

Shared



Vision

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Yummy Turkey Lunch

Blind Vendors Ohana came through again! BVO graciously treated all its employees to a Thanksgiving lunch on Thursday, November 23, 1995. The meal included roast turkey with all the trimmings, mashed potatoes or rice, vegetables, dessert, and a drink. Everyone enjoyed the lunch... Thank you BVO!

This year's judges were made up of two teachers from Aiea Elementary School, and a ninth grader from Iolani School. Congratulations to All!

HAWAII ASSOCIATION OF THE BLIND

The Hawaii Association of the Blind is holding its 29th annual convention banquet on Saturday, March 23, 1996 at the Pagoda Hotel. No-host cocktails begin at 6:30pm, and dinner follows at 7:30pm. The cost of the dinner is \$20.00 per person. The guest speaker will be Al Gill, a retired Social Worker with the California Orientation Center for the Blind. For further information, please call or see Filo at 861-1300. By the way, Filo is the president of the Hawaii Association of the Blind. RSVP no later than March 18, 1996.

Christmas Party 1995

Ohana's annual Christmas party was held on Saturday, December 16, 1995, at the Airport Holiday Inn. Approximately 160 people attended this festive gathering. Employees and guests were treated to a delicious buffet dinner, and an excellent program of karaoke and singing. Door prizes were donated by wholesalers and friends, and were given out to our employees. The top prize of a trip for two to Las Vegas was won by a Sales Associate from IIT, Kendrick Ching. The other top prize was a color TV, which was won by Rhonda Chinen. The highlight of the evening was the presentation of bonuses by Filo Tu on behalf of the owners of BVO.

Mahalo to all who worked so hard organizing and planning this Christmas Party: Jim Kahue, Julia Toyama, Garret Suzuki, Norman Fujitani, Margaret Nagai, Ruth Jamile, Joy Toyama, Amy Lum, Cecilia Rescue, and many others. Thank you all who helped make this party an occasion to remember.



Hi VICTOR!

Welcome aboard, Victor! The man you see working along-side the Warehouse boys is the new Warehouse Supervisor, Victor Oritz. Before coming to Ohana, Victor was a mechanic for HandiVan. This outstanding auto mechanic is married, and has a daughter and a son. We are happy to have you as a part of the Ohana management team, Victor.

Christmas Decorating Contest

Ohana's Sales Associates, Leads, and Supervisors all worked hard to bring Christmas cheer to Ohana's stores. The shops and the office were beautifully decorated!

First prize of \$150.00 went to the Inter-Island Terminal Newsstand. Their decorations were uniquely made out of natural materials and whatever else was available from the shop. Congratulations go out to Margaret Nagai, Norman Fujitani, and the staff at IIT. Second place went to both the morning shift and the swing shift. Each shift received \$100.00 each; the morning shift decorated Diamond Main, and the swing shift decorated Central Main. Third place was won by the grave shift. They decorated Y-Con, and received \$75.00.

Promoting the Aloha Spirit

The Ho'okipa Aloha Council is comprised of many airline carriers, government agencies, concessionaires, and contractors who are promoting the Aloha Spirit at the Honolulu International Airport (HIA). They are trying to ensure that workers and travelers feel good about the services given at the airport.

The Aloha Council sponsors many special events at the HIA:

1. A Hawaiian culture, music and dance group meets every Wednesday evenings between 6:30 and 9:30pm at the Garden Conference Room. There is no charge for joining the Halau or attending classes. All you need is the willingness to experience and learn more about the Hawaiian culture.

2. The "Hana Like"—Working in Unity workshops are a series of 6, two-hour sessions held every Wednesday from March 6 to April 3 in the Garden Conference Room between 1:30 to 3:30pm. Cost is \$20.00 per employee.

3. On May 1, 1996 Ho'okipa Aloha Council is hosting a May Day fund-raiser for the Airport Halau and Culture Program in the Garden Conference Room area. They will serve an ono Hawaiian plate prepared by Host Marriot. Several Hawaiian entertainers and hula groups will be featured. Several noted lei makers and craftpersons will be displaying their skills and products at this event.

If you are interested in any of these or any other upcoming events, please check the employee's bulletin board, or see Jim Kahue, who is the Chairperson of the Standards and Implementation Committee.



Customer Relations Workshops

BVO conducted its first Customer Relations workshop on Friday, November 10, 1995. This first session was planned for the day shift only; there were 17 employees in attendance. The leaders for this workshop were Warren Toyama, a vendor at Tripler Army Hospital, and Filo Tu, President of BVO.

During this workshop, Warren and Filo shared their experiences as Sales Clerks, and they presented many outstanding ideas regarding customer relations. They explained what Sales Associated should be aware of, and what they can do to enhance both the sales and relations with customers. Also included in this session were role playing by our own employees. The atmosphere was warm and friendly, and employees were free to ask questions and participate in the discussions.

A follow-up sessions was held on Wednesday, February 7, 1996, with Warren and Filo as leaders again. This workshop was

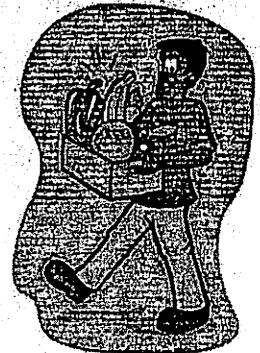
Shared Vision

geared more toward seeing how the previous workshop helped the employees. They shared their experiences, and held questions and answers. Problem areas were discussed, and possible solutions were shared by our leaders.

These two workshops were very beneficial to all. We thank Warren and Filo for their outstanding contributions!

Safety Training

A safety training workshop was held on December 1, 1995 for all Warehouse employees. It was conducted by Mike Monell, a Safety Consultant from our workers compensation insurance carrier, Industrial Indemnity. This workshop helped employees identify possible hazards that exist in the workplace, and explained ways to prevent accidents. Mr. Monell demonstrated proper lifting techniques, and showed them how to avoid accidents (such as early detection, and actions to eliminate hazards). He also stressed the importance of employees reporting all work injuries and hazardous situations. The message for all of us is to be alert and work safely.



Pa'ahana Award Winners



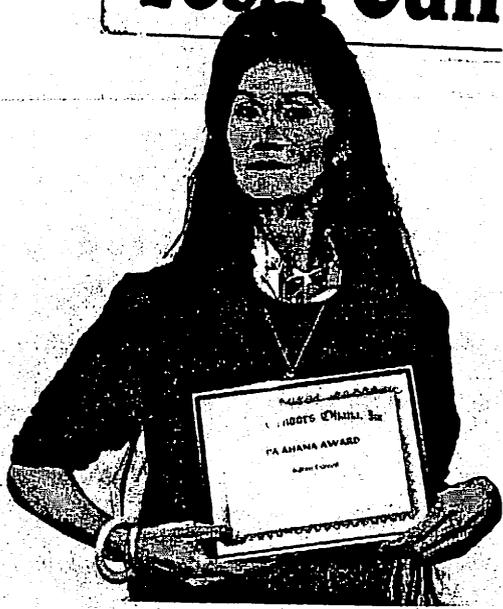
One of this quarter's recipients works down in the Warehouse. Paz Cuyno is a warm and personable employee, who has many interests. She loves to crochet, she swims a lot, is an avid reader and music lover, and she enjoys doing crossword puzzles. If you attended Ohana's Christmas Party, you already know Paz has a beautiful singing voice. Paz is a proud mother of one daughter.



Another recipient is a quiet but industrious Sales Associate during the swing shift. Garret Ichioka is a student at Leeward Community College, and also works for BVO part-time. At

present, Garret is a Liberal Arts major. He loves listening to different types of music, from pop rock to classical. While attending Pearl City Intermediate and High School, Garret played the trombone. He currently sings in the chorus at LCC. Garret also loves sports. He enjoys soccer, football and volleyball, and he also coached kids in the Special Olympics. Garret's family consists of his parents and two brothers.

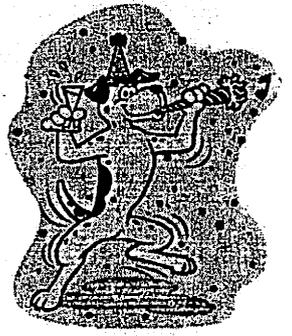
Yes, I Can



The next recipient is a vivacious Sales Associate during the morning shift. Karen Galeon is a very artistic person whose favorite holidays are Halloween and Christmas. She loves to attend live concerts and plays, she enjoys listening to music, and she loves old movies. You can often find her walking through thrift shops browsing or shopping. Karen has two sisters and a brother. She enjoys working at Ohana because she gets to meet many interesting people. Karen also likes working with her co-workers a great deal.



The fourth recipient this quarter works at the Inter-Island Terminal. Calmond Tang likes to keep up on current events, and he especially likes reading Newsweek. You can find this hard working employee reading the newspaper during his breaks. Calmond also likes playing the flute. He is a very punctual and eager worker. Calmond lives with his mother and his brother.



President's Message

Our efforts to strengthen our business operations have led to the first of three, two-part workshops on Customer Relations. Trainer, Julia Toyama, organized these workshops for the day shift Sales Associates in order to improve customer relations on our sales team.

Further plans call for workshops on Customer

Relations for the swing and grave shift. Also in the planning stage is a workshop for the Warehouse staff on the integral economic role of the warehouse. A workshop on industrial safety was held earlier for the Warehouse employees.

Other employees and managers have attended other training workshops to enable them

to do their work better. All of these activities are aimed at enabling us to do a superior job as a team.

It is a fact that the Work force at Blind Vendors Ohana is much more trained than the one a year ago. We will continue to strive to improve. I hope you will all do your part by participating in these activities, and will strive to be the best you can be as employees of Ohana.

Ohana Memories

