

Shared Vision

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A Message From the President & CEO, Filo Tu



I would like to **CONGRATULATE** all of you for another successful year of Blind Vendor's Ohana in operation at the Honolulu International Airport.

Yes, it is true that this Company is owned by three blind people, but honestly, we can't do it without our **GREAT TEAM.**

I would like to thank our management, our trainer, my secretary, and all of you employees, for your outstanding support throughout the year.

We had some difficult times during the year, but as usual, with the help from God, we were able to solve what ever problems we had encountered throughout the year.

One of the problems we had, and I pointed out to you, was our inventory. Yes, we had a shortage in our inventory, but we will be okay. Ohana will survive. Let's hope that we all learn from these problems, and move forward.

I talked to you about our great team, and now I believe I should point out to you that **the role that each of you play in this team is very important.**

Sales Associates: Please keep our customers happy with your customer service skills because without our customers, Ohana will be out of the airport.

Sales Supervisors & Leads: Make sure that the Sales Associates are doing their jobs, are following Company rules and policies, and are given the correct information, so that they can carry their jobs well.

Cash Room Clerks: Make sure that everything is counted and reconciled correctly.

Accounts Payable Clerk: Make sure that Ohana's bills are paid on time and to find any billing discrepancies.

Office Clerk: Make sure that you provide a strong front office and HR clerical support.

Janitors: Make sure that Ohana's stores, office, and lounge are kept neat and clean.

Warehouse Leads: Make sure that stores are fully stocked and warehouse workers are doing their jobs.

Warehouse Clerk & Workers: Make sure that the deliveries are correct, merchandise is priced accurately, and products are stocked and presented well in all the stores.

Our Management Team, your roles are so important to this team because you are responsible for these people.

Operations Manager: Make sure that all of the stores & warehouse operations are running smoothly.

Accounting Manager: Make sure that Ohana's finances are kept securely and you also report to Ohana's Board of Directors.

Human Resources Manager: Make sure that we all follow Company rules and policies because of State and Federal Laws.

Trainer: Train our Sales Associates, so they can reflect a good image for Ohana.

My Secretary: She is the person that keeps me in line and also an all around helper to the management team.

My Job: It is my job to make sure that we work together with the Airport Management. It is also my job to work together with Ho'opono's Blind Vending Program because that is who we have our contract with. More importantly, my job is to make sure that all of you are being taken care of and treated in the manner that you would want to be treated.

I also would like to thank my two partners: Walter Ishikawa and Thomas Morikami for allowing me to make decisions for this Company without having to ask for their permission whenever I need to make them. Thank you very much gentlemen. You have been very supportive! I honestly believe that I will never find a good partnership to work with like the two of you.

There you have it! Let's all join together and keep our Company going for as many years as we want to. Thank you very much to all of you!

In addition, I am very sad to inform you that one of our team members in the office will not be back to work because of her health condition.

Ruth Jamile will surely be missed by all of us. I contacted Ruth and told her that we will hold up her job for three months while she is seeing her doctor. Unfortunately, the three months has now ended and we did not hear from her.

Ruth was very special to most of us here at Blind Vendors Ohana. She was a very helpful person to all of us. She was extremely helpful to the owners, especially, to Tommy and Walter. I know that they were very fond of her.

Ruth was also very helpful to Mr. Kahue because she knew a lot about Human Resources issues. I am sure that even Mr. Kahue would be the first one to tell you how much he had learned from Ruth because they worked very well together.

On behalf of Walter, Tommy, and myself, and all of us here at Blind Vendors Ohana, we wish Ruth a speedy recovery from her stroke and a long life with her family. Aloha, Ruth!

Happy Anniversary Ohana!



Blind Vendors Ohana celebrated its 13th Anniversary on June 1, 2007. Let me say that it was just great! We started off the day with a delightful birthday cake for everyone. Later in the day, the owners, managers, and office staff had a wonderful lunch provided by Ohana. The lunch was a combination of Japanese and Chinese food. It was just delicious!

The celebration did not end there. Ohana's Board, management, and office staff were also treated to some great food from Monarch Restaurant on Monday, June 4, 2007, by our good friend and our strongest supporter since the inception of Blind Vendors Ohana, Warren Toyama. Special thanks go out to Warren Toyama for his steadfast support. "Warren, we just can't thank you enough for all your help."

You know what? For me, although it was our 13th Anniversary, I still look at it as if it was our first year. I believe I will always feel that way until I leave the Company. Another thing, there are things that most of us will remember for the rest of our lives. On the night of May 31, 1994, Warren and Julie Toyama and my wife, Jeanette, and I were in my old office – waiting for the clock to strike 12:00, midnight, when the Newsstand Concession legally became ours – is something I will always remember.

I want to thank the owners, managers, and all the employees for a fruitful and successful 13 years. Let's all work together in harmony, so we can experience thirteen more years of unprecedented success. Congratulations to all of you who make up the Blind Vendors Ohana (family)!

Operations Manager's Message Garret Suzuki



“Good morning and how are you today?” “Will this be all for you?” “Your total cost is \$5.55. \$5.55 out of \$10.00 – Your change is \$4.45.” “Thank you very much and have a good day!” How does that sound as an interaction

between you and your customer? Or –

“Is this all?” “Your cost is \$2.50.” “Here is your change.”

Before you answer these questions, think of how you would feel if you were the customer. Which interaction made you feel happy you purchased some products from Ohana? Which interaction made you feel this clerk is very cold, very indifferent and rude?

Remember the Golden Rule – Do unto others, as you would have them do unto you. In other words, treat others as you would like to be treated by others.

We have discussed GOOD CUSTOMER RELATIONS on many occasions in our newsletter and workshops. Again, here are the important points to remember when dealing with customers:

1. Speak in a cordial and pleasant voice. Don't speak in a harsh and angry tone.
2. Greet customers – “Hi!”, “Good morning!”, “Good

- afternoon!”, “Good evening!”, “Aloha!”
3. “Did you find everything you wanted?”, “Will this be all for your today?”
4. Inform the customer of his/her total cost without being rude. “Your total cost is \$----.”
5. “Thank you very much! Have a nice trip!”
6. Don't forget to bag the customers' products. If the customer does not want a bag, just say, “That's fine. Thank you.”
7. Smile and look happy.
8. Always be courteous and polite.
9. Help customers as much as possible – finding products, giving directions, etc.
10. Don't bring your problems to work. Personal problems do not belong in the work place. If you come to work with a heavy heart or heavy burden on your shoulder or being upset because you had a disagreement with someone, you are going to display all your emotions by your facial expression, body language, and your communications with your customer and fellow employees. You are not going to have a good day. Your fellow employees might not be too happy with you, and your customers will leave our stores with a sour feeling of you and they

will leave with a negative impression of Ohana.

We are all very important to Blind Vendors Ohana because the success of our business depends on all of us working together. Remember, the most important people in our shops are the CUSTOMERS. So, please, let's all do our utmost to give the best CUSTOMER SERVICE possible.

Pa'ahana Award Winners



Mayrose Galo is our first Pa'ahana Award Winner. She is one of Blind Vendors Ohana's custodian. Mayrose is a very pleasant, dependable and industrious person. She does a very thorough job of keeping the premises of BVO respectably neat and clean.

Mayrose is very modest. When asked what she enjoys doing, whenever she has free time, she replies that she enjoys watching movies of all kinds, listening to music of all sorts and of course, going shopping. She also delights in doing household chores.

Mayrose commented that she likes working at BVO because everyone is so nice.

Another Pa'ahana Award winner is **Jeanelyn Grande**. Jeanelyn is employed by

Blind Vendors Ohana as a warehouse worker. She is very dependable, reliable, and a diligent worker.



Jeanelyn is a petite young lady, but surely displays strength and agility. She carries out her responsibilities without hesitation and carries out her share of work like any other warehouse employee. In spite of her petite size, and being so feminine, she never hesitates to carry her share of warehouse workload.

Jeanelyn's two favorite pastime activities are 1) singing and 2) ice skating. It is rumored that Jeanelyn does both of these things very well.

Mark Toyama is our third Pa'ahana Award winner. He too is employed by Blind Vendors Ohana in its warehouse. He is dependable, reliable and can always be counted on to carry out all of his duties as a warehouse employee. He can be trusted to follow through with all the demands of an employee. Mark is receiving this Pa'ahana Award for the third time.



Mark is an avid bowler and maintains a 160 average. His highest scoring game was 280. Mark also enjoys going to Las Vegas and playing at the Black Jack table, the craps table, and the slot machines. He also enjoys going to romance and horror movies.

Elena Pearce is our final Pa'ahana Award winner. She is a Sales Associate at the Inter-island Terminal at the Honolulu International Airport. Elena is a pleasant and cordial young lady. She puts every effort to give the best customer relations possible to all the people entering our IIT Newsstand shop. For the above reason, she received her third Pa'ahana Award for outstanding services she has given our customers.

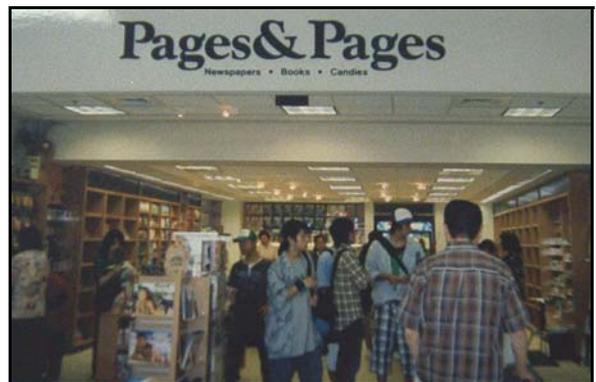


Elena is an extremely proud mom. She recently returned from the Philippines with her daughter, Crystalyn. Crystalyn is 19 years old and plans to attend Leeward Community College to study English as a

Second Language. Upon completing English as a Second Language, she intends to major in nursing.

Elena and her husband enjoy fishing, especially at Hickam Pier for Mamu. She likes to prepare it Adobo style.

Ohana's Central Main Newsstand Store Re-opens



On Thursday, May 17, 2007, Blind Vendors Ohana held its grand re-opening and blessing of its Central Main Newsstand store located in the International Terminal at the Honolulu International Airport.

The Central Main store closed its doors in mid-October 2003, due to Airport renovations, and re-opened in mid May 2007. With the re-opening of the Central Main store, Ohana has a total of nine newsstand stores at the Honolulu International Airport.

Reverend Melody Odeta did the honor of blessing the store. The owners, managers, Ohana employees, Airport Deputy Director, Airport Property Management staff, and other concessionaires of the airport were in

attendance. In addition, refreshments and pastries were served to celebrate this special occasion.

Congrats, Jay, Jay

Jay, Jay Jones is the son of Maria Jones, a Sales Associate at the Honolulu International Airport. Jay, Jay just graduated from Kapolei High School this past June. He was selected Athlete of the Year. He played Defensive End for the Hurricanes. Jay, Jay joined the United States Army and will soon be leaving for California for training.



CONGRATULATIONS go out to Jay, Jay and his proud mom Maria.

Good Luck, Ruth!



Ruth Jamile, Blind Vendors Ohana's Human Resources Clerk had a stroke this past February. Various sources informs us that she is progressing very well in her recovery.

Ruth is very knowledgeable in many areas, especially topics relating to medicine and Human Resources. She was very generous in offering people an ear and giving advice. She certainly is a very caring person.

All the owners, managers, and employees send Ruth our best regards and prayers for a speedy recovery.

2006 Christmas Party



The Blind Vendors Ohana's Christmas party, which was held on Saturday, December 2, 2006, at the Honolulu Airport Hotel, was a huge, huge, success! Since it was a "Tribute to Ohana" theme, some former employees were invited to join this special occasion with Ohana employees, their families, and friends.

Everyone was treated to a memorable night filled with festive music, great food, door prizes, and an emotional "Tribute to Ohana" talent contest, which was the highlight of the evening.

The talent contest was judged by the contestants' tribute-type performance relating to Ohana. Contestants had a choice to write a short paragraph or poem about an experience with Ohana, sing a song, do a dance, or do a skit. The judges had a difficult time deciding who the winners were since everyone that entered this contest had something so touching to share. Cash prizes were given and the winners were:

1st Place-\$200.00 Sonia Haynes
(wrote a poem)

2nd Place-\$150.00 Rachelle Villanueva
(sang "Greatest Love of All")

3rd Place-\$100.00 Ronald Flormata
(sang "Lean on Me")

4th Place-\$50.00 Mary Hall
(danced a sign-language hula)

The following are examples of some of the contestants' experiences with Ohana, which was expressed in the "Tribute to Ohana" talent contest.

"If I was working somewhere else they would have fired me and called me a disgrace. At Blind Vendors Ohana they are willing to compromise. They have opened their doors to many of us, a great big THANK YOU is a must. So you see at Blind Vendors Ohana their motto is "YES, I CAN!"; starting over made me a stronger woman!"

-Sonia Haynes, PT Sales Associate

"My brother-in-law who works at the airport introduced me to Blind Vendors Ohana which offers jobs, where blindness is not considered an impediment. On the contrary, blind persons and other disabled individuals are welcomed with open arms. They even provide support to the disabled to help them perform their tasks at work. I'd like to extend my sincere gratitude to Filo, Tom, Walter – these guys rock!"

-Ronald Flormata, FT Sales Associate

"Memories, so many memories. Watching our friends and their families grow, I want to thank Blind Vendors for inviting others like me into its' family and

with God's blessing move into the future with greater success."

-Ronald Uchida, FT Sales Lead

In view of the fact that it was a "Tribute to Ohana" theme, there was a military donation box that was open to everyone throughout the evening. The Christmas party committee decided to donate the \$200.00 collected to the USO of Hawaii. The USO of Hawaii operates two centers in Hawaii, at the Honolulu International Airport, and the Hickam AMC Terminal servicing over 65,000 military members and their families each year, an average of over 165 persons a day. Outreach programs provide refreshments and Aloha to our troops as they deploy and when they return home. A great big MAHALO to everyone that contributed to this special cause!

The two grand door prizes of a round trip for two to Las Vegas donated by two of our vendors, Pepsi and Island Heritage, were given at the ending of the program. The two lucky winners were Benilda Cadiz, who is a janitress at Ohana, and Rosalia Mulitalo, who is a Sales Associate at the Main Terminal. CONGRATULATIONS!

Special thanks to all of the Christmas party committee members who all contributed to this successful and unforgettable evening: Maricen Olipares, Sonia Haynes, Betty Kumata, Ronald Uchida, Priscilla Griffin, Ofelia Lisk, Aida Pascion, Lilia Del Rosario, Shaila Davis, Mary Hall, Calmond Tang, and Lance Choe.

"Watching Out for Your Back"

By: Jim Kahue, HR Manager



Statistically in the USA, four out of five adults will experience low-back pain at some point in their lives. If you lift objects, light or heavy, you can prevent pain and

Think before you lift! Don't lift more than you can safely lift and handle – ask for help or lighten load or use lifting equipment before you attempt to lift or carry something heavy or awkward.

injury by using the right form and techniques. Read this article for clues and techniques about “Watching Out for Your Back.”

Warm up before you lift! Do a few stretches and bends to warm up the muscles you will be using to lift, carry or push.

If you are using a back or lifting belt – use and tighten it up before you attempt to lift the load. After completing the lifting or moving – loosen your safety belt. Do not keep the belt tight if you are not lifting or moving a load!

Always face the item you are going to lift or move! Always face the load you are about to lift squarely and determine how or if you can lift or move it by yourself or *if you need to lighten the load or to ask for help.*

Bend at your knees and not at your waist! By using the stronger muscles in your leg and hips; keep your back straight and your stomach muscles tight so you can avoid back injuries!

Straighten up slowly! Keep the load closer to your body, with the weight balanced on both legs.

Avoid jerking and twisting your back while you are lifting, holding or moving the load.

Remember that knowing and following the “Watching Out for Your Back” tips and rules in this article will help you, your co-workers, friends and family avoid painful and costly back injuries.



A Look at "OHANA"



