

# Shared Vision

A BRIGHT FUTURE IN SIGHT FOR ALL

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## A Brand New Year and A Brand New Look...

Travelers coming through Honolulu International Airport these days can't help being drawn into the bright, welcoming newsvending facilities now at seven airport locations. And small wonder - this was no facelift; this was a total overhaul. The stores were stripped down to the bare walls and rebuilt from scratch.

DFS Hawaii's Business Development Manager, Ron Tang, served as project coordinator for Blind Vendors Ohana in this renovation. As a community service and at the request of the Airport Authority, DFS volunteered to assist BVO in its transition, hoping to make the takeover of the stores speedy and efficient.

The architect/design firm of Robert Real Design from San Francisco developed the look of the shops. Modeled after stores in airports in Pittsburgh, Atlanta, Chicago and a few West Coast cities, BVO's shops were designed with the customer's comfort and convenience in mind while also maintaining full compliance with ADA regulations in providing for the disabled citizen to service the customer.

Serving as general contractor, with responsibility for subcontracting as well, was local contractor Premiere Development. An interesting aspect of the job called for the design and installation of temporary vending facilities to maintain service for travelers during the renovation. Yes, BVO did business out in hall ways until the new shops were ready.

Working on a fast-track program, the

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## Meet the Owners...



**FILO TU** President of BVO, Filo also holds the presidency of the Hawaii Assn. of the Blind. He is fiercely committed to helping the blind of Hawaii. Filo ran a vending stand in the Labor and Industrial Relations Building for 16 years before joining BVO in June 1994. Filo, 43, relaxes by reading mystery/suspense novels and best sellers. This native of American Samoa, sometimes ukulele player and singer, is married and father of two.



**THOMAS MORIKAMI** Tommy, as he is known at BVO, serves as Vice President. Tommy previously operated the vending facility at the State Office Building. Born and raised in Honolulu, 51 year-old Tommy celebrated 25 years of marriage recently and is the father of two. Prior to working as a vendor, Tommy spent 17 years as a piano tuner and technician and still loves to play pop music.



**WALTER ISHIKAWA** The "elder statesman," Walter, 67, serves as Secretary/Treasurer. Walter spent ten years operating the gift shop in the Prince Kuhio Federal Building. Married with four children and nine grandchildren, Walter loves classical music and is a voracious reader of history works and business books.

## The President's Message

*Filo Tu, President*

The stated mission of Blind Vendors Ohana, Inc. is to operate world-class newsvending facilities for the benefit of the traveling public, foreign visitors and others who use the Honolulu International Airport.

All of us at Blind Vendors Ohana are a very important part of this mission. We must provide fast, friendly and convenient service to customers. Our goal shall be to make this a friendly, warm and enjoyable workplace for our staff. We must always remember to work together in the spirit of our company name, as an ohana, a family. Mutual respect and friendship must be our binding by-words.

During our first year, we have seen many changes in our workplace. I personally extend my appreciation for the hard work given me during this period of transition. It is my sincere hope that these changes have been positive ones. I am committed and stand ready to do everything in my power to make our workplace as excellent as possible.

As we enter the new year, it is good to look back and remind ourselves to be thankful for so much. I am thankful to all of you, employees and friends of Blind Vendors Ohana, Inc. Without your unflagging support we would not be where we are today. We can achieve even bigger and better things in 1995 if we can count on your strong, positive efforts and continued support.

Thank you for joining me in our journey to excellence in newsvending. It has truly been an exciting first year. Let us continue to work together towards another successful and prosperous year.

To you and your families, I extend wishes for good health, much happiness and the best of times in 1995.

Mahalo and Hauoli Makahiki Hou!

## Family Matters

Recent happenings at the Ohana...

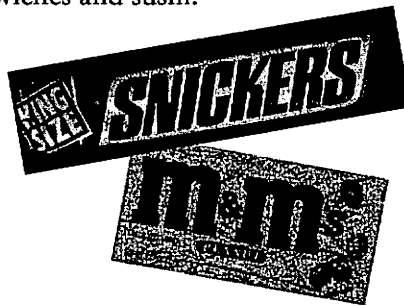
Halloween saw company employees competing in a colorful costume contest. Winners were: 1st - Lynn Kauhi (Spider Woman); 2nd - Melanie Higgins (French maid); 3rd - Karen Galeon (Cat Woman); 4th - Roketi Mowers (Indian maiden) .....The four winners received cash prizes and all employees received bags of terrific treats assembled by the office staff.....Owners Filo, Tommy and Walter provided refreshment and cake on the occasion of the first anniversary of the Interisland Store on November 1, 1994.....Some 50 company employees were treated to Thanksgiving lunch at the Airport Marriott Employees' Cafeteria.....The Ohana's first Christmas party was held on December 3, 1994. More than 175 employees, friends, spouses, kids and guests filled the Garden Ballroom of the Airport Holiday Inn. Efficient and effective planning and organization on the part of Ruth Jamile, Erlinda Villa, Jim Kahue, Julia Toyama, Garrett Suzuki, Cecilia Rescue and Glenn Watanabe provided an unforgettable evening of camaraderie and festivity. Fabulous door prizes, including stereos, a color t.v. and over \$ 1,200 worth of gift certificates were given to the lucky winners. Employees received bonus envelopes from the owners, cheerfully handed out by president Filo Tu. Entertainment by employees and spouses (big-time karaoke, graceful hula and high-spirited Samoan dance from our very own Ohana) rounded out a most special evening.....A best-decorated-for Christmas competition was held among the seven shops and warehouse. A spectacular group effort among all participants produced three big winners: 1st prize - Warehouse; 2nd prize - Central Main Store; 3rd prize - IIT. Cash prizes were awarded to all winners.

## What's In Store

It's a rare person who can walk past one of the vending stands and not feel an urge to go in for something, anything, to make that plane trip more pleasant. But what do they buy? What are the best sellers? According to Garrett Suzuki, Warehouse Manager for BVO, people love Maui chips, Snickers and M&M's with peanuts. Popular as these items may be, bottled water outsells all other food items.

Reading material? Besides the paperback best sellers and the daily news, people love magazines, especially PEOPLE.

Suzuki says, "The renovation of the facilities has made a tremendous difference in the general attractiveness and neatness of the stores. Not only have sales gone up, but we've been able to diversify our inventory of food items, too. We now offer a narrower range of magazines, but a wider range of candies, sodas and snack items. Local folks especially love the addition of sandwiches and sushi."



## A Brand New Year and A Brand New Look

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first shop was ready for business within three weeks; the last, in five weeks. Many fixtures were built offsite and installed finished, hoping to cut down on construction turmoil. Highly durable white tile floors, warm-toned anigre wood and anigre-like laminate shelves and stands, bright lighting and natural-fiber wallcoverings create a comfortable, friendly ambiance for the traveler.

Additionally, it's created an upbeat, easily-managed work environment for the people of BVO. We proudly welcome the new year with our new shops and look forward to serving travelers in our new and beautiful home.

## Members of the Family



### ERIC MATSUMOTO

Eric, 45, serves as Sales Associate. This Wahiawa native was a self-employed architect before joining the Ohana in October, 1994. In his free time, he enjoys archery, playing the piano and travel.



### CECILIA RESCUE

Cecilia, 43, serves as Dayshift Supervisor for the Central Main Terminal store. Originally from the state of Chuuk in Micronesia, she has been married for 18 years and is the mother of two boys and one girl. Cecilia likes to use any spare time organizing her personal household and walking for exercise.



### HOWARD NAKAHARA

Hilo-born Howard, 43, spent 15 years managing Ben Franklin Stores in Lahaina and Kailua. Now Manager of the IIT store and the Mahalo Airlines facility, Howard brings to BVO a wealth of experience in retail management. He is married and the father of a seven year old. Leisure time finds him cheering at U.H. football and basketball games, reading up on current events and participating in water sports.