

Shared Vision

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PRESIDENT'S MESSAGE



Filo Tu

Aloha! Well, it seems like only yesterday when we first opened our doors for business, and here we are now on our ninth year. It wasn't easy to get here, so we should all thank God for guiding us throughout the years. Congratulations to all of you!

I would like to share my concerns about this Company. As you know, it's not easy to do business here in Hawaii, but we can make it, if you believe in us. I can tell you this. We have very good customer relations

training, but all of you need to do your share. We just had a workshop on March 26, and I believe it was a really good one, but workshops only work, if you believe in it.

It's time for us to do something to help this Company for a change. You're probably thinking to yourselves, "What can I do?" First, take good care of our customers. Second, stop people from walking in and walking out with our products. Third, stop our own people from doing the same thing. That's what we need to do. All of you can make a difference, if we work together. For those of you that are taking products from our stores, I am telling you to stop what you're doing. It's not worth it, for you to lose your job for something like that. Let's all do our part to help the Company, and this Company will help you too. Join me on the two way street- you help us, and we help you! May God be with you and your families!

OPERATIONS MANAGER'S MESSAGE



Garret Suzuki

My heartfelt congratulations to Filo Tu, President and CEO, on Blind Vendors Ohana's ninth year at the Honolulu International Airport. Congratulations to all employees, too, for helping BVO to be of great service to the millions of people traveling through the International and Inter-island Terminals these past nine years.

These first nine years at BVO have been most heartwarming and challenging to me. Because of the nature of my job I have

had the privilege and responsibility to work with every single person who came into BVO's employ over the last nine years. This in itself represents a tremendous challenge.

I ask all of you again, especially Sales Associates, to become knowledgeable of all our products in the shops. Know what they are, where they are located and what their prices are. With this information you will be better equipped to assist all our customers in selecting items they want or need and you will also be versed in suggestive sales.

Jinnah Cadelinia, Booklines Representative, brought in some new items. They are three new DVDs in Central Main and Diamond stores. They are entitled: Be a Hula Girl, Hawaii Magnificent Islands, and Hawaii Underwater Paradise. There are new items in Gate 24 and Gate 29 shops. They are stationeries, note pads, screen savers, and photo albums. These are wonderful and beautiful gift products, so please get to know them, so you can inform your customers about them. To help BVO become a success you should get to know all of the products in our shops and

practice good customer relations daily.

NATIONAL AWARD TO OHANA PRESIDENT



On Monday, July 7, 2003, The Randolph-Sheppard Vendors of America presented its Don Cameron Award to Filo Tu, Ohana's President. The Don Cameron Award is presented to that individual who has done an outstanding job of advocating for the blind vendors. The following message was read at the presentation of the award in Pittsburgh, Pennsylvania. Filo is the second person from Hawaii to receive this award. Warren Toyama received it on July 3, 2000.

Filo Tu is a very prominent and active member of the blind community. He is the First Vice-President of the Hawaii Association of the Blind, a member of the Hawaii Blind Vendors Association and the Hawaii State Committee of Blind Vendors. He is also the

President and CEO of Blind Vendors Ohana, a corporation that operates all eight of the newsstands at the Honolulu International Airport.

Filo is an active participant in all matters relating to the blind. He, along with Warren Toyama and other vendors, spends numerous hours lobbying at the legislature, working with lawmakers and anyone who has any connections with blind programs. Filo also spends many hours working with blind vendors and assisting them with problems that affect them, be it with products, wholesalers, agency people, other vendors, and etc.

Filo is a very resourceful person. His positive attitude about blindness and life itself enables him to deal with people effectively and function extremely well on the job.

TRAINING SESSION



Approximately

57% of Blind Vendors Ohana's employees are

physically challenged. The handicaps include blind, visually impaired, hearing impaired, learning disabled and physically handicapped. Due to the great number of physically challenged employees, Filo Tu, President and CEO of Blind Vendors Ohana, felt that it was extremely important that all employees, including managers, supervisors and leads, understand the physically challenged, so all can work together as a unified group to help the Company succeed. Thus, training sessions were conducted by Filo Tu and Julia Toyama.

The employees were divided into three groups,

1. Management
2. Supervisors and Leads
3. Employees

The sessions for the management and supervisors and leads were identical. The emphasis in these sessions were accepting the physically challenged as individuals first, who happened to have a handicap. They have wants, needs, feelings, likes and dislikes as anyone without a disability. The managers, supervisors and leads were asked to accept and understand their limitation, to be fair with them, but expect them to carry out their responsibility to the best of

their ability. Treat them with compassion and understanding.

There sessions were conducted for the physically challenged because of the number of people involved. In these sessions a good amount of time was spent on learning to accept themselves as individuals first who happened to have a disability. Because of their handicap, they were asked to accept their limitations too. If these two objectives were met, life would be a lot more comfortable and beautiful. However, this does not give them a right to be defensive or demanding. Remember, if you want to be treated with respect, you must also treat others with respect too. Don't use your handicap to take advantage of others. Ask for assistance when necessary, be considerate and cooperative. Be appreciative and gracious when people offer you help.

The most important concept stressed in all the workshop is developing a positive attitude toward oneself and others. This is the basic foundation upon which the other concept discussed above, will be built on.

CONGRATULATIONS GRADUATES!



Clintin Suliven-Catian is a 2003 graduate of Campbell High School. He is the son of *Elizabeth Suliven*, a Sales Associate and a part-time Lead at Blind Vendors Ohana.

At Campbell, Clinton was quite active in sports. He was on the basketball and surfing teams. He loves the ocean and spends hours at the beach. He is an avid surfer. This great surfer recently placed 2nd in the men's division in a surfing competition.

Clinton's ultimate goal is to attend college and pursue a career as a computer engineer.

Gianna Beck graduated with a Bachelor of Science Degree in Nursing from the University of Hawaii at Manoa. Gianna is the daughter of Kalani and *Paulette Beck*. Paulette is a Sales Associate at the International Terminal.

On Saturday, May 17, 2003, the College of Nursing held a special ceremony for graduating nursing students. At that time Gianna was "pinned". On April 30, 2003, Gianna was inducted into the National Nurses Honor Society. This special event was held at the Koolau Golf Course where a buffet breakfast was served. Gianna was also selected outstanding student for her community service work. Gianna graduated with a 4.0 grade point average. This outstanding student's immediate plan is to work for a Masters Degree in Family Practice at the University of Hawaii at Manoa and pursue a career as a Nurse Practitioner.



Paulette is a very happy and proud mom, and indeed she should be. Her two children are doing exceptionally well.

Jan Llaneza, an on-call employee of Blind Vendors Ohana,

graduated from Educational America on May 10, 2003. He received an Associates Degree in Computer Network Technology. He is now licensed as a certified Microsoft Professional and a



Comp Tech Certified Professional. This personable and ambitious young man will soon be employed at First Financial Management.

Sheryl Aggacid, daughter of Samuel and *Julita Aggacid* graduated from Farrington High School this past June. Julita is an on-call employee with Blind Vendors Ohana.



Sheryl is presently employed at Spa Fitness Center at the Punahou

location. Sheryl's immediate plan is to be certified as a Nurses Aid. She intends to continue her education at Honolulu Community College and work towards a degree in nursing. Her ultimate goal is to become a registered nurse.

While at Farrington, Sheryl belonged to the Science Club and the Filipino Club.

Glen Curry, son of Guy and *Karen Curry* graduated from the University of Nevada at Las Vegas. Karen is a part-time employee at Ohana. Glen received his Bachelors Degree in architecture. Proud mom said Glen was on the Deans List and graduated with a 4.0 grade point average. Glen's immediate plan is to return to UNLV and pursue a Masters Degree in Architecture. This amazing young man's ultimate goal is to establish an architectural firm here in Hawaii.



OIA ALL-STAR

Kyle Beck, son of **Kalani** and **Paulette Beck** is featured in this issue of Shared Vision because of his outstanding, athletic achievements. Paulette is a Sales Associate at the International Terminal. His greatest achievement to date is being selected as an OIA All-Star defensive back representing Nanakuli High School. He was very proud to have been able to participate in the play-offs at the Aloha Stadium.



Kyle is a junior at Nanakuli High School. His second position on the school's football team is as a running back. Nanakuli High took first place in the OIA West White Championship.

Kyle also plays basketball for Nanakuli High as a forward and a shooting guard. To top it off, he also runs track. He runs the 100 and 200 meter dashes. Kyle was also chosen most

outstanding runner on the track team for the second year. This gifted athlete received many awards and recognitions. Upon graduating from Nanakuli High School, Kyle plans to attend college and major in health and nutrition.

PA'AHANA AWARD WINNERS

Our first Pa'ahana Award winner is **Virginia Ibay**, an Accounts Payable Clerk in our Accounting Department. She is conscientious, dependable, and a personable employee. If you are acquainted with Virginia, you can surely understand why she is a four time recipient of this award.



Virgie is a mother of two. Her son, Butch, is now 20 years old and intends to continue his education this fall at Honolulu Community College. He is presently employed at Fort Shafter as an office clerk. Virgie's daughter, Cindy, is 15 years

old and a sophomore at Farrington High School.

Virgie is quite an energetic woman. During the weekdays she works at BVO and on weekends she is employed part-time at Salt Lake Chevron.

Virgie is a devoted mother and spends much quality time with her children. This summer she plans to take aerobic classes. Her dream is to take a trip to Las Vegas with her children and spend some time in the casinos and shop.

Our next Pa'ahana Award winner is **Shaila Davis**, a full-time Sales Associate on the graveyard shift at the International Terminal. This responsible, loyal, faithful, and energetic young lady also works on weekends at her family's Waikane Fruit Stand.



Shaila loves to listen to music, especially Hawaiian and "Oldies". She enjoys

reading romance books and her two favorite authors are James Patterson and Danielle Steel. Shaila says she has two favorite dishes relishes and they are Ron Uchida's cheese cake and dinardaraan.

Eida Pascion is our next Pa'ahana Award winner. She is a Sales Associate at the Inter-island Terminal. Eida also works part-time at the Yoshiya Restaurant in the Sheraton Waikiki Hotel.



This warm and personable employee has outstanding customer relations. She is married and a mother of two boys and a girl. She is also a proud grandmother of four year old Troy and a second grandchild due in October.

Eida is an avid reader and enjoys reading anything she can get her hands on. Her family loves her cooking, especially her "Filipino spaghetti" made with pork hash and hot dogs.

Our final Pa'ahana Award winner is **Paulette Beck**. She is a very alert Sales Associate. She is very gracious and diligent. Paulette is being honored for the fourth time with this award.

Paulette is a very busy mom. She makes every attempt to attend every sports event her son Kyle participates in. She also spends as much time communicating with her daughter, or if possible, spends time with her daughter, Gianna.



Paulette is so happy and proud of her two children. Paulette said, "Being a visually impaired mom, I thank the Lord each and everyday for blessing me with two beautiful and healthy children."



ATTENDANCE RECOGNITION POLICY

GOAL ATTAINED!



The owners and managers would like to congratulate the following employees who have maintained a perfect attendance for the past six-month period. The individuals will each be receiving a \$25 gift certificate for their accomplishment and be eligible for a special prize at year-end.

Lily Delos Santos
Linda Fuchigami
Gena Gamayo
Ruth Jamile
Margaret Nagai
Harold Nitta
Randall Okimoto
Eida Pascion
Calmond Tang



The goal of the Company is to encourage more employees to be recognized with perfect attendance.

FOOD FOR THOUGHT



Jim Kahue
Jim Kahue, HR Manager

Have you ever wondered what would happen if you changed the saying, “You are what you eat” to “You are what you think?”

Well, I thought about it, said to myself and discovered that when you change your thinking (and eating habits) good things can happen in your life at home and at work. For example, here are some thoughts and results I discovered:

Tell yourself: I FEEL GREAT!

This is what can happen: Forget about the little aches, pains and worries you have. Give yourself and us a BIG SMILE!

Tell yourself: I LOOK GOOD!

This is what can happen: You notice that your wrinkles, hair, skin, and posture seem to look better. People seem to be looking at you like you are looking goooood, so smile some more.

Tell yourself: I FEEL LIKE HAVING MORE FUN!

This is what can happen: Start doing fun things like going to movies, shows, concerts, sing karaoke, take trips, trying new places and meeting friends to socialize, talk, shop, etc. and smile more.

Tell yourself: I FEEL HEALTHIER!

This is what can happen: Start eating healthier, walking, working out, swimming, dancing, or finding a sport or activity you can learn or play. Keep smiling because you feel lighter and stronger.

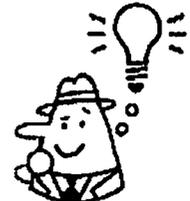
Tell yourself: I FEEL STRESS FREE!

This is what can happen: Start counting your blessings instead of your worries and mistakes, you’ll start relaxing, laughing, and smiling more.

Tell yourself: I FEEL HAPPY!

This is what can happen: Discover what makes you happy and let your laughter and smiles affect others.

So, now you see where I am going with this.....by thinking differently.....and doing this differently you can change your energy and discover a “new you” in you and in others.



Remember when you’re “SMILING” the whole world smiles with you and your world seems like a great place to live.

NEWLY WEDS



Congratulations to **Maricen Tugaoen** who changed her name to Maricen Olipares on

June 14, 2003. On that momentous day she decided to tie the knot by marrying Shane Olipares. Some of us were fortunate enough to be invited to her wedding. From what we saw and heard, Maricen's wedding was lovely and her reception was fabulous. Most importantly, Maricen was the picture of happiness at her reception.....until the top of her cake fell down! Some brides would have gotten upset and cried, but because it was Maricen and her gracious ways, she handled the unexpected situation very well and the party went on happily like nothing happened.

Congratulations Maricen on your wedding from Filo Tu and all of us at Blind Vendors Ohana.

A Look at "OHANA"

