

# Shared

# Vision

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## Customer Relations Workshop

**B** lind Vendors Ohana president Filo Tu and trainer Julia Toyama conducted three workshops on May 12<sup>th</sup> and 16<sup>th</sup>. The focal point of these workshops was to review Ohana's policy on good customer relations, and to stress how important this policy is to a successful business enterprise.

A review of good customer relations was presented. Ohana's customer relations policy, as stated in the Ohana Employee Handbook was thoroughly discussed. This subject was so important that violation of this policy may lead to reprimand, suspension, and even termination.



Another critical point made was that employees are to show respect for each other while on duty.

Ohana's top management hopes that these workshops will bring about a more pleasant workplace for our customers as well as Ohana's employees.

## 1998 Open Enrollment

**J**une is the annual "Open Enrollment Period" for all health-care benefits packages. Eligible employees may wish to join any of these plans, and those already members may change their medical coverage.

Although some rates have increased by an average of 5%, Ohana is not changing its payment plans for these benefits. Representatives from HMSA, HMSA-Queen's, Kaiser and Kapiolani Health Hawaii will be here to discuss

their health-plans with all interested employees on these dates:



June 5, 1998 (Friday) - 10:00 AM to 12:00 PM (HMSA and Queen's = V. Oshiro)

June 12, 1998 (Friday) - 10:00 AM to 12:00 PM (Kapiolani Health)

June 12, 1998 (Friday) - 3:00 PM to 4:00 PM (Kaiser = B. Pang)

Please contact the Human Resources Manager if you have questions regarding this open enrollment period.

## A Baby Boy!

**O**hana's own Evelyn Racpan became a proud mother on March 14, 1998 when she gave birth to a six pound, six and one-half ounce baby boy. This twenty-one inch long infant named Jack Jr. was born at Kaiser Hospital. Evelyn is now back at work on the day shift as a Sales Associate at the Main Terminal Newsstands. Congratulations Evelyn and Jack on your special arrival!



### McKinley Graduate

**K**anani Nagai, the daughter of Ohana Lead Margaret Nagai, will soon graduate from McKinley High School. This sociable graduate was selected Senior Prom Queen, was a cheerleader, and she traveled to Canada with the school band playing the bells.



Kanani plans to attend Kapiolani Community College and later transfer to the University of Hawaii at Manoa. In the meantime, she works part-time at the Nuuanu branch TCBY.

### A SPECIAL NANAKULI GRADUATE

**G**iana Beck is the daughter of Paulette Beck, a Sales Associate in the Main Terminal. Giana is about to graduate with honors from Nanakuli High School, where she lettered in three sports: Volleyball, Basketball and Softball.

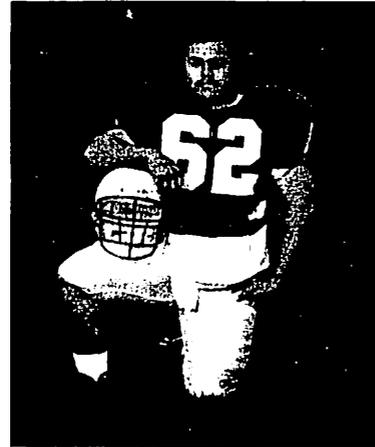
This ambitious young woman will major in nursing at the University of Hawaii at Manoa with the goal of going into physical therapy. Giana has managed to garner several scholarships, including a

scholarship from Blind Vendors Ohana. Congratulations Giana!



### Graduating from Puget Sound

**D**aniel Rescue, Jr. graduated from Puget Sound University in Washington State on May 16, 1998. This son of Cecilia Rescue, a Supervisor at Ohana, majored in Pre-Law and minored in Sociology. His future plan is to enroll at the University of Hawaii Law School.



In high-school, Daniel was co-captain of the State Champion St. Louis Crusaders football team. Congratulations on your accomplishments, Daniel.

### President's Message

Aloha and welcome to our Fourth Year Anniversary. We truly have so many things to be thankful for. As you know, the economy has not been doing well. Everyday you watch the news and hear about people being laid-off. Fortunately, Ohana has not laid-off anyone. In fact, all Ohana employees were able to receive bonuses. I would like to contribute our success to our good management and good employees. You all have played an important role in helping us survive this year.

I am amazed at what we have done during the four years we have been here. For example, when we first started, the warehouse employees had to walk to bring the merchandise to the stores. After a while, we were able to purchase one van, and as of today, we have two vans to use to transport merchandise. Ohana has also been able to provide other benefits for our employees including a retirement plan and medical coverage.

Ohana has truly been blessed, and I hope all of you share my sentiment. This company is very important, so let's take good care of Ohana. Some may wonder what I mean when I say "take care of this company". We need to take care of each other and the things that enable us to survive: our customers, merchandise, and our stores. That's how we can take care of something that is important to us.

Again, I want to congratulate all of you for your outstanding effort to make our fourth year great.



*Filo Tu, President/CEO*

**PA'AHANA AWARD WINNERS**



One of this quarter's recipients is actually a repeat winner of this prestigious Award. **PAULETTE BECK** is a Sales Associate in the International shops who works the day shift.

Paulette's daughter, Giana, is about to graduate with honors from Nanakuli High School, with a desire to enter the field of nursing (See previous article). Paulette's son is active in football and baseball. This makes Paulette very busy in attending sporting events and spending as much time as possible with her children.



Another winner works in the Accounting Department here at Ohana. **VIRGINIA IBAY** has quietly and efficiently done an outstanding job for Blind Vendors Ohana. Virginia is also a repeat recipient of the Pa'ahana Award.

Besides aerobics and walking, Virginia tries to spend as much quality time with her two children, ages ten and fifteen.

Virginia plans to travel to the Philippines in the near future.



Our third recipient graduated from Waipahu High School and attended Leeward Community College. **ELIZABETH SULLIVAN** is naturally proud to be living in Waipahu.

"It is great to be a Pa'ahana Award winner" quips Elizabeth. She splits her working hours at Ohana between cashiering at the Inter-Island Terminal shop, and working in the Cash Room.

Elizabeth has a "green thumb" and loves to putter around in her yard. She enjoys growing orchids and other plants. She also enjoys swimming and fishing.

Of course, Elizabeth's pride and joy is her white pet dog, Nibbles. Elizabeth also has a thirteen year-old son.