

## FROM THE GENERAL MANAGER'S OFFICE



Aloha and Hau'oli Makahiki Hou (Happy New Year) from Bali Hai Villas! What a wonderful holiday season our owners and guests enjoyed while vacationing at the resort. Our Guest Services team once again “decked the Clubhouse halls”, decorated a large Christmas tree at the Clubhouse and strategically placed red and white-colored holiday poinsettias to assist our vacationing families with their holiday family photos.

Our refurbishment and refresh of the interior units continued through the holidays, with all units in Buildings 1 – 4 and 8 – 10 completed.

Focusing upon the kitchens and bathrooms, highlights include the replacement of the Jacuzzi tub with a walk-in shower and sitting bench in the master bathroom, the replacement of solid surface countertops in the bathrooms and laminate countertops in the kitchens with quartz, and the replacement of flooring across the kitchens, dining areas and bathrooms. The refurbishment is anticipated to be completed by March 2020.

*Ali'i Unit Kitchen*

*Ali'i Unit Bathroom*

*Ali'i Unit Master Shower*



Additionally, the Mahina Pool was re-plastered in December with a Brazilian stone deck installed atop what had been a concrete deck, significantly enhancing and upgrading the look, feel and experience of those guests and owners utilizing this somewhat hidden oasis behind the Clubhouse.

As the New Year begins, we move forward with several other enhancements at the resort including the installation of built-in commercial grade BBQ grills at the Wailele Cabana, the replacement of pool furniture at the Mahina Pool, the interior painting of the resort's Clubhouse and a refresh of its Owners' Lounge/Activities Center.

Lastly, the Monday evening potluck dinners, complimented by Hawaiian entertainment and Mai Tais, continue to be very popular and well-attended, as do the culturally-themed activities of ti leaf lei making, coconut basket weaving and hula dancing. During your next visit to Bali Hai Villas, please be sure to review our current activities schedule on the Clubhouse display board for a complete listing of all resort happenings.

We are looking forward to greeting you at Bali Hai Villas in the near future!



## ASSOCIATE SPOTLIGHT: JERRY REFAMONTE, ROOMS MANAGER



When and how was the decision made for you to make the move from the Big Island to Kauai to lead the BHV team?

My family and I were having a discussion back in June of 2019, making plans for my six-year-old daughter Gabriella's upcoming Winter and Spring school vacations. In the middle of our conversation, Gabriella asked me "why don't we move to Kauai, so I don't have to go back and forth when I don't have school?" I moved away from Kauai 11 years ago, and with no family on the Big Island, she made me realize it was time to move back home to Kauai.

Now that you are back home, what is your favorite part of being here? Work aside, of course!

Spending quality time with my family.

Who or what inspired you to become such a positive change encouraging leader in the hospitality industry?

Morris Graves, General Manager of the Grand Hyatt Poipu back in 1990, inspired me to drive my career as a leader in the hospitality industry. I was part of the opening team as an engineer, and his leadership truly inspired me to be a General Manager one day.

What would you say to aspiring team leaders to encourage them in their positions and promote the Hospitality with Heart culture?

Select a career that you are happy with doing every morning you wake up. Hospitality with Heart will be delivered organically when you have passion for what you do. Work hard every day and do the right thing all of the time, even when no one is watching!

## GRILLED HAWAIIAN TERIYAKI CHICKEN

### INGREDIENTS

- 1.5 lbs boneless skinless chicken thighs
- 1 cup soy sauce
- 1 cup brown sugar
- 1 cup pineapple juice
- 4 cloves of chopped garlic

### INSTRUCTIONS

1. Place chicken thighs in a gallon zip lock bag and set aside.
2. Combine remaining ingredients in a medium sized mixing bowl and mix until sugar dissolves.
3. Pour marinade over chicken, press air out of bag and seal tightly and refrigerate over night.
4. Heat grill to medium heat.
5. Remove chicken from bag and set aside. Do not discard marinade.
6. In a medium saucepan, bring marinade to a simmer and simmer for 5-10 minutes.
7. Place chicken on grill and brush some of the hot marinade over the top (do not place brush back in the marinade after brushing the chicken).
8. Continue to grill chicken until done (165 degree internal temp).
9. Place cooked chicken in a baking dish and pour remaining hot teriyaki marinade over the top,
10. Serve immediately.





## KILAUEA POINT LIGHTHOUSE



The lighthouse is located in the Kilauea Point National Wildlife Refuge, a sanctuary for seabirds.

Signage throughout the refuge identifies the area's bird species, including frigates, shearwaters, boobies, and Laysan albatrosses nesting on the property. You'll see them soar the skies above the refuge, many landing on a small nearby island covered in birds.

The view off the rugged northern coastline and the deep-blue Pacific makes this the perfect vantage point for photos. December through May,



you may even catch a glimpse of humpback whales. This scenic peninsula, 200-feet above sea level, is a must-see on your visit to the North Shore.

The Kilauea Point National Wildlife Refuge is open Tuesday-Saturday, from 10am to 4pm. An entry fee of \$10 is required for adults 16 and older. Children under 16 are free. All Federal Recreational Lands Passes are honored here. Passes are available for purchase at the Refuge.



Tours are offered Wednesday and Saturdays pending staff or volunteers availability. The tour involves walking up steep narrow steps. Restrictions to keep in mind: children must be at least 44 inches tall, no infants. Backpacks, tripods and other large items are not allowed in the Kilauea Lighthouse. Visit [gohawaii.com](http://gohawaii.com) for more info.



*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.

PAHIO at Bali Hai Villas Interval Owner  
Association Board of Directors:

Patti Thiele  
President

[pthiele@chicagobooth.edu](mailto:pthiele@chicagobooth.edu)

Carol Warner  
Vice President

[vwcwarner@aol.com](mailto:vwcwarner@aol.com)

Doug Keeling  
Treasurer

[dkeel002@aol.com](mailto:dkeel002@aol.com)

Phil Brown  
Secretary

[ebibrown@msn.com](mailto:ebibrown@msn.com)

Larry Warner  
Director

[larry.balihai@gmail.com](mailto:larry.balihai@gmail.com)

Sean Cannard, General Manager  
Bali Hai Villas  
808. 826. 2821

[sean.cannard@wyn.com](mailto:sean.cannard@wyn.com)

Please visit your website!  
[www.PAHIO.com](http://www.PAHIO.com)