

FROM THE GENERAL MANAGER’S OFFICE

Aloha mai e from Bali Hai Villas! Summer is in full swing at the resort and across the island, with families, friends, couples and others visiting our slice of paradise in search of their own vacation ho’omaha (relaxation) on Kaua’i.



In April, our Engineering team began replacing the in-unit safes with updated safes offering electronic PIN-code locking/unlocking convenience and greater storage space.



Job well done, Sharma! (Maintenance Technician, 2.5 years)

Additionally, moisture-compromised exterior stairs, supports and rails were replaced at Building 12 in advance of this year’s scheduled exterior painting and waterproofing of Buildings 3 – 12.



Tree root-damaged exterior walkways adjacent to Building 6 and behind Building 17 were replaced, improving drainage and safety at both locations. New drainage runs were installed near the Preview Center and Housekeeping Department, improving drainage and eliminating occasional back-up flooding. Lastly, faulty irrigation system plumbing was replaced near Building 17, reducing water utilization and improving this area’s exterior sidewalk aesthetic which had become stained from daily drainage.



“A hui hou” June!

In May, the team wished a fond farewell to June Sundberg, Guest Services Manager, as she announced her retirement. Under June’s leadership, the Guest Services Department’s guest/owner and associate satisfaction scores improved dramatically through 2017 and 2018, as did staff retention. Please join us in congratulating June on her retirement, thanking her for her efforts, and wishing her continued happiness and good fortune with her second act!

Our Monday evening potluck dinners, complemented by live Hawaiian entertainment and Mai Tai cocktails, continue to be very popular and well-attended, as do our Tuesday morning fish-feeding tours at the resort’s Dolphin Pond. Guests are provided an overview of the many varieties of fish, birds, turtles, crayfish and tropical fauna that call the resort’s serene ponds their home. As part of their eco-adventure, participants enjoy the opportunity to feed our bountiful schools of fish.

Lastly, small supplies of Bali Hai Villas-branded baseball caps, visors and thermos flasks were purchased to begin selling at the resort’s Front Desk as souvenir keepsakes for those guests and owners wishing to take a bit of Bali Hai Villas home with them!



Looking great, Lily! (Guest Services Agent, 1 year)

MANAGER SPOTLIGHT: JIM HUNSUCKER, ASSISTANT GENERAL MANAGER



Jim joins our Bali Hai Villas 'Ohana from Wyndham's Shell Vacations Club — Kauai Coast Resort at the Beachboy where he held the position of Housekeeping Manager. Jim had previously relocated to Kauai from Maui where he held numerous leadership positions at the Ka'anapali Beach Club, including the role of General Manager with Diamond Resorts. Jim brings to Bali Hai Villas more than 25 years' resort operations experience within the hospitality industry and holds a bachelor's degree in Business Management from Cal State Fullerton.

What is your role in managing and inspiring Department Heads?

There is no responsibility more important to me than the development of those leaders that directly report to me. As I am the product of having past leaders take their time to develop me, I feel it is my responsibility to pay it forward. Once individual development areas are determined for our leaders, we work collaboratively on plans to strengthen those areas, whether it be financial acumen, emotional awareness, or their own roles in developing their respective teams. With Diamond Resorts, I was a Certified Mentor in the brand's Regional Mentorship program, a six-month initiative where we partnered with high potential leaders and their managers to identify developmental areas for us to address, creating projects for them which are focused on addressing those developmental areas. With the five leaders with whom I was assigned, one grew to a General Manager, one a Director of Operations, and the remaining three were promoted from Department Head positions to Executive Committee leaders.

What is important to you as an Assistant General Manager?

As different hospitality initiatives get introduced, what often gets missed are some of the basic competencies required of our front line leaders. From my perspective, there needs to be a renewed focus on how to read and interpret financial statements, revenue management data and rate calculations; on how to properly inspect a guest room, audit and answer phone calls and properly check-in arriving guests and owners, knowing what to look for when observing the sequence and timing of service provision to our guests and owners.

Additionally, Jim played AA League baseball for the San Diego Padres organization and now enjoys playing slow pitch softball in his spare time in addition to spending time with his family, traveling, canoeing, surfing, and his admitted guilty pleasure of watching Lifetime movies.

PINEAPPLE COCONUT HAWAIIAN SWEET ROLLS

INGREDIENTS

Rolls

- 12 King's Hawaiian Original Hawaiian Sweet Rolls
- 1/4 cup unsalted butter - room temp
- 20 ounces Dole pineapple slices (completely drained cubed or crushed)
- 1/4 cup sugar
- 1/2 cup sweetened flaked coconut
- 2 tablespoons butter, room temperature

Glaze

- 1/2 cup powdered sugar
- 2-3 teaspoons Dole pineapple juice
- 2 tablespoons sweetened coconut
- 1/4 cup chopped Mauna Loa Dry Roasted Macadamia Nuts



INSTRUCTIONS

1. Preheat oven to 350°F
2. Slice King's Hawaiian rolls in half using a serrated knife. Place bottoms into 8" x 8" non-stick or greased baking pan.
3. Mix room temperature butter, pineapple, sugar and coconut. Spread mixture evenly onto bottoms of rolls.
4. Place the tops of the King's Hawaiian rolls onto filling mixture.
5. Bake for 10-12 minutes or until light golden brown. Remove from oven and brush with 2 tbsp melted butter.
6. Mix powdered sugar, Dole pineapple juice and 2 tbsp sweetened coconut. Drizzle and spread glaze over the top of rolls.
7. Sprinkle with chopped Mauna Loa Dry Roasted Macadamia Nuts and serve.

KEAHUA ARBORETUM

The Keahua Arboretum is an excellent spot for exploring Kaua'i's gentler side. The views of the island's interior mountains and tropical highlands are exceptional, and the local trees and plant life are proudly on display. The cool mountain air is full of the scent of eucalyptus and the joyous songs of tropical birds. Whether you are looking for a peaceful spot to enjoy a picnic, a swim in an invigorating mountain stream, a hike through open pastures and tropical forests, or a quiet moment to soak up the island's unparalleled beauty, Keahua Arboretum delivers a heaping dose of the serenity and natural splendor that makes Kauai famous.



A lovely, mile-long path meanders through the preserve. This easy stroll is suitable for everyone. More adventurous hikers will be thrilled by the two trails originating from the park. The Kuilau Ridge Trailhead is located about 50 yards before the arboretum's parking area. This picturesque, 4-mile roundtrip hike reveals a new delight at each twist and turn, including footbridges, cascading waterfalls, and, on clear days, stunning views of Mount Wai'ale'ale.



Both romantic and kid-friendly, Keahua Arboretum is a magical and rarely crowded spot to enjoy a few hours or an entire day. It is the perfect place to relax and soak up the world-renowned beauty and quiet majesty of the Garden Island.

Bali Hai Villas
"Creating Life Long
Memories with Aloha"

Feel free to contact your Board of Directors or your General Manager should you have any questions, comments or concerns.

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