

Shared Vision

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What's In This Issue

In Loving Memory.....	p 1
President's Message.....	p 2
Pa'ahana Award Winners.....	p 2-3
Congratulations Gabriel!.....	p 3
Happy Retirement Victor.....	p 4
Cuyno-Hernandez Wedding.....	p 4
Avoid Cultural Pitfalls.....	p 4-5
Operation Manager's Message.....	p 5-6
Attendance Recognition Policy.....	p 6
A Look at Ohana.....	p 6

In Loving Memory



Blind Vendors Ohana, Inc. extends its deepest sympathy to Filo Tu, President and CEO, and his family upon the passing of Filo's daughter, Jeannie Smith. On May 1, 2002, Jeannie died at the age of 27. She is survived by her daughters, Shantel and Seirra, her parents Filo and Jeanette, three brothers and a sister.

Jeannie had varied interests. She loved country and western music and enjoyed dancing, disco, and others. She always looked forward being with people. Very few people knew Jeannie was an artist in her own right. She enjoyed drawing whatever came to her mind. She was a very good writer too. Her favorite food was McDonald's chicken McNugget.

To Jeannie, her family was always on top of her priority list. She spent as much time as possible with her children, her parents, and

other members of her family. She was also a very warm and caring person. She was known to pick up blind people, whenever she saw them on the street or elsewhere, and took them shopping or drive them home even if it meant going out of her way to do so.

She brought friends home on special occasions because they had no where to go. One day while on a shopping trip she saw a person collapse and without hesitation she ran across the street to be of assistance. Jeannie even defended people who were unfairly treated by her family or friends. She never hesitated to offer transportation to her family or friends. She was indeed a most sensitive and compassionate young lady.



President's Message



Filo Tu

Wow! Can you believe it's already October? More than half of the year flew right by us! September 11, 2002, marked the one year anniversary of the attack on America. We should take this moment to reflect and be grateful for what we have. For most of us, the attack was a reality check to never take life for granted. The images and emotions of that horrible day will be in our memories forever, but we need to step forward and try to live our lives to the fullest.

With everyone's hard work and cooperation, we survived another tough year. Saturday, June 1, 2002, marked the 8th year anniversary of Blind Vendors Ohana, Inc. In celebration of this special occasion, lunch was provided to all employees. To top it off, Ohana employees received

bonuses. This was truly an accomplishment that everyone deserved, so pat your selves on the back for a job well done!

My family and I would also like to express our deepest appreciation and gratitude to everyone that has been there for us during the loss of my daughter Jeannie. Your continued words of support and comfort helped us cope through this difficult time. We thank all of you for being so compassionate and kind.

We have yet to survive another tough year, so I encourage everyone to continue to work hard. We must persevere to work as a team and always maintain a positive attitude to survive and be successful especially during these tough economic times.

Pa'ahana Award Winners



The first Pa'ahana Award winner is *Phillip Aquino*. This energetic, friendly, and ambitious employee works in Blind Vendors Ohana, Inc. warehouse.

Phillip is married and is the father of three children, two girls and a boy. His eldest daughter is presently attending Chaminade University as an education major. His second daughter is a sophomore at Farrington High School and his son is a 7th grader at St. Anthony.



Phillip is a former bowler, and maintained a 180 average. He finds the "oldies" music entertaining. He also likes karaoke. He enjoys cooking and does an excellent job of preparing all sorts of dishes. He naturally loves eating.

Next in line for our Pa'ahana Award is *Lynn Correa*. This soft spoken, diligent, and personable employee is a sales associate at the Inter-island terminal. Lynn is a mother of a 14-year old daughter who presently resides in the Philippines.

Lynn enjoys going fishing. She and a friend often go to Hickam Air Force

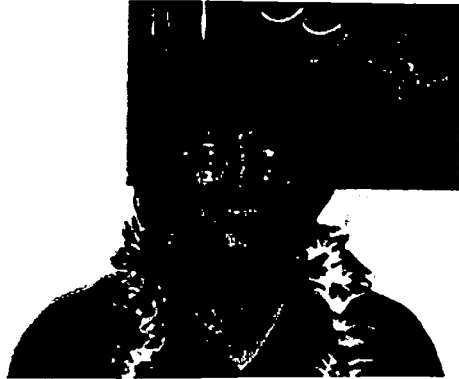
Base. She has caught Veki, Manini, Owana, and other kinds of fish. She enjoys cooking the fish she catches and finds them most delicious. She loves to listen to music and her favorite singers are Christina Aguilera and Britney Spears. She also likes country western music, and her favorite singers are Dolly Parten and Kenny Rogers.



Our final Pa'ahana Award winner is *Scott Nakachi*. A special congratulations to Scott for receiving this award for the second time. He is an employee in the warehouse and you can see him with the Anderson News representatives restocking magazines and books in Ohana's shops everyday. Scott is a very industrious, thoughtful, and generous person.

Scott is an avid bowler who maintains a 180 average.

He bowls in two leagues on Saturdays. We hear that he is such an outstanding bowler he has won many jack pots, a few big ones too. Scott also loves to play card games like Black Jack and Poker. He also enjoys playing video games 11 Up, and solitaire.



Congratulations Gabriel!



Blind Vendors Ohana, Inc. has one graduate to be proud of this year. Gabriel Curry, *Karen Curry's* youngest son, graduated from St. Louis High School this past May. The ceremony was held at Neal Blaisdell Center. Gabriel is presently attending the University of Nevada at Las Vegas and is majoring in entertainment management.

In the summer of 1997, after Gabriel completed his 7th grade year at St. Joseph's in Waipahu, he participated in the Student Ambassador Program. He traveled to several countries in Europe and was able to interact with students from various states and countries. Their mission was to share and exchange information of their culture and spread peace and good will. Blind Vendors Ohana, Inc. assisted in making it possible for Gabriel to participate in this program by granting him a partial scholarship.

During his senior year at St. Louis, Gabriel was active with the campus ministry and attended a spiritual retreat and was so overwhelmed by the experience, he led two other retreats.

This past summer Gabriel was hired under the Student-Hire Program with the State of Hawaii. He worked for the Department of Transportation with their VIP program at the Honolulu International Airport.

Blind Vendors Ohana, Inc. extends its congratulations to Karen and her ambitious and industrious son, Gabriel.

Happy Retirement Victor!



It is with mixed feelings that Blind Vendors Ohana, Inc. bid farewell to **Victor Ortiz**, warehouse supervisor. We all wish Victor a retirement filled with happiness and good health. We will surely miss his friendly greetings, and his presence on Ohana's premises repairing equipment, preparing orders, restocking, and just being sure that all things were in their proper place.

Victor is looking forward to his retirement. He plans to work in his yard, his house, and above all, he is most anxious to spend time with his grandson, Mikey.



Blind Vendors Ohana, Inc. extends its congratulations to **Paz Cuyno** upon the marriage of her

daughter, Susan Lori Cuyno to Roberto Hernandez on July 6, 2002, at the Mandalay Hotel in Las Vegas. The wedding ceremony was held at the Chapel by the Bay and the reception took place at the Raffles Café.



Paz was so elated for she had the honor of escorting Susan down the isle and giving her away. At the reception Paz honored the Bride and Groom and their guests by singing the Hawaiian Wedding Song with the background music by Andy Williams. "The food at the reception was excellent," says Paz. The menu included: prime rib, rotisserie chicken, and bass. There were between 50 to 60 people present and approximately 50% were from Hawaii. Paz said, "The wedding ceremony and reception was a very beautiful and touching event."

Paz describes her daughter as a caring, warm-

hearted, and helpful person. She describes her new son-in-law as a gentle, loving, affectionate, caring, and thoughtful gentleman.

Blind Vendors Ohana, Inc. expresses its best wishes to the newly weds for a long and happy life together. Paz, congratulations from all of us!

Avoid Cultural Pitfalls



Jim Kahue
Jim Kahue, HR Manager

Even if all our employees or customers spoke the same language or come from the same country, problems and biases can develop in communication, etiquette, values, courtesy, personalities, etc.

The fact is people are different even if they come from the same country and speak the same language. That alone can make communication, cooperating

and understanding each other difficult. When you add in the fact that Hawaii is a melting pot of many different cultures and languages it would be impossible to identify all the cross-cultural communication problems and situations that can happen, unless we can avoid some common pitfalls. Here are some of the ways you can avoid these problems:

- ❖ **Realize there will be differences.** This makes it easier for you to handle work and social situations with persons that speak a different language and may have trouble communicating to you what they need or want. Assuming that people from certain cultures will act a certain way can get you in trouble. Try being sensitive and sincere when dealing with people.
- ❖ **Use visual aids, gestures, or examples.** They can help you clear up confusion, especially when speaking. Showing or pointing to what you mean can help clear up the confusion i.e. "A

picture is worth a 1,000 words."

- ❖ **Try to confirm what you said.** If possible try to confirm or repeat what you said in person or on the phone, so you can clear up any misunderstanding.
- ❖ **Try to be calm and courteous.** People may not understand you if you are rude because you are busy or have a bad attitude day. Take a deep breath, speak slowly, be calm, and courteous.
- ❖ **Avoid emotional leakage.** Don't get upset at someone else because you are frustrated with someone or something else. No matter what culture you are from, few people will accept or tolerate someone's anger or attitude.
- ❖ **Try to communicate effectively.** If you are bi-lingual try to communicate to someone in the language that other persons around you can understand. People appreciate it

more when you can include them in your conversation by speaking the language that is understandable and acceptable. You can avoid having people concerned that you are talking bad about them or trying to humiliate them. Speaking English is generally accepted in our business and society as acceptable for use.

Finally, remember to

"SMILE"



when you talk to someone. It is the universal language that lets people know you care and want to communicate with them.

Operation Manager's Message



Garret Suzuki

All employees, let me ask you a simple, but important question. Who are

the most valuable people in our shops without whom there would be no Blind Vendors Ohana, Inc. and you would be all unemployed? If you said "**CUSTOMERS**", you are absolutely correct! This is why I am sending you this message.

Our mission is to be sure when the customer leaves our shops he is extremely happy he visited us and purchased items from us. We hope one day when he returns to Hawaii, he will visit us again and possibly tell others to do the same.

How do we accomplish our mission? We treat them with kindness, we are polite, and we offer our assistance. **HOW DO WE DO THIS?** We smile at them, we greet them, we focus on the customer we are serving and not carry on conversations with others while serving a

customer, we answer his questions to the best of our ability, and we are never rude or sarcastic or indifferent.

Will you all test this customer relations formula? All Sales Associates will answer as a booming chorus, "**YES, I CAN!**"

Attendance Recognition Policy

The goal of the Attendance Recognition Policy is to reward and recognize employees who have good attendance. Effective November 2002, the Company is implementing a new employee benefit.

This benefit will recognize all full-time/part-time employees who maintained perfect attendance (no tardiness, sick leave or unpaid leave of absence) during a specified 6-month

period. The first period will begin on November 2002, and conclude at the end of April 2003, and for each 6-month period thereafter.

Employees who attain perfect attendance will be rewarded and also recognized in the Company's newsletter. At the conclusion of two 6-month periods, employees who qualified will be included in a drawing for a special prize (employees who qualifies for both periods may be eligible for two entries).

The Company reserves the right to change or delete this policy or benefit at any time or without notice.



A Look at "OHANA"

