

News@tim



University of Hawaii School of Travel Industry Management

TIM School Joins Halekulani in Educational Partnership

UPCOMING EVENTS:

May 12

TIM Graduation Reception

May 14

UH Commencement

May 20

HHLA Charity Walk

For more information visit www.tim.hawaii.edu



From left to right: Danielle Adams, Stacy Shih, Jeremy Ke, Louisa Lei, Ann Hong, Dr. Lisa Assante, Caitlin Taylor, Dr. Dan Spears, Krystal Sandi, Kim Lottig, Tristin Matsuki, Ayumi Murakami, Hugo Reyes Duran, and Jacqueline Jensen.

May 1, 2006, the project was completed with TIM students presenting their findings and recommendations. This presentation was held at the Halekulani and attended by their executives and management, as well as TIM faculty and alumni. Special thanks are extended to all who contributed to this wonderful opportunity; the team of dedicated students, faculty, Walter Jameson; Janis Clapoff, Hale-

kulani General Manger; Gerald Glennon, Executive Assistant Manager; as well as all participating management and staff at the Halekulani.

Twelve dedicated students, TIM grad and undergrad students, along with TIM professors Lisa Assante and Daniel Spears, created a concept that only the project name "In Pursuit of Excellence" could represent. Through research, observation and countless hours of work and dedication twelve initiatives were carried out. On

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*Contributed by TIM Students
Danielle Adams and
Jacquie Jensen*

Inside this issue:

Ed Fuller speaks on Trends in the Lodging Industry	2
Ko Olina Resort Welcomes TIM students	2
Dean's Message	3
Distance Course in Okinawa	3
Alumni News	4
Agreement Signed with DPU in Thailand	5
HTA Industry Workforce Project	5
Visitor Industry Charity Walk	5

Sustain Hawaii and TIM Partner to Develop Website for DOE

Sustain Hawaii, a nonprofit firm committed to sustainable development in Hawaii, has been contracted by the TIM School as part of a project funded by the UH Sea Grant College Program to develop a website for elementary school children that reinforces basic sustainable principles regarding recreational water

activities, while also supporting the learning objectives of the Department of Education's educational standards in science. The Sea Grant project is a pilot project to develop a web resource for elementary school students. In this particular project, students will learn how recreational uses of the water,

particularly jet skis, (one of Hawaii's main tourist attractions) impact the environment.

The site will be reviewed by DOE instructors and students for further refinement, and will be operational by the fall 2006 semester.



Marriott's Ed Fuller Speaks on Dynamics in the Lodging Industry



(L to R) Dean Jamieson, Murray Towill, Ed Fuller, Ed Hubennette

“Technology offers opportunity, but the attitude of hospitality is still the heart of the (tourism) industry.” Ed Fuller, President and Managing Director of Marriott International shared this message with TIM students, faculty and industry members in his presentation *New Dynamics in the Lodging Industry*, on March 28, 2006 at the Waikiki Beach Marriott Resort & Beach Spa.

tions to continue to focus on the most important asset of the hotel, its associates. By focusing on values, empowering, mentoring and providing associates with the tools to become successful, the customer experience is enhanced. And as new markets emerge from countries such as China, the United Arab Emirates and Russia, hotel conglomerates will need to respond by segmenting their brands to provide for the

In his presentation, Fuller talked about how the emergence of new technology such as internet has changed the dynamics of the industry. The newest challenge will be in the response of the hotel institutions to continue to focus on the most important asset of the hotel, its associates. By focusing on values, empowering, mentoring and providing associates with the tools to become successful, the customer experience is enhanced. And as new markets emerge from countries such as China, the United Arab Emirates and Russia, hotel conglomerates will need to respond by segmenting their brands to provide for the needs appropriate to the changing market. Fuller joined Marriott in 1972 working in various managerial positions until he was promoted to his current position as President and Managing Director in 1997. Under his leadership Marriott International's presence outside the continental U.S. and Canada has grown from 16 properties in 1991 to be the second largest brand in the Asia-Pacific region, second largest in South America and first in Europe and Africa. Additionally, the hotels in his area of responsibility consistently score highly in terms of customer preference and guest satisfaction and rank in the top three in terms of occupancy in virtually every market.

This event was jointly sponsored by the Hawaii Hotel and Lodging Association and the TIM School as part of their on-going partnership to help better serve the travel industry in Hawaii.

“Technology offers opportunity, but the attitude of hospitality is still the heart of the (tourism) industry.”

Ko Olina Resort & Marina Welcomes TIM Students



The TIM School Student Association (TIMSA) arranged for a site inspection of Ko Olina Resort and Marina on Friday, April 14, 2006. Attendees were TIMSA members and grad students in the TIM School. The first tour was at the J.W. Marriott Ihilani Resort and

Spa. TIMSA met with Janette Goodman, the Resident Manager at the Ihilani. Lunch was kindly provided upon the completion of the tour of the Ihilani Resort and Spa.

Following the Ihilani site inspec-

tion the students participated in a site inspection of Marriott's Ko Olina Beach Club. Chris Fry, the Director of Operations at Ko Olina, led the students on a tour of the property while explaining to the group the Marriott values. The tour of the property ended with a generous gift from Mr. Fry and the Ko Olina Beach Club.

Site inspections are wonderful in that they allow for a “backstage” look at the operations of hotels and other travel industry operations.

TIMSA would like to thank Jeanette Goodman, Chris Fry, Christy Nakano and Jason Furuta for their hospitality and for taking time out of their busy schedules to meet with our group.

Prepared by Jun-Romeo Farinas, TIMSA



Dean's Message

Aloha

We are in the midst of exam finals and getting ready for the graduation ceremony. Students have been actively involved in a wide range of projects and activities. Ten students have just returned from attending the annual conference of the Pacific Asia Travel Association that took place in Pattaya, Thailand where they made a very favorable impression on the conference participants. In a future newsletter the students will be providing us with an impression of their unique experience. In addition, a group of undergraduate and graduate students have completed a unique project for the Halekulani Hotel.

There continues to be very strong interest in working with the School of Travel Industry Management. We are in the midst of discussions with groups in various parts of Asia to cooperate with them. We are about to implement portions of

our newly signed World Tourism Organization agreement and look forward to our work in the Pacific Islands as part of that agreement.

Plans are well underway for the newly designed TIM Night that will be taking place on October 23 and will celebrate the School's 40th anniversary. Students working with Lee-Ann Choy are designing the event in concert with the School's alumni association and the TIM administration.

We are happy to announce that Ivo Martinac will continue to work with us in the area of environmental stewardship and smart growth in tourism in cooperation with the UH Sea Grant program. This partnership provides a model for cooperation with other units on campus as well as with other institutions. The partnership has already yielded important research results.

The School has been awarded a grant by UNESCO to develop an interpretive and visitor management plan for the world heritage site at Sukhothai in Thailand. This project will be managed by the School's office in Southeast Asia and will build on the School's plan for the world heritage site at Vat Phou in Lao PDR.

We wish to thank all of the organizations in Hawaii that participated in our recruitment program. This process confirmed the significant need for more TIM graduates and hopefully the School will be receiving the necessary resources to meet the needs of the State's major form of economic development.

We continue to appreciate the support we receive from our stakeholders.

With warm aloha

Walter Jamieson



**The TIM School
2005 annual
report is now
available.**

To request a copy please
contact Kristi at
(808) 956-4885 or at
kbates@hawaii.edu

TIM School to Continue Teaching Distance Course in Okinawa

An agreement with the University of the Ryukyus (Okinawa) to teach an undergraduate course both in-person and via internet video conferencing has been extended. The first course, delivered from October 2005 - February 2006, received high marks from both the students enrolled in the class and the

faculty of the Department of Tourism Sciences. Based on this positive experience, the course will again be offered beginning in October 2006.

Dean Nakasone, General Manager of the Ohana Waikiki Beachcomber, an Outrigger property, delivered a guest lec-

ture via internet video conference to the students in Okinawa. This lecture was very well received by the students, who were able to "meet" a Hawaii tourism executive of Okinawan ancestry and to learn first-hand of Mr. Nakasone's many experiences in the hospitality industry.

TIM Grad Student Contributes to Report on Impact of Maui Timeshare Conversions

Anne Smoke, a graduate student in the TIM Master of Science program, is completing research and analysis work on the impacts of timeshare conversions on Maui

under a project for the County of Maui. Anne gathered and analyzed data and interviewed stakeholders on Maui as part of her work on this project. The draft

report was presented to the Maui County Council on April 12, 2006, and the final report will be submitted at the end of May.

TIM Alumni Promotion



TIM graduate Joy Tomita was recently named Assistant Sales Manager for the Halekulani Hotel. In her new position, Joy will support the hotel's U.S. sales contracts for corporate and wholesaler customers and future group business and inquiries. Prior to this, Joy was with the Sales department of the Oahu Visitors Bureau (OVB). She has been with OVB since graduating from the TIM School. Congratulations Joy!



Joy Tomita

2006 TIMI Board of Directors Elected

TIM International, Inc. (TIMI), the School of Travel Industry Management Alumni Association announces the election of its 2006 Board of Directors. Congratulations!

TIMI sponsors various events that provide members with an opportunity for ongoing profes-

sional development and access to an incredible network of alumni in Hawaii and abroad. Members participate in TIM School events as a way to contribute and they also serve as mentors, providing a valuable industry resource for the TIM students. TIMI members also have a lot of fun! To become a

member please contact Kristi at (808) 956-4885 or email kbates@hawaii.edu. You may also visit the TIMI website at <http://www.alumniconnections.com/olc/pub/UHF/cpages/chapterpage.jsp?chapter=12&org=UHF>.

Paul Yokota, President

General Manager, Hawai'i Prince Hotel Waikiki & Golf Club

Johnson Choi, Treasurer

President & Managing Director, CMC Consulting Group Inc.

Audrey Higuchi, Secretary

Media Representative

Lee-Ann Choy

Manager, Pacific Rim Concepts LLC

Daniel Chun

Assistant to the Tourism Liaison, State of Hawai'i

Miriam Domingo

Senior Marketing Manager, Starwood Vacation Ownership Resort

Dave Evans

Associate Professor/Program Coordinator, Kapiolani Community College

Ren Hirose

Regional Director of Six Sigma, Starwood Hotels & Resorts in Hawai'i

Kathy Inkinen

President, Inkinen & Associates

Clinton Inouye

Systems Manager, Sheraton Hotels in Waikiki

Marie Kumabe

Owner, Remedy Intelligent Staffing

Ryan Laskey

Hotel Manager, Sheraton Waikiki Hotel

Erika Lacro

Interim Assistant Dean, UH TIM School

Roberta Wong Leung

Dean, Shunde Polytechnic University

Donna Miyashiro

Human Resources Coordinator, Prada Hawai'i Corporation

Dean Nakasone

General Manager, OHANA Waikiki Beachcomber

Glenn Perry

Realtor Associate, Coldwell Banker Pacific Properties

Joseph Pluta

Real Estate Broker/Owner, Joseph D. Pluta, (R) (B) Real Estate Sales

Laszlo Ravasz

Retired General Manager, ResortQuest Hawaii

Lois Sismar

Area Coach, Jack-in-the-Box

Peter Sit

General Manager, Pono Kai Resort

Dirk Soma

Owner, DNS Consulting



Save the Date

Oct. 23, 2006

TIM Night

presents:

A Legacy in Tourism

Honoring the

University of Hawaii

School of Travel

Industry Management

on its

40th Anniversary

Agreement Signed with Dhurakij Pundit University (DPU) in Thailand



On April 20, Dhurakij Pundit University and the School of Travel Industry Management signed an agreement to cooperate in a number of areas. The signing was attended by the President, Dr.

varakorn established in 1968 and has grown rapidly in student numbers and academic programs. DPU aims to nurture academic excellence as Thailand's premier business-knowledge-enhanced place of learning, providing business know-how for graduates in all disciplines.

Samakoses and senior university administrators as well as the faculty from the tourism and travel program.

An action plan has been developed with a series of initiatives planned later in 2006. The partners look forward to exchanging faculty and students in the future. Representatives of both universities are planning a major public event in the fall of 2006.

Researchers Join HTA Tourism Industry Workforce Development Project Team

Two researchers have joined the TIM School research faculty working on a workforce development project for the Hawaii Tourism Authority. Elizabeth Simon Tuiolosega joins the team as the project researcher and Lance Kimura as research assistant. Elizabeth will be responsible

for a variety of research and analysis duties related to the development of the strategic plan, and for maintaining liaison with individuals and organizations involved in the project. She has extensive professional experience in journalism.

Lance is a graduate of the TIM Masters of Science program. He is also a graduate of Iolani School and the University of Puget Sound, and has studied at Waseda University in Tokyo, Japan.

2006 VISITOR INDUSTRY CHARITY WALK



The TIM School will be participating in the 28th Annual Visitor Industry Charity Walk sponsored by the Hawaii Hotel and Lodging Association and the Honolulu Advertiser. Participants are invited to join in the only "walk" where you can gain more weight than lose, by participating!

Walkers begin at Ala Moana Beach Park's McCoy Pavilion and continue on a 7-mile tour through Waikiki, Kapiolani Park and back to the Park. Along the way, walkers are offered a variety of food and beverages and entertainment sponsored by various hotels and allied members. At the end of the walk participants are treated to a plate lunch and outstanding entertainment. Finishers will receive a gift and are eligible to win exciting door prizes such as hotel stays and dinners. Funds raised from the annual charity walk benefit over 160 local charities includ-

ing organizations such as the YMCA, YWCA, Hospice Hawaii, HIS, PACT, Waikiki Community Center, Visitor Aloha Society of Hawaii and many more. Visit www.charitywalkhawaii.org or contact Kristi Bates at 956-4885 or kbates@hawaii.edu for more information.

Registration forms are available at the TIM School office in George Hall. We hope to see you there!

Employment Opportunity

Director of Marketing, Hilton Grand Vacations Company, island of Oahu

Applicant should have hospitality or retail management experience. The director will oversee a marketing team of roughly 120 people. Desirable qualities include the ability to lead and motivate people and the ability to meet specific targets and goals. Experience working with the Japanese market would be beneficial.

Interested applicants may visit the website listed below for the job description. Application is via Monster.com.

<http://jobsearch.monster.com/getjob.asp?JobID=42169617&AVSDM=2006%2D04%2D19+13%3A57%3A03&Logo=1&q=Hilton&lid=401&cy=us>

2006 Charity Walk

Saturday, May 20, 2006

6:00 a.m., Pre-Walk activities begin at 5:30 a.m.

McCoy Pavilion – Ala Moana Beach Park

Anyone can walk!

\$35, \$25 for 18 and younger

PARKING: Ala Moana Beach Park, Ala Moana Shopping Center, Magic Island, Hawaii Convention Center, Victoria Ward