



## Publisher's Letter



# STRONGER TOGETHER

So, that just happened. Holy Cow, who would've thought something could bring the islands to a grinding halt the way this virus did. It was mind-boggling when the Governor issued a stay-at-home order and a mandatory quarantine for all arrivals. None of us had ever seen anything like this before. Lines of cars snaked around the stadium or other locations for hours waiting for food distribution by the Hawaii Food Bank, HLTA, or other charitable outlets while people were struggling to make ends meet, waiting for unemployment to catch up with all the applications. It was terrifying. But Hawaii is resilient, its people full of aloha, and everyone worked together to find a way around this problem the best they could. Some properties forged forward, staying open during the most trying of times, dealing with quarantine breakers and positive cases; others turned lemons into lemonade and decided to get a jump start on renovation projects planned for the future, or worked to refresh their concept taking advantage of the fact they were closed anyway. Restaurants were hit hard, but many adapted quickly to the take-out format, and some actually thrived, but sadly others did not survive. Bars were forced to close, and although they were finally allowed to reopen a few weeks ago, it was simply too late for some. Even worse, there are still companies out there that have not reopened. The economic toll has been staggering, and sadly not everyone made it through. We lost so very many beloved companies. And furloughs. So many furloughs. It rocked my world that I had to cease publication, but it's pretty hard to put out a publication for hotel employees when the majority of hotels were closed, and most of my readers were furloughed. Sadly, many are still furloughed, but I am hopeful that if we continue to work together, we will all come out of this on the other side. Our community impressed me with its perseverance, ingenuity, and integrity, and I know we will thrive if we continue to work together. This hospitality industry of ours on Oahu is a force to be reckoned with when we work together. We're almost there folks, stay strong. We got this!



# Yada Yada

Where to start? There have been oh-so-many changes in the past year; it's impossible to list them all, so we will simply start with some of the ones we've heard about in 2021. What better way to start than announcing that **Ha'aheo Zablan**,



Ha'aheo Zablan

our 2012 Concierge of the Year, was named General Manager of the recently opened **Kaimana Beach Hotel**. Ha'aheo began his hospitality industry career as a concierge at The Kahala Hotel, before moving to the Aulani, where he nabbed our top honor, before continuing to work his way up through multiple departments before heading off to the Waikiki Beach Marriott as the Director of Front Office before clinching this latest role. Congratulations! • **Outrigger Hospitality Group** has made a lot of leadership announcements these past few months. They started off the year by announcing **Markus Krebs** as the General Manager of the soon to re-opened

**Outrigger Reef Waikiki Beach Resort**. Markus has more than three decades of experience in the hospitality industry and has been with KSL resorts for the past four years. **Carly Clement** was promoted to General Manager at **Outrigger Waikiki Beach Resort**. She has held the resort manager position at the property since 2019. **Chryssaldo Thomas** was promoted to Area General Manager at the **OHANA Waikiki East** from his previous position as a resort manager at the Outrigger Reef. **Edwin Torres** was promoted to General Manager at the **Waikiki Beachcomber by Outrigger**. He was previously the resort manager there. Lastly, **So'o Tana** was promoted to Hotel Manager of the **Waikiki Malia by Outrigger** from the Front Office Manager role he had held. Congrats!!



Markus Krebs



So'o Tana

## Introducing TABLE V at TBD

When TBD first opened in 2019, it was described as an extended pop-up concept with plans to close it 18 months later. Located on the 2nd floor of The Lotus Honolulu, it put beloved Chef Vikram Garg back in the kitchen to do what he does best. After he stepped down from the Halekulani in 2016, Garg joined MacNaughton to lead its Hospitality Division and oversee all of its restaurant, retail, and residential concept creation, design, and guest experiences. The Lotus is one of their properties, and this was a great opportunity to pair the best of both worlds until MacNaughton moved forward with the plans it had for the location. But, given the restaurant's tremendous success, those former plans have been scrapped, and diners can rejoice that a long-term residency has now been confirmed.

The restaurant has been officially rebranded as **TBD...by Vikram Garg**, offering French classic cuisine curated with culture. The restaurant remained open throughout the pandemic, offering to-go options that sold out nightly. Garg also went so far as to install Needlepoint Bipolar Ionization Technology, the only restaurant in Hawaii to offer this

added protection. Garg has also unveiled TABLE V, his signature bespoke VIP culinary experience, formerly known as Table One, with custom menus that curate each dish with culture. Guests are invited to collaborate in an advance questionnaire to inspire the chef's design of the minimum five-course menu, starting at \$225 per guest. TABLE V is limited to one seating per evening with a minimum of 4 and a maximum of 10 guests. TABLE V is an extension of Chef Garg's commitment to the community, with 10% of each dinner donated to a cause of the Chef and/or the guests choosing. For more information, call 791-5164 or visit [tbdhawaii.com](http://tbdhawaii.com).



A first look at Table V at TBD...by Vikram Garg, a new curated culinary experience. Image by Ric Noyle Photography

# EXTRA EXTRA EXTRA *Newsflash*

## PLEASE HELP US UPDATE YOUR MAILING LIST

Needless to say, this past year took a toll on most everyone's employment status - and by default - this mailing list. Did your property get magazines this issue for people that are no longer with you? I have been emailing and calling for months, but there are still a heck of a lot more of you than me, and some people may have come back since I reached out, so please take a moment to send any changes I may have missed via email.

## COMING SOON: HAWAII CINEMATRACTIONS

The exciting world of 4DFX is touching down in Waikiki. Located in the former CabaRAE location at the Hilton Hawaiian Village, Hawaii CinemAttractions has opened a state-of-the-art motion and sensory effects cinema experience. Guests will experience special effects through motion-enabled chairs, scents vibration, water, wind, and more that enhances the visuals on-screen. The venue will offer a virtual reality lounge and video arcade that includes an array of seated VR experiences and classic retro arcade games. [4dfxhawaii.com](http://4dfxhawaii.com).

## WELLNESS WITH RAMONA

Ramona Sidlo, former BAMP & The Republik marketing director, and the gal behind getting all those concert tickets in your hands has launched a wellness platform that focuses on healing through self-love. Working with Ramona is about getting a partner to guide and support you on your journey towards healing, revitalizing, and balance. Offering energy & chakra balancing treatments, astrology readings, and meditation classes. Treatments can be curated for groups individuals, and visitors. For info go to: [ramonasidlo.com/self-love-advocacy](http://ramonasidlo.com/self-love-advocacy).

## KAKA'AKO FARMERS MARKET MAUKA & MAKAI

The Saturday Kaka'ako Market grew so much this past year, they had to move from their Ward Warehouse to the two lots across the street at 210 Ward & 919 Ala Moana. Throughout the pandemic the FarmLovers Markets has provided a home for 200+ small local businesses allowing them to keep their doors open. There are now over 110 booths filled with the best ingredients Oahu has to offer. 10 a.m. -12 p.m. [farmloversmarkets.com](http://farmloversmarkets.com)

## EXPEDIA LEFT THE ISLANDS BLUE HAWAIIAN FLEW IN

Late last year, Expedia announced it was closing its desks across the islands at the end of January, leaving hotels unsure who would handle their concierge needs. Enter Blue Hawaiian Activities, a brand-new activity concierge company created through a partnership between Blue Hawaiian Helicopters and local Expedia management out of necessity to fill the void being left. The new company did hire quite a few former Expedia staffers.

## PARADISE CRUISES BRINGS BACK THEIR ENTITIES IN APRIL

Paradise Cruises is opening back up this month and reports that Rock A Hula will be introducing a new Waikiki Luau on April 2nd that will take place on Wednesdays and Fridays. The Star of Honolulu will bring back their Three Star Sunset Dinner and Show on Saturdays beginning April 24th. Dolphin Star is introducing a Waikiki Sunset BBQ & Cocktail Cruise Tuesdays and Saturdays as of April 3. Info at [paradisecruises.com](http://paradisecruises.com).

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*Information subject to change without notice.*



Use your phone's camera to learn more or make your reservation.

# Let's be Together...

DINING ▶ ENTERTAINMENT ▶ PAU HANA ▶ EAT ▶ DRINK ▶ BE MERRY ▶ HAPPY HOUR

## MONDAY

### **Barefoot Beach Café at Queen's Beach** 924-2233

*Live Contemporary & Hawaiian*  
David Asing 5-8pm

### **Chart House Waikiki** 941-6660

*Live Contemporary Hawaiian*  
Camarillo Brothers 6-9pm

### **Duke's Canoe Club Waikiki** 922-2268

*Live Contemporary Hawaiian*  
Jenna K (or others) 4-6pm  
Denny Ono (or others) 7-10pm

### **Mahina & Sun's** 923-8882

*Monday Vibes on the Lanai*  
Brent Limos 6:30-9:30pm

### **Mai Tai Bar at the Royal Hawaiian** 923-7311

*Live Contemporary Hawaiian*  
Christian Oasay 6-9pm

### **Merriman's Honolulu** 215-0022

*Live Slack Key guitarist*  
Freddy Leone 5:30-7:30pm

### **Monkeypod Kitchen Ko Olina** 381-4086

*Live Contemporary*  
Gabe Miller or Dustin Park 6:30-8pm

### **Rumfire** 921-4600

*Live Contemporary Hits*  
Cris Salvador 6-9pm

### **Swell at the Alohilani** 294-4108

*Solo Contemporary Guitarist*  
Johnny Helm 6-9pm

### **The Beach Bar at the Moana Surfrider** 922-3111

*Live Contemporary Hawaiian*  
Johnny Valentine 5-9pm

### **Tiki's Grill & Bar** 923-TIKI

*Live Contemporary Hawaiian*  
Sonny Kapu 5:30-7:30pm  
Push O Verse 8-10pm

### **Tommy Bahama Restaurant** 923-8785

*Contemporary Hawaiian. Happy Hour Daily 2 - 5 p.m.*  
Jeremy Hirokawa 5-8pm

## TUESDAY

### **Barefoot Beach Café at Queen's Beach** 924-2233

*Backyard Hawaiian*  
Ben Kama 5-8pm

### **Chart House Waikiki** 941-6660

*Live Contemporary Hawaiian*  
Ryan Tang Group 6-9pm

### **Duke's Canoe Club Waikiki** 922-2268

*Live Contemporary Hawaiian*  
Taz Vegas (or others) 4-6pm  
Ellsworth Simeona (or others) 7-10pm

### **Giovanni Pastrami** 923-2100

*Acoustic Soul, R&B and Pop*  
YOZA 6:30-9:30pm

### **Mahina & Sun's** 923-8882

*Electrifying Acoustic on the Lanai*  
Laupepa Letuli 6:30-9:30pm

### **Mai Tai Bar at the Royal Hawaiian** 923-7311

*Live Contemporary Hawaiian*  
Eric Lee 6-9pm

### **Merriman's Honolulu** 215-0022

*Live Contemporary*  
John Kema 5:30-7:30pm

### **Maui Brewing Company** 843-2739

*Live Contemporary Hawaiian*  
Fia 6-8pm

### **Monkeypod Kitchen Ko Olina** 381-4086

*Live Contemporary*  
Johnny the Third (or others) 6:30-8pm

### **Rumfire** 921-4600

*Live Contemporary Hits*  
Christian Yrizarry 6-9pm

### **Swell at the Alohilani** 294-4108

*Lounge DJ*  
DJ Ezzy (or others) 6-9pm

### **The Beach Bar at the Moana Surfrider** 922-3111

*Live Contemporary Hawaiian*  
Alex Oasay 5-9pm

### **Tiki's Grill & Bar** 923-TIKI

*Live Contemporary Hawaiian*  
Jason Laeha 5:30-7:30pm  
Ashton 8-10pm

### **Tommy Bahama Restaurant** 923-8785

*Contemporary Hawaiian. Happy Hour Daily 2 - 5 p.m.*  
Johnny Kukui 5-8pm

## WEDNESDAY

### **Barefoot Beach Café at Queen's Beach** 924-2233

*Island Vibes*  
Danny Galura 5-8pm

### **Chart House Waikiki** 941-6660

*Live Contemporary Hawaiian*  
Mike Tulba 6-9pm

### **Duke's Canoe Club Waikiki** 922-2268

*Live Contemporary Hawaiian*  
Denny Ono (or others) 4-6pm  
Randy Allen (or others) 7-10pm

### **Giovanni Pastrami** 923-2100

*Acoustic Guitar Soul, R&B*  
Jason Laeha 6:30-9:30pm

### **Mahina & Sun's** 923-8882

*Soulful Guitar on the Lanai*  
Cameron Achuela 6:30-9:30pm

### **Mai Tai Bar at the Royal Hawaiian** 923-7311

*Live Contemporary Hawaiian*  
Jeremy Hirokawa 6-9pm

### **Merriman's Honolulu** 215-0022

*Live Contemporary*  
Gabe Miller 5:30-7:30pm

### **Monkeypod Kitchen Ko Olina** 381-4086

*Live Contemporary*  
Izic and Evan Khay 6:30-8p

### **Rumfire** 921-4600

*Live Contemporary Hits*  
Mike Tulba 6-9pm

### **Swell at the Alohilani** 294-4108

*Solo Contemporary Guitarist*  
Matt Krahula (or others) 6-9pm

### **The Beach Bar at the Moana Surfrider** 922-3111

*Live Contemporary Hawaiian*  
Christian Yrizarry 5-9pm

### **The Deck at the Queen Kapiolani Hotel** 931-4488

*Old School Vinyl/ R&B/ Hip Hop*  
DJ Lowtide 6-9pm

### **Tiki's Grill & Bar** 923-TIKI

*Live Contemporary Hawaiian*  
Ben Kama 5:30-7:30pm  
Push O Verse 8-10pm

### **Tommy Bahama Restaurant** 923-8785

*Contemporary Hawaiian. Happy Hour Daily 2 - 5 p.m.*  
Stan Albrecht 5-8pm

## THURSDAY

### **Barefoot Beach Café at Queen's Beach** 924-2233

*Contemporary & Hawaiian*  
Sonny Kapu 5-8pm

### **Chart House Waikiki** 941-6660

*Live Contemporary Hawaiian*  
Tito & David 6-9pm

### **Duke's Canoe Club Waikiki** 922-2268

*Live Contemporary Hawaiian*  
Walt Keale (or others) 4-6pm  
Alika Souza (or others) 7-10pm

### **Eating House 1849 Waikiki** 924-1849

*Live Contemporary Hawaiian*  
Shane Kainoa 5-8pm

### **Giovanni Pastrami** 923-2100

*Live Contemporary*  
Billy Sage 6:30-9:30pm

### **Mahina & Sun's** 923-8882

*Hawaiian Contemporary on the Lanai*  
Kelly Boy DeLima 6:30-9:30pm

### **Mai Tai Bar at the Royal Hawaiian** 923-7311

*Live Contemporary Hawaiian*  
Johnny Valentine 6-9pm

### **Merriman's Honolulu** 215-0022

*Live Contemporary*  
Laupepa 5:30-7:30pm

### **MINA's Fish House** 679-0079

*Live Contemporary Hits*  
Christian Yrizarry 6-9pm

### **Monkeypod Kitchen Ko Olina** 381-4086

*Live Contemporary*  
Sienna Souza 6:30-8pm

### **Rumfire** 921-4600

*Live Contemporary Hits*  
Kamuela Kahoano 6-9pm

### **Sky Waikiki** 979-7590

*Live Contemporary*  
John Akapo 5-8pm

### **Swell at the Alohilani** 294-4108

*Solo Contemporary Guitarist*  
Denny Ono (or others) 6-9pm

### **The Beach Bar at the Moana Surfrider** 922-3111

*Live Contemporary Hawaiian*

Music calendars subject to change

# E Pili Kākou

music schedules subject to change

DINING ▶ ENTERTAINMENT ▶ PAU HANA ▶ EAT ▶ DRINK ▶ BE MERRY ▶ HAPPY HOUR

Randy Allen 5-9pm  
**The Deck at the Queen Kapiolani Hotel** 931-4488  
*Acoustic/Country/Pop*  
 Jared Ming 5-8pm  
**The Veranda at the Kahala Hotel** 739-8760  
*Live Contemporary*  
 Cory Oliveros (or others) 6pm-8pm  
**Tiki's Grill & Bar** 923-TIKI  
*Live Contemporary Hawaiian*  
 Malu Productions 5:30-7:30pm  
 Ashton 8-10pm  
**Tommy Bahama Restaurant** 923-8785  
*Contemporary Hawaiian. Happy Hour Daily 2 - 5 p.m.*  
 Alex Oasay 5-8pm

Chris Salvador 8-10pm  
**The Veranda at the Kahala Hotel** 739-8760  
*Live Contemporary*  
 Zanuck Lindsey (or others) 6pm-8pm  
**Tiki's Grill & Bar** 923-TIKI  
*Contemporary Hawaiian, Alternative, Pop-Rock, Reggae*  
 The City Boys 3-5pm  
 RootsKai 5:30-7:30pm  
 La Pepe 8-10pm  
**Tommy Bahama Restaurant** 923-8785  
*Contemporary Hawaiian. Happy Hour Daily 2 - 5 p.m.*  
 Chris Murphy 5-8pm

Mike Tulba 8-10pm  
**The Veranda at the Kahala Hotel** 739-8760  
*Live Contemporary*  
 David Swanson 6pm-8pm  
**Tiki's Grill & Bar** 923-TIKI  
*Contemporary Hawaiian, Alternative, Pop-Rock, Reggae*  
 Johnny Helm 3:30-5:30pm  
 RootsKai 6-8pm  
 Ashton 8-10pm  
**Tommy Bahama Restaurant** 923-8785  
*Contemporary Hawaiian. Happy Hour Daily 2 - 5 p.m.*  
 Chris Murphy 5-8pm

## FRIDAY

**Barefoot Beach Café at Queen's Beach** 924-2233  
*Live Contemporary Hawaiian*  
 Art Kalahiki & Friends 5-8pm  
**Chart House Waikiki** 941-6660  
*Live Contemporary Hawaiian*  
 Mike Tulba 6-9pm  
**Duke's Canoe Club Waikiki** 922-2268  
*Live Contemporary Hawaiian*  
 Maunalua 4-6pm  
 Kawika Kahiapo 7-10pm  
**Mahina & Sun's** 923-8882  
*Slack Key on the Lanai*  
 Dustin Park Duo 6:30-9:30pm  
**Mai Tai Bar at the Royal Hawaiian** 923-7311  
*Live Contemporary Hawaiian*  
 Cory Oliveros 6-9pm  
**Maui Brewing Company** 843-2739  
*Live Contemporary Hawaiian*  
 Shay Marcello Duo (or others) 6-8pm  
**Merriman's Honolulu** 215-0022  
*Live Contemporary*  
 Shane 5:30-7:30pm  
**MINA's Fish House** 679-0079  
*Live Contemporary Hits*  
 Jeremy Hirokawa 6-9pm  
**Monkeypod Kitchen Ko Olina** 381-4086  
*Live Contemporary*  
 John Akapo 6:30-8p  
**Rumfire** 921-4600  
*Live Contemporary Hits*  
 Johnny Helm 6-9pm  
**Signature Prime Steak** 949-3636  
*Contemporary Pianist in the bar*  
 Pierre Grill 6-9pm  
**Sky Waikiki** 979-7590  
*Live Contemporary*  
 John Akapo 5-8pm  
**Swell at the Alohilani** 294-4108  
*Lounge DJ*  
 DJ Jon Conscious 6-9pm  
**The Beach Bar at the Moana Surfrider** 922-3111  
*Live Contemporary Hawaiian*  
 Alex Oasay 5-8pm

## SATURDAY

**Barefoot Beach Café at Queen's Beach** 924-2233  
*Live Contemporary Hawaiian*  
 The Barefoot Boys 5-8pm  
**Chart House Waikiki** 941-6660  
*Live Contemporary Hawaiian*  
 Tito Berinobis 6-9pm  
**Duke's Canoe Club Waikiki** 922-2268  
*Live Contemporary Hawaiian*  
 Ben Kama (or others) 10am-12pm  
 YOZA (or others) 1-3pm  
 Bobby Moderow (or others) 7-10pm  
**Mahina & Sun's** 923-8882  
*Contemporary Hawaiian/Blues on the Lanai*  
 Josh Akapo 6:30-9:30pm  
**Mai Tai Bar at the Royal Hawaiian** 923-7311  
*Live Contemporary Hawaiian*  
 Dave Watanabe 6-9pm  
**Maui Brewing Company** 843-2739  
*Live Contemporary Hawaiian*  
 Taz Vegas or Scott Magz 6-8pm  
**Merriman's Honolulu** 215-0022  
*Live Contemporary*  
 Chris Salvador 5:30-7:30pm  
**MINA's Fish House** 679-0079  
*Live Contemporary Hits*  
 Randy Allen 6-9pm  
**Monkeypod Kitchen Ko Olina** 381-4086  
*Live Contemporary*  
 Izik and Evan Khay 6:30-8pm  
**Rumfire** 921-4600  
*Live Contemporary Hits*  
 Alex Oasay 6-9pm  
**Signature Prime Steak** 949-3636  
*Contemporary Pianist in the bar*  
 Pierre Grill 6-9pm  
**Sky Waikiki** 979-7590  
*Live Contemporary*  
 John Akapo 5-8pm  
**Swell at the Alohilani** 294-4108  
*DJ/Big Wave Pro Surfer Keala "KK" Kennelly Spins Poolside*  
 DJ KK 1-4pm  
 DJ Jem 6-9pm  
**The Beach Bar at the Moana Surfrider** 922-3111  
*Live Contemporary Hawaiian*  
 Jeremy Hirokawa 5-8pm

## SUNDAY

**Barefoot Beach Café at Queen's Beach** 924-2233  
*Live Contemporary Hawaiian*  
 Alika Souza 11am-2pm  
 Pono Kaeo 5-8pm  
**Chart House Waikiki** 941-6660  
*Live Contemporary Hawaiian*  
 Dean & Dean 6-9pm  
**Duke's Canoe Club Waikiki** 922-2268  
*Live Contemporary Hawaiian*  
 Ben Kama (or others) 10am-12pm  
 Ellsworth Simeona (or others) 1-3pm  
 Henry Kapono 4-6pm  
 Kaiona (or others) 7-10pm



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# Let's be Together...

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<b>Giovanni Pastrami</b> <i>Reggae Pop Music</i> Kelandy 6:30-9:30pm	<b>923-2100</b>
<b>Hinana Poolside Bar at the Hawaii Prince</b> <i>Live Contemporary Hawaiian</i> Jeremy Hirokawa 4:30-6:30pm	<b>679-0079</b>
<b>La Hiki Restaurant at the Four Seasons</b> <i>Live Contemporary Hawaiian</i> Kamuela Kahoano (or others) 11am-2pm	<b>679-0079</b>
<b>Mahina &amp; Sun's</b> <i>Award-winning ukulele on the Lanai</i> Trishnalei 6:30-9:30pm	<b>923-8882</b>
<b>Mai Tai Bar at the Royal Hawaiian</b> <i>Live Contemporary Hawaiian</i> Alex Oasay 6-9pm	<b>923-7311</b>
<b>Maui Brewing Company</b> <i>Live Contemporary Hawaiian</i> Randy Allen (or others) 6-8pm	<b>843-2739</b>
<b>Merriman's Honolulu</b> <i>Live Contemporary</i> Cassie and Selwyn 5:30-7:30pm	<b>215-0022</b>
<b>Monkeypod Kitchen Ko Olina</b> <i>Live Contemporary</i> Sienna Souza 2:30-4pm Jenna Keala 6:30-8pm	<b>381-4086</b>
<b>Rumfire</b>	<b>921-4600</b>

<i>Live Contemporary Hits</i> Randy Allen 6-9pm	
<b>Swell at the Alohilani</b> <i>DJ Spins Poolside</i> DJ Jem (or others) 1-4pm DJ Vaughn (or others) 6-9pm	<b>294-4108</b>
<b>The Beach Bar at the Moana Surfrider</b> <i>Live Contemporary Hawaiian</i> Dave Watanabe 5-9pm	<b>922-3111</b>
<b>The Deck at the Queen Kapiolani Hotel</b> <i>Latin/Electronic/ Dance</i> DJ Marc Thyssen 11am-3pm	<b>931-4488</b>
<b>Tiki's Grill &amp; Bar</b> <i>Live Contemporary Hawaiian</i> Ellsworth & Friends 3-5pm Eddie & the Coconuts 5:30-7:30pm La Pepe 9-11pm	<b>923-TIKI</b>
<b>Tommy Bahama Restaurant</b> <i>Contemporary Hawaiian. Happy Hour Daily 2 - 5 p.m.</i> Glen Domingo 5-8pm	<b>923-8785</b>

aren't going anywhere. Their casual restaurant **Artizen by MW**, previously at the Hawaii State Art Museum, has taken over the ground floor area that used to house Italica Cafe and is currently offering grab-and-go pastries and coffee service in the morning, and quick and informal bites for lunch and early dinner. 955-6505. • Although it's not quite back to its 24/7 moniker, a sign that things are going in the right direction is that **MAC 24/7** has extended their hours to 6 a.m. - midnight. 921-5564. • The pandemic brought out some extremely innovative ideas from many restaurants. Among them, **12th Avenue Grill**. When dining rooms were closed, they turned their private dining areas into a take out DeliCafe offering delicious sandwiches, lasagna, lamb shanks, breakfast items and more. I'm personally addicted to their Truffle oast, scrambled eggs on a toasted slice of sweet potato topped with truffled fondue and bacon. Delicious and only \$8.50. They also launched a happy hour every Wednesday, Thursday and Sunday from 3 - 6 p.m. 732-9469 • **M by Chef Mavro** has introduced their new Bar 'M' Happy Hour on Wednesdays from 5:30-7:30 pm with some delicious and affordable delicacies. 944-4714. • At Ka Makana Ali'i, **Sugarcane by Chai** will have its grand opening on April 8th. Open for dinner nightly from 4 p.m. - 12 a.m., the menu will be curated by Chef Chai Chaowasaree, and cocktails created by former Nobu and HFWF mixologist Kenny Lum. 670-2744. • Although there's much more to say, we're out of room, so I just wanted to mention I finally ventured out to **Longhi's Ko Olina** for the first time since they opened out there and it was amazing. For all you Longhi's fans that miss the Ala Moana and Maui locations like I do, it did not disappoint. Menu favorites I hadn't had in years were thankfully still on the menu, and completely on point. The location was fabulous and manager **Andrew Lovesee** was an absolute pro. Wish it was closer because I cannot wait to go back. 671-8887. ~ Pam

## Dining Dish

So this is another where do I start kind of column. There have been so many changes in the restaurant industry over the past year. This has just been a roller coaster kind of year for them. Open, close, take-out only, repeat. We lost over 50 restaurants, and time will only tell how many bars, but on the flip side, around 3 dozen new restaurants opened. I've been privileged enough to have several in-depth conversations with restauranteurs about their struggles over the past year and what I take away from them most of all, is how resilient they are. How quickly they adapted and hard they worked to keep their businesses alive. Yes, I know this same train of thought can be attributed to most industries around town, but this column is about restaurants and I wanted to give them all their due. We all have our own favorite restaurants, let's continue to support them whenever possible. For now, let's talk about a few of them. • **SKY Waikiki** reopened under new management late last year. President and CEO **Hide Sakurai**, known to many of you as the man behind Shokudo, Buho and Bread + Butter, has reimaged the rooftop lounge as a raw bar and champagne lounge. There are also plans to open a high end Italian restaurant called **La Bettola** on the same floor by renown Japanese Italian **Chef Tsutomu Ochiai** in the next few months. 979-7590. • **MW Restaurant** has relocated to the space formerly occupied by Viaggio at Velocity Honolulu and offer a more refined and contemporary approach to its current menu. Not to worry, fan favorites such as mochi-crusted fish and their popular dessert items

RESERVATIONS ARE HIGHLY RECOMMENDED RIGHT NOW

## Music Disclaimer

*It took quite a bit of effort to piece together the calendar this time around since there have been so many restrictions surrounding live music. Please note that more than ever before, every time and musician listed is subject to change especially as restrictions are being lifted and hours extended. Two items of note: SKY Waikiki was in the process of trying to extend their music hours at press time and has likely done so by the time you read this so double check if that's of interst. Also, please note Shorefyre has live music every night as well as a weekend concert series, but since there is a cover charge to enter, they are not listed here. Please check their website for a list of performers.*

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Photo: Acky Nishimura, Sales Gallery Coordinator

## Sean Dee

Executive Vice President & Chief Marketing Officer, Outrigger Hospitality Group

### How has the last year been for you?

2020 was a challenging year for everyone in the hospitality industry, but we feel well-positioned to emerge from the global pandemic stronger than ever.

### Did you stay open the whole time? The

Outrigger Waikiki Beach Resort stayed open the entire time to accommodate front-line workers, traveling doctors, nurses, flight crews as well as military personnel.

### How did your business adapt?

First and foremost – we strove to care for our people and our community through #OutriggerCARES. We launched the program last April to provide support for team and the community. This included donating half-a-million dollars worth of rooms to the Hotels for Heroes program. For the added safety of our guests and hosts – we developed Outrigger's Clean Commitment in partnership with ECOLAB and local healthcare leaders.

### How was the reopening process?

As visitors to Hawai'i started to rise, we were able to open back many of our properties. The very best part about this was seeing the sincere joy that our hosts had when returning to work.

### What are your thoughts to the future?

With vaccines become more readily available and travel restrictions lifting, we're cautiously optimistic about the future of our industry. Tourism in Hawai'i is critical to help support local restaurants and retail, small business owners and farmers.

Continued on page 9.

# NEW RESTAURANT ALERT

Amazingly enough, as hard as the last year has been for restaurants, there were over two dozen brave souls that decided to OPEN a restaurant in the midst of a pandemic. From a high end speakeasy to casual (and amazingly delicious) saimin and virtually everything in-between, restaurant continued to open, even while

many long-time favorites shut their doors. (See our COVID casualty list on the next page). Several of them even opened for business during the time that restaurants were forced to offer take-out only. The resiliency this industry showed during the most difficult of times has been inspiring. Support and eat local!

<b>1938 Indochine</b> 604 Ala Moana Boulevard Mon - Sun 4pm - 10pm Sun Brunch 11am - 2pm <i>Kevin Aoki's latest eatery featuring Southeast Asia flavors</i>	<b>545-7777</b> 1938indochine.com	<b>Mama Kim's</b> 1481 S. King Street Mon - Fri 10am - 3:30pm, 5pm - 7pm Sat 10am - 7pm <i>Fresh sushi and poke bowls</i>	<b>260-4109</b> instagram.com/mamakimshawaii
<b>Brick Fire Tavern</b> 3447 Waialae Avenue Tue - Sat 11am - 2pm, 5pm-9pm, Sun 5pm - 9pm <i>Authentic Neapolitana pizza</i>	<b>369-2444</b> brickfiretavern.com	<b>Miro Kaimuki</b> 3446 Waialae Avenue Wed - Sun 5pm - 9pm <i>Chris Kajioaka &amp; Mourad Lahlou's French-style cafe</i>	<b>379-0124</b> mirokaimuki.com
<b>Cocina de Roja</b> 2334 S. King Street Tue - Sat 11am - 7pm <i>Birria Taqueria w/birria tacos, banh mi &amp; pho</i>	instagram.com/cocinaderoja	<b>Mochi Do Hawaii</b> 444 Niu Street Tue - Sat 8am - noon <i>Fresh mochi donut shop at the Hawaiian Monarch</i>	<b>260-4109</b> mochidohawaii.com
<b>Coco Bloom Kitchen</b> 3221 Waialae Avenue Mon - Sat 11am - 4pm <i>Sandwiches, salads, smoothies &amp; dessert toast</i>	<b>784-0206</b> cafe.coco-bloom.com	<b>Nani Ai Katsu</b> Ohana Hale Marketplace Mon-Sat 10:30am - 1:30pm, 4pm - 6pm <i>A premium specialty tonkatsu shop</i>	<b>772-0146</b> nanaaikatsu.com
<b>DT Steak House</b> 1339 N. School Street Mon - Sun 11am - 9pm <i>Taiwanese Steakhouse</i>	<b>888-2800</b> www.dtsteakhouse.com	<b>Noods Ramen Bar</b> 3611 Waialae Avenue Mon - Sun 11am-2pm, 5-9pm <i>Osoyami a McCully pop-up, has a new home</i>	<b>888-2115</b> noodsramenbar808.com
<b>Et Al.</b> 4230 Waialae Avenue Mon-Sun 6am - 9pm <i>A collaboration w/Chef Colin Sato &amp; Keoni Chang</i>	<b>732-2440</b> etalhawaii.com	<b>Olive Garden</b> Ala Moana Center Mon - Sun 11am - 10pm <i>The first Olive Garden in Hawaii has finally opened</i>	<b>942-2000</b> media.olivegarden.com
<b>Farmhouse Cafe</b> 808 Sheridan Street Mon-Fri 9am - 3pm Sat 8am - 4pm <i>European cafe featuring coffee, sandwiches,, baked goods</i>	<b>888-2055</b> facebook.com/farmhousecafe20	<b>Ono-ya Ramen</b> 611 Kapahulu Ave Mon - Sun 11am - 10pm <i>Ramen shop opened in the old Wada/ Waioli Grill spot</i>	<b>425-4415</b> onoyaramen.com
<b>Han No Daidokoro</b> Anaha at Ward Village Tue-Sun 5pm - 10pm <i>Japanese Yakiniku known for its top rated wagyu</i>	<b>517-3229</b> nanaaikatsu.com	<b>Original Magoos Pizza</b> 3110 Winam Avenue Sun - Thu 11pm - 8pm Fri - Sat 11am - 9pm <i>No hu hu - the original Magoos is back!</i>	<b>949-5381</b> originalmagoospizza.com
<b>Heiho House</b> 1127 11th Avenue Sun, Wed, Thu 5pm - 10pm Fri - Sat 5pm - 12am <i>Square Barrels owners opened a Gastropub-style Izakaya</i>	<b>260-9670</b> instagram.com/heiho_house	<b>Papa Kurts Saimin Stand</b> 925 Isenberg St (old Agu) Wed - Sun 10am - 2pm <i>Chefs Chris Kajioaka &amp; Mark Noguchi partner up on saimin</i>	<b>947-1215</b> papakurts.com
<b>Holey Grail Donuts</b> 1240 Ala Moana Boulevard Tue - Thu, Sun 7am - 5pm; Fri-Sat 7am - 9pm <i>Popular plant-based taro doughnuts next to Ginza</i>	<b>482-0311</b> holeygraildonuts.com	<b>Purv Donuts</b> 4210 Waialae Avenue Mon - Sun 6am - 9pm <i>These delightful donuts are anything but standard</i>	<b>762-8351</b> purvehawaii.com
<b>Honolulu Skewerhouse</b> 567 Kapahulu Ave Mon - Sun 5pm - 10pm <i>North Eastern Chinese Skewer Restaurant next to Uncle Bo's</i>	<b>888-8680</b> facebook.com/hnliskewerhouse	<b>Sugarcane by Chai</b> Ka Makana Alii Mon - Sun 4pm - 12pm <i>Chef Chai curated the menu</i>	<b>670-2744</b>
<b>'Ili'ili Cash &amp; Carry</b> 2065 S Beretania St. Tues-Sun 11am - 8pm <i>Miss V-Lounge pizza? Its pizza &amp; hoagies are offered here</i>	instagram.com/p/CKrOREEjDQ6	<b>Tanaka Ramen &amp; Izakaya</b> Ala Moana Center Kapolei Marketplace Mon - Sat 11am - 10pm, Sun 11am - 9:30pm <i>Authentic Japanese Ramen</i>	<b>400-0506</b> tanakaramen.com 744-1231
<b>Istanbul Hawaii</b> Anaha at Ward Village Tue - Sun 11am - 10pm <i>Featuring Turkish &amp; Mediterranean cuisine</i>	<b>772-4440</b> istanbulhawaii.com	<b>The Blind Ox</b> 829 Kapahulu Avenue Tue - Sat 5pm - 10pm <i>Tapas &amp; craft cocktails are served at this new speakeasy</i>	<b>254-6369</b> blindox.com
<b>Kapa Hale</b> 4614 Waialae Avenue Tues - Fri 10:30am - 2:30pm Sun - Thu 5-9pm Fri-Sat 5-9:30pm Sat - Sun brunch 7:30am - 2:30pm <i>Modern take on Hawaiian Regional Cuisine by Olive Tree</i>	<b>497-3733</b> kaphale.com	<b>Yoshoku Ginza Bairin</b> Regency on Beachwalk Mon - Sun 11am - 8:30pm <i>Japanese Western-Style comfort food</i>	<b>926-8082</b> ginzabairinhawaii.com

# Hotel Update

In addition to everything else that happened this past year, there have been quite a few changes in Oahu's hotel world this past year. Most hotels closed down as Hawaii issued a stay-at-home order and a mandatory quarantine for all arrivals. Quite a bit of confusion followed in the months that followed as the actual date of Hawaii's re-opening ended up pushed back several times. With all the uncertainty the virus brought to the industry, several hotels decided to move up scheduled renovation projects and begin improvement plans to ensure they had a shiny new property to present once things visitors were allowed to return to the Island. Currently, the Turtle Bay Resort and the Halekulani remain closed as they work on completing their renovations. Both have announced plans to re-open sometime this summer.

Another hotel that decided to turn a bad situation around is the Outrigger Reef Waikiki Beach Resort. Plans were already in the works to transform the property. Since they were already closed, they decided to begin an \$80 million transformation to the property that is just about finished. The guest rooms and suites have been redone to give them an upscale residential-style feel with color schemes that better reflect their beachfront location and showcase art that focuses on Polynesian ocean voyaging. In addition to completely renovating the Ocean and Pacific Towers, the Diamond Head Tower, previously used for other purposes, has also been redesigned to add 23 new rooms and



Guest rooms at the Reef feature beach-themed color schemes and Polynesian Ocean Voyaging Art. Photo courtesy of Outrigger Hospitality Group.

suites to the property. In addition to enhancing their Fitness Center, Spa, Cultural Center, and Kids Club. The Reef has also upgraded the technology used on the property so guests can now download an app that will allow them to have keyless entry to their rooms. They upgraded their WiFi, and a new digital service will be available to expedite guest requests. The most noticeable transformation will be in the lobby area as the hotel opens up that area to take advantage of the fact they are a beachfront property, offering guests easier access and fuller views of both the beach and the ocean. The resort will re-open later this month with sophisticated property enhancements, including chic poolside experiences, a wedding chapel and a fully reimagined Kani Ka Pila Grille, and a bigger stage. However, even after it opens, there is more to come, as Monkeypod Kitchen by Merriman announced building a brand-new restaurant in the 12,000 square-foot beachfront space that will open by the end of the year.

Embassy Suites by Hilton Waikiki Beach Walk just completed an \$8 million modernization that refreshed all 369 suites in both the Hula Tower and Aloha Tower. The resort's expansive refresh boasts all-new furnishings and local art installations that provide guests with a unique sense of place amidst an expansive, family-friendly environment. The property's modernization also features an enhanced Pool Bar and Pakini Bar, complete with a new menu and cocktail offerings.

Although it remains open during its refresh, renovations are also underway at the Waikiki Malia by Outrigger.

When the New Otani's lease expired at the end of the year, the hotel's owners, BlackSands Capital and Tokyo-based

Tsukada Global Holdings, assumed control of the property and brought on the Hawaii-based full-service luxury hospitality management company, Private Label Collections to operate the hotel now known simply as the Kamaina Beach Hotel. Since the hotel's previous owners had just completed a full renovation of the rooms in 2018, the new owners simply added their finishing touches to them. They then focused their attention on completely re-envisioning the top floor suites and the entire ground floor, including the lobby, restaurant, and bar, implementing artful interpretations of Hawaii's history through an eclectic mix of new and upcycled furniture, textiles arrangements, vintage and new



The hotel lobby features eclectic floor to ceiling art work. Photo courtesy of Kaimana Beach Hotel.

art on gallery-style walls and offering boho-style seating spaces. The biggest change revolved around the hotel's 56-year old restaurant, the Hau Tree Lanai. The modernized the hotel's signature restaurant space and the menu and installed James Beard-nominated chef Chris Kajioaka (Senia, Vintage Cave and Miro Kaimuki) at the helm. Now known as simply the Hau Tree, Kajioaka brought on Alan Takahashi (Le Bistro) as Hau Tree's executive chef. To add the finishing touch, they brought on beloved local



The beautifully modernized and redesigned Hau Tree. Photo courtesy of Kaimana Beach Hotel.

mixologist, Jen Ackrill (San Francisco's modern craft cocktail bar Rye, Pint & Jigger, Sky and Top of Waikiki), to create an ideal cocktail menu where there is something for everyone, whether they are visiting the hotel, stopping in for a quick pau hana drink, or even the quintessential cocktailian. ~ Pam

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# COVID Conversations

Continued from page 7.



Photo: Seagem Fix

## Valerie King

General Manager, Sea Life Park

### How has the last year been for you?

It has been an extremely challenging year, particularly having to furlough and lay-off many of our employees. We closed our doors on March 17<sup>th</sup> and reopened the park to the public 354 days later. We continued to provide 7 days a week care for our animals and about a third of our staff remained on full time while we were closed

### How was the reopening process?

We were closed for over 11 months. Reopening was challenging having to bring back and retrain team members, reopen and clean up exhibits, public areas and set up new safety procedures. Capacity limits are especially challenging for show seating and indoor areas.

### What are your thoughts to the future?

We are very thankful for our local residents who are coming out in record numbers to support us. We are hoping to get back to a normal schedule by summer and continue to rebuild.

## Frank Among

Director Sales & Marketing  
Kualoa Ranch Hawai'i

### How are things now?

We're super busy with filming activity going on, with 14 different productions all in different stages of filming at the same time. (We've never had this many at once, ever!) Guests are loving seeing all the action around the ranch as the tours pass by. We're fortunate that the limited seats we are offering are mostly selling out. There are lots of walk-ins and it's interesting that the most expensive tours are the ones selling the quickest.

Continued on page 9.

# COVID Restaurant Casualties

It was a very tough year for restaurants, most of whom operate on an extremely thin margin. The challenges the pandemic brought were simply too much for the following restaurants, all of whom shut down this past year. Aloha!!

Ahi Assassins  
Alan Wong's Honolulu  
Arancino on Beachwalk  
Artizen by MW  
Bob's Sports Bar Kailua  
Cheeseburger Waikiki Prime  
Cheeseburger Waikiki Beach Walk  
Chuck's Cellar  
Dillingham Saimin  
Formaggio Honolulu  
Harpo's Pizza and Pasta  
HASR Bistro (Terry's Place)  
House of Pure Aloha Ala Moana  
Hyung Jae Restaurant  
Islands Fine Burgers  
Italica Café  
Izakaya Kei  
Kaka'ako Kitchen  
Kaneohe Bakery  
Kapiolani Spaghetti House  
Kawailoa Tavern  
Kobe Japanese Steak House  
Like Like Drive In  
Limon Rotisserie Kapolei  
Malee Thai Restaurant

Mexico Fiesta Hawaii Kai  
Miyako Japanese Restaurant  
Monterey Bay Cannery  
Nobu Honolulu  
Otoro Hawaii Fusion  
Phoenix Chinese Restaurant  
Plantation Tavern Kapolei  
Pomaikai Ballrooms  
Real Gastropub  
Smith & Kings  
Tempura Kaneko Hannosuke  
The Brewseum  
The Street Food Hall  
Tokyo Noodle House  
Tony Roma's Waikiki  
Top of Waikiki  
TOWN  
Two Scoops  
Uncle's Fish Market at Pier 38  
Viaggio  
Waikiki Yokocho  
Wang Chung's  
Yamagen Restaurant  
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# Reflections on the Past Year

## Hospitality workers share their experiences



Cecilia Derramas

I've been with Outrigger for over 3 years as the Front Office Manager of the Outrigger Reef Waikiki Beach Resort. I am proud of all the efforts that Outrigger did (and continues to do) during the pandemic.

All of our employees came together to work during a very uncertain time.

The Reef temporarily suspended operations due to the pandemic in April 2020. I was supposed to be furloughed along with the rest of team, however, the Outrigger Waikiki stayed open, and I was able to keep working with their Front Desk Team.

Looking back from April to June 2020, Waikiki was very different from the bustling city we knew. There were very few guests - Outrigger Waikiki had airline crew, military, and some essential travelers during the Stay at Home order time. When restrictions begin to lift, we saw support from our kama'aina guests, and our occupancy started to pick up.

With an intense focus on safety and security, Outrigger worked diligently to have a program in place for safety. Our Outrigger Clean Commitment program, in partnership with Ecolab, is an extensive guideline for our hosts and guests' safety and protection. We have modified service strategies focusing on sanitization, disinfection, safety, physical distancing, and everyone's well-being.

What I learned most about this experience is that courage and learning to adapt to changes immediately are very important when facing extraordinary times. As hospitality workers, we know all about the service aspect of our job. It was important for us to balance service and commitment to safety while adapting to all the changes happening. Our team at Outrigger continued to stay positive and service our guests by applying our Outrigger Way: Caring for each other, caring for our guests, caring for our place, with our values as our guide in the difficult times.

What I enjoyed most was being able to connect with our local guests. Outrigger participated in programs such as "Hotel for Heroes" to offer a complimentary stay to health care workers. We built a strong relationship with our local guests. Some

of them are now staying more frequently with us. I also enjoyed connecting more with our hosts. We had a smaller team, and we all had to help each other out in every situation.

The most awkward incident for me was the first time we had to deal with a quarantine breaker back in June. A guest checked in and was acting strange. When I Googled her name, I found an article that she previously violated quarantine at a different hotel. I called the hotel, and they confirmed. The GM and I warned the guest that Hawaii takes quarantine protocol seriously, and she had to stay in her room. She checked out an hour later. Later that night, I saw on the news that she was arrested. Since it was new to us at that time, it was awkward to explain to the guest that HPD gets involved, and they could get be arrested if they violated quarantine. We've since learned and work closely with the Attorney General contact and HPD if we have guests violating quarantine protocol.

For those who are working, I would like to commend everyone in the hospitality industry for being positive and continuing to share the Aloha spirit with guests. For those who are eager to come back to work, I will say that they need to be optimistic. We see that the occupancy has been picking up and as the travel industry improve, we look forward to going back to the normal work staffing.

~ Cecilia Derramas, Outrigger Waikiki Front Office Manager



Christy Ann Jones

The day my Manager pulled me into the office, March 20, 2020, and told me it would be my last day of work was so surreal. I had been working at the Hilton Hawaiian Village going on 14 years. To be told that day would be my last day of work due to unforeseen circumstances and would now be temporarily laid off until further notice was like being told in a relationship that "I need space, it's not you, it's me." I was sad, and I called my mom and sobbed. She told me, "Hey, you always wanted to be a stay-at-home-mom, LOL." She was right, so I wiped my tears and prayed, and I thanked God that He would protect me and provide for my

boys and me even during a time like this, and I went home and told my boyfriend and kids. They were just as shocked as I was initially but were relieved that I would be home safe.

Within the first week, I had contacted my Union, filed for unemployment, and applied for other assistance programs. I contacted H.A.R.I.E.T.T. and completed a course in beginner's Spanish. With the extra funds, I could pay off debts that I otherwise would not have been able to do. I cooked and cleaned day and night but also ordered take-out more than usual. I rearranged the furniture in my house several times and threw away old items I no longer needed. I connected a lot more with my family on Messenger and joined the family prayer meetings on Sundays over the phone. I set up a home office for myself which I've always wanted to do. I went for nightly walks with my boyfriend and spent more time with my boys. I got into the Christmas Spirit earlier than usual because I actually had the time, money, and energy to do so.

By the end of December, I finally got the call to return to work that I had been anxiously waiting for. The first day back, I was so full of emotions. I was missing people I knew wouldn't be coming back and trying to find my footing, my stride, my groove. So many places were closed or had reopened with reduced hours. It would take time to memorize it all over again. I couldn't do my job effectively without Pam sending us all those weekly updates. Working with less staff, fewer amenities and fewer guests definitely took some getting used to as we transition back to full capacity. I am thankful that my job called me when they did because my UI had been exhausted.

Things at work are slowly getting back to "normal." The lobby is busy again with arrivals and departures. Team members are coming back to work one by one as the occupancy rises. Everyone is taking part in keeping our stations sanitized and doing our best to follow the guidelines by keeping 6-feet apart and wearing masks. It's a different time we live in these days, but I feel that everyone wants to get back to normalcy. They finally offered hotel workers the vaccine, so many of us are more at ease working around outside travelers and guests. It feels good to assist my guests and offer them information about places that have reopened. Looking back at the year, I would actually say I was blessed, protected, and provided for, and I am thankful to God through it all.

~ Christy Ann Jones, Hilton Hawaiian Village, Front Services Clerk

# COVID Conversations

Continued from page 9.



Photo: Acky Nishimura, Sales Gallery Coordinator

## Kim Taylor Reece

Board President, The ARTS at Marks Garage

### How has the last year been for you?

It has been very difficult as we have kept the space open but the expenses did not decrease. Having an art gallery and performance space in quarantine was unbelievably difficult and we are still not above water. We stayed open. That may not have been the best decision, but we are still here and hopeful about the support The ARTS at Marks Garage is seeing in the community.

### What are your thoughts to the future?

The ARTS is still struggling but are excited about the future. Our artists and performers are anxious for audiences to return and enjoy the arts again.

### Any other thoughts you'd like to share?

We learned so much during this pandemic and hope to never have to experience this again. Lessons learned!

## Erica Tso

Night Auditor, Hyatt Centric Waikiki Beach

### How was the reopening process?

We re-opened at the end of November. Although it was a slow but steady start, since we have been in Tier 3 of reopening our numbers are slowly going up, and of course lots of love from our kamaaina's as well.

### Any final thoughts?

We did go through a lot of tough changes, but I have to say when we came back to work many of our colleagues are counting our blessings and have a whole new appreciation for our roles. Team work has never been better, especially now when we are in a mindset as a team to just do what we need to for our guest and be as flexible as we can to make sure everyone is comfortable and safe during their stay with us.



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**Davis Media**

Ph: 596-4422

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ADDRESS & NAME CHANGES / ADDITIONS

We do not take changes via telephone. All changes to mailing list **must be submitted in writing** by the 16th of the month to make the next issue, email is preferred.

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