager.



Brandon Kaya (Class of '05) was recently promoted to Assistant Front Office Manager

and will be directly responsible for the Front Services (bell & valet) area. After graduating from the Starwood Management Training Program, Brandon was assigned to Food & Beverage as Assistant Outlet Manager and shortly after was promoted to Outlet Manager. Brandon is a Property Service Culture Trainer and a Six Sigma Greenbelt. He is also proficient in Japanese.



Ryan Kirby (Class of '07) joined the Sheraton Maui as Leisure Sales Manager. Ryan

is a recent graduate of the Starwood Management Training program, with a concentration in Sales & Marketing. While pursuing his B.S. degree at TIM, Ryan completed internships at the Royal Hawaiian Hotel Front Office department and at the Moana Surf rider Food and Beverage department.

TIM's International Activities

While the vast majority of the School's resources are devoted to ensuring the success of our activities in Hawai'i, international activities are essential in ensuring that we are able to compete in a global environment and maintain our essential profile that is so important in a number of ways.

Pacific Asia Travel Association Annual General Meeting

Walter Jamieson traveled to Sri Lanka for the Annual General Meeting (AGM) and board meetings of the Pacific Asia Travel Association (PATA). Walter had the honor of presenting the opening remarks for a seminar that was part of the AGM on future directions in human resource development in Asia and the Pacific region. The title of Walter's talk was, "The Crunch Time Is Now!", PATA Seminar: Human Capital Challenge, It's Time for Change, Colombo, Sri Lanka. 2008.

Banyan Tree Agreement

University of Hawai'i Mānoa Singapore Ltd. and Banyan Tree Hotel and Resorts Pte. Ltd. signed an agreement in March of 2008 to enter into a non-exclusive collaboration agreement to jointly develop, market and provide various courses – training, academic, professional – at the newly created Banyan Tree Management Academy. The Academy will provide various courses relating to the hospitality industry to its staff as well as the general public. The TIM School will be

working to develop courses including subject matter on management and cultural values, finance and corporate social responsibility for this agreement.

Banyan Tree Hotel and Resorts is a leading manager and developer of luxury hotels, resorts and residences, spas, galleries and golf courses in the world.

American Embassy in Japan

Walter Jamieson was invited by the Office of Public Affairs of the American Embassy in Japan to provide a series of talks on tourism and regional economic development. Walter traveled to Tokyo, Miyazaki, Nagoya, Osaka, Sapporo and Okinawa and presented to a range of audiences. He looked at models of development that will not only realize the economic but social, cultural and environmental benefits of properly planned tourism as well. The School is presently exploring several outcomes from the series of lectures.

UNESCO, Fine Arts Department of Thailand and ACTPPR to Launch New Visitors' Website for the World Heritage of Sukhothai, Si Satchanalai and Kamphaeng Phet, Thailand

The Asian Center for Tourism Planning and Poverty Reduction (ACTPPR), which is a collaborative effort between Faculty of Social Administration, Thammasat University in Thailand & TIM School, University of Hawai'i, has completed a project on "Development of An

Interpretive Strategy for the World Heritage Town of Sukhothai, Si Satchanalai and Kamphaeng Phet" in December 2007.

UNESCO and the Fine Arts Department of Thailand initiated this project that aimed to develop an interpretive strategy to reinvigorate interest in the World Heritage Site, which encompasses three historic parks.

On March 27, 2008, an event to launch the new website, which is part of this project, was organized at the UNESCO Bangkok office. Walter Jamieson and Dr. Jitti Mongkolkeha, Dean of Faculty of Social Administration, gave a brief on the ACTPPR center and the result from this project with the focus on the website. We encourage you to visit the website at www.archaeological-data.go.th/Website/Htm/index.htm.

