

FROM THE RESORT MANAGER'S DESK

Aloha from the beautiful Bali Hai Villas! Summer is well under way, with a lot of family travelers and fun in the sun. We continue to have some exciting, culturally-themed activities available in the Clubhouse – from lei making and Hawaiian language classes to live entertainment served with Mai Tais and hula dancing. During your next visit, please be sure to check out our lobby reader board for a full listing of activities offered. In addition, the resort has been enhanced with the completion of the parking lot's asphalt seal and restripe project. Also, the second of three phases has been completed with the installation of new appliances in the units.

Doors of opportunity continue to open as change is in the air. We gave Christopher Reed a fond Aloha farewell as he was promoted to the Las Vegas Grand Desert Resort. The team welcomes Sean Cannard as our new Resort Manager, and I introduce myself, Doug Fine, as your new Assistant Resort Manager.

We're looking forward to having you as our guest soon! Aloha, Doug



MEET DOUG FINE, ASSISTANT RESORT MANAGER

Doug, when and how was the decision made for you and your family to make the move from Oregon to Kauai, to lead the BHV team?

"When I started with this company, I was asked where, geographically, I would like to end up. Without hesitation, my answer was 'Hawaii.' I joked with my wife for years that we should never go to Hawaii to visit, unless she was prepared to move here. Earlier this year, I was presented with multiple opportunities for which to apply, and after much thoughtful consideration...well, you know the rest."

What is most important to you, as an Assistant Resort Manager?

"There are three main areas that are very important. One, I am focused on the improvement of the internal (associates) and external guest experience, as measured by the Associate Opinion Survey and Medallia respectively. Second, making sure the proper operating procedures are being executed in line with the company standard, as measured by our Quality Assurance, Loss Prevention, and Internal audits. Last but not least, fiscal responsibility, while maintaining the product (managing the budgets, while managing the assets)."

Who/what inspired you to become such a positive, change-leader in the hospitality industry?

"About 9 years ago I walked into a hotel looking for a bartending job. The HR manager said, "Well, we don't have a bartending position open right now, but we do have a position open on the front desk...." The food and beverage manager happened to be in the room when this statement was made, and conveyed that one of the bartenders was looking for a different career, so a spot might open up in the near future. I decided to apply for the front desk position, thinking I could at least get my foot in the door. During my interview with the front desk manager, she put into perspective for me a career path. Basically, she said that I could aspire to be a bartender, and make pretty decent money through the career, but know that I would be working with a glass ceiling (meaning not a lot of room to grow financially or otherwise). Or, I could start somewhere that had unlimited growth potential...on the front desk. It looks like she was right. I was with that company for seven and a half years, four of which I was a General Manager before deciding to work for Wyndham. And of course I can't forget my parents...always pushing me to do my best."

What would you say to aspiring team leaders to encourage them in their positions and promote the COM! attitude?

"Promote your brand. Be the best you can be in your role (be the expert in your field); learn as much as you can about all other areas of the operation. Don't settle for mediocrity. Recognize and reward your associates for doing above and beyond work. Be a positive team leader...we have a choice every day if we are going to be positive, or focus our energy on being negative. Also, share the knowledge...develop and promote the people around you, and it will speak volumes."

Bali Hai Villas

"Creating Life Long Memories with Aloha"



Laulau is a Native Hawaiian cuisine dish. The traditional preparation consisted of pork in wrapped taro leaf. In old Hawaii, laulau was assembled by taking a few luau leaves and placing a few pieces of fish and pork in the center. In modern times, the dish uses taro leaves, salted butterfish, and either pork, beef, or chicken and is usually steamed on the stove. The following recipe is submitted by Bali Hai's Maintenance Supervisor, Roland Vierra:



"WENDALL'S LAULAU"

This recipe can easily be done in a crock pot!

Ingredients:

Pork butt or shoulder
3 full bags of luau (or taro) leaves
Hawaiian salt

Instructions:

- Take pork butt (or shoulder) and cut off the bone
- Cut pork into 1" chunks/square blocks – keep the fat!
- Salt the chunks of pork with Hawaiian salt in large bowl. Set aside.
- Cover bottom of Crockpot with 4 luau leaves, so that the leaves form a 'plate'.
- Place the bone on top of the leaves.
- Add a couple of handfuls of salted pork on top of the bone .
- Take 4 more leaves – shiny side down – and cover the pork.
- Repeat this process of layering pork and leaves until the Crockpot is full.
- Optional: Add ½ cup water.
- Close Crockpot, set on "low" and cook for 10 hours.
- Serve with rice, macaroni salad, poi and salsa, if desired!

(Roland says that if you cook any less than 10 hours, the luau leaves will give you...the itchy throat!)

Kalalau Trail

Imagine you're hiking on a tropical forest trail above shimmering ocean waters on one side and steep volcanic cliffs on the other.



Lush green foliage and colorful flowers adorn your every step as it feels like you're walking in a land time forgot. This is the premier hike on Kauai, the remote Kalalau Trail which leads up and down ancient, volcanic valleys to write-homeable vistas and cozy beaches. It stretches 11 miles along the Napali coastline from Ke'e Beach in Haena all the way to Kalalau Beach.

(Source: www.hawaiiactive.com)

Comments, questions, concerns? Feel free to contact your Board of Directors or your Resort Manager...

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