



A Salute to Housekeepers

By Shelly Awaya

As we celebrate Housekeepers Week in Hawaii Sept. 8-14, it is important that we express our gratitude for our housekeepers who are loyal and steadfast in their dedication to our profession. Mahalo for all you do to help us thrive through the industry changes and trends!

During the July 2013 Hawaii Chapter meeting, our membership was given a brief overview of succession planning by Aston Waikiki Sunset's director of housekeeping Madeline Chang. Longtime executives were advised that, as many of the department heads prepare to retire in the next five to 10 years, now is the time to start teaching assistants and supervisors to eventually perform upper-level management work.

"If you want to be an effective leader, you have to be committed," says Chang. "True commitment inspires and attracts people."

A shortage of dedicated, capable and properly-educated workers could pose problems for hotels, resorts and other businesses that rely on skilled and poised professionals. If you are planning to retire, you are strongly encouraged to engage your staff into becoming the future leaders who carry on your legacy.

Make plans to attend Bosses' Night at Pomaikai Ballrooms on Oct. 11 (RSVP and payment due date is Sept. 6). We expect a sold-out event, with a delicious Hawaiian buffet, local group Kapena as the evening's entertainment and our silent auction. For more information go to www.hawaii-ieha.org.

Our next meeting is Sept. 11 at Aulani, a Disney Resort. A tour of the facilities is to begin at 9:30 a.m. before the general meeting at 10 a.m. H