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A SAIPAN TRIBUNE ADVERTISING SUPPLEMENT  
NOVEMBER 29, 2019



By BEA CABRERA  
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CORRESPONDENT

For someone who has been in the hospitality business for 37 years and has been at the helm of Hyatt Regency Saipan for almost 12 years, Nick Nishikawa seems to carry those years of experiences lightly.

Even his management style as general manager of Hyatt Regency Saipan is never heavy-handed. "Hyatt Saipan is not a one-man company; we work together as a team," he said.

It helps that Nishikawa has his priorities straight: To lead, inspire, and engage his team.

According to Nishikawa, doing all he can to inspire and engage the Hyatt Saipan team are his priorities so they can share the same with their guests and this passion has fueled him over the years.

"To put it simply, I love my job because I love Saipan. Work and environment have helped me bring out this passion from myself and from every staff in the hotel," he said.

Nishikawa respects and trusts his staff and "I know they can do their responsibilities the best way they know how. If there are problems that is brought to my attention, I listen and

# 'To inspire staff to make Hyatt guests happy'

ultimately make a decision with the team," he added.

That drive to take care of his staff is also the driving force behind the journey to renewing Hyatt Regency Saipan's lease in the CNMI.



BEA CABRERA

Hyatt Regency Saipan general manager Nick Nishikawa said that looking after his staff is the driving force behind the journey to renewing Hyatt's lease.

Hyatt, which is still the only international brand hotel in the Northern Marianas in the last 39 years, has a public land lease that's expiring in December 2021. Yet with only a little over two years to go, its lease renewal remains up in the air.

The hotel currently has 260 employees, 90% of which are local hires who are on the brink of losing their jobs in the event Hyatt's lease is not renewed. According to Nishikawa, including these employees' families, the number of affected people could go up to 1,000.

"Early this month, we have submitted two appraisals of land and building, which is required by the Department of Public Lands in line with [Hyatt's] request for [lease] extension," he said.

There has been no response yet from DPL but Nishikawa said they know that the appraisals are still undergoing review and study before DPL comes up with new regulations.

Right now, Hyatt is in a wait-and-see situation but he said the company is glad that negotiations are moving and that they have the support of the Hotel Association of Northern Mariana Islands and the Saipan Chamber of Commerce.

He acknowledges that Hyatt's buildings and design are old and not at par with the expectation of frequent travelers and guests but the Hyatt Regency Saipan owner is willing to renovate the hotel facilities to meet guests' expectations.

"DPL wants to see our future plans and, although we want to do that, coming up with a proposal will cost a lot of money. ...If we get the lease extension, we can ask the Hyatt design team to make a proposal in accordance with Hyatt's current standards," he said.

That and the jobs of all Hyatt employees that are at stake are why it is so important for Hyatt to get the green light on the lease extension, Nishikawa added.

As for the critical comments of guests about the hotel and room designs of Hyatt, Nishikawa understands where they are coming from.

"We remain calm, positive and, when they mention that the 'service is good,' the staff is friendly; those make us the happiest. We cannot change overnight—yes, the building is old, the design is old—but we make up for it in cleanliness, facilities, restaurants, and garden because we pay attention to the details, which is important," he said.

In the weeks to come, Hyatt will be housing guests from Japan flown in via Sky-mark Airlines Inc. "Once the Saipan-Narita flight is successful, they are planning to expand to other cities like Nagoya, Kansai, and other secondary cities and I am sure they can do it," Nishikawa said.

See HAPPY on PAGE 26

## 39<sup>th</sup> Anniversary



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# A *drive* for consistency in managing guest experiences



Hyatt Regency Saipan Food & Beverage director Ty Pauling said that customer satisfaction is a consistent thing they want to achieve every single day at the hotel. **BEA CABRERA**

The most important thing we want to achieve everyday is consistency

By **BEA CABRERA**  
beacabrerasaipan@gmail.com  
CORRESPONDENT

Food and beverage directors in hotels are often portrayed in movies as someone who wears a dapper suit, has effortless patter, and a ready set of pearly whites for guests.

Ty Pauling, who holds that position at Hyatt Regency Saipan for six years now, has the latter two qualities hands down. He loves to chat with Hyatt guests and always has a smile on his face but, instead of a suit, he wears an island-style shirt. Underneath all that is the drive to achieve everyday goals for the hotel and being consistent with the hotel's standards.

"...I spend a lot of my time on the floor walking around, talking to people, getting to know them, and

finding out what their experience is like," he said. "But the most important thing we want to achieve everyday is consistency."

A lot of that means supporting the Hyatt staff, Pauling said, about their ideas and the needs that they have for training and program development across all outlets.

"...From the guests' perspective, we always make sure that they are comfortable, welcomed and that the staff from our team that they interact with provide touches of Hyatt, which is caring for people so they can be their best," he added.

The name Hyatt is considered one of the world's top hospitality companies and this resonates and is cascaded to all affiliates, including at the Hyatt Regency Saipan.

Being in the hospitality *Continued on Next Page*

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industry, Hyatt always prioritizes customer satisfaction, while providing the services available at the Hyatt, whether that is accommodations, restaurants, or other amenities.

"...What we especially love about hospitality is no day is exactly the same as before," Pauling said. "We always have meetings, appointments and things to do and circumstances throws curve balls at you every day because we are dealing with people and things that happen. Everyday changes and that's what I enjoy about what I do the most."

With Hyatt Regency Saipan celebrating 39 years of being on Saipan this year, Pauling said this underscores the fact that the company nurtures and values its relationship with the Commonwealth.

"We have been through two super typhoons and, on both occasions, Hyatt was packed with people. There was a lot of raw emotions that came before and after the typhoons and many thanked the Hyatt for the work and services we provide," he said.

These, among other things, is the bedrock of

why Hyatt is in the hospitality business, Pauling said, adding that Hyatt is here to get to know the people in the community.

And it's not just knowing people but forging meaningful connection with them with strong yet effortless touches such as simply remembering their beverage preferences, favorite seats, or having the band play their favorite song.

"Things like that, we take personally," Puling said.

Work fills a large part of a person's life and, for Pauling, if he didn't love working for Hyatt, this job would be draining.

"Hotel work is a job you won't be effective in if you you're not committed and my 15 years of consecutively working in this industry has taught me that," he said.

He assured that that commitment to all Hyatt guests and to the greater CNMI community is shared by everyone at the Hyatt.

"From the owner to all of its employees, Hyatt is committed to our guests and the community through good times and bad times. ...I love my job and spend everyday working with other departments to have that coherent and fluid experience for the staff and guests," he added.

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*Cheers to your 39th Anniversary!*

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# Making things happen at the Hyatt with food and friends

By BEA CABRERA  
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CORRESPONDENT

**H**artmut Kehm is the new kid on the block. As the newest face to join Hyatt Regency Saipan just four months ago, Kehm, who is Hyatt's new executive chef, took over the post left vacant by Gabriel Colombo, bringing with him 30 years' worth of experience working at Hyatt in other

parts of the world. He is not a newbie, however, when it comes to working on an island. Kehm, who hails from Frankfurt, Germany, has worked for many years at the Hyatt Regency Guam. In the short time he has been in the CNMI, Kehm has become quite familiar with the "island challenges" that he and his team encounter every day. "Facing challenges is but normal in this industry...the biggest problem is our supplies  
*Continued on Next Page*



Hyatt Regency Saipan executive chef Hartmut Kehm, who hails from Frankfurt, Germany, is not a newbie to "island" challenges. BEA CABRERA



## Happy 39<sup>th</sup> Anniversary! HYATT REGENCY SAIPAN



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that come from the U.S. mainland. When bad weather comes in, the containers get stuck in Guam," he said. "But we are always up to the challenge and we always look for other opportunities and alternatives. If it is necessary, we adjust the menu."

had just changed the menu of the Splash Bar. According to him, they took a very close look at it and modified it a bit, maintaining the dishes but changing the presentation. "We added dishes to make the menu more 'island-centric,' putting items that [residents] like such as the loco

Our guests will see many improvements that are on the way, starting with our room service menu linked to Kili's Café & Terrace. A new menu at Giovanni's is also on the way.

As Hyatt executive chef, Kehm is not only in charge of everything that goes on in the kitchen but is also in charge of menu development at the hotel's six restaurants and bars: Miyako, Kili Café & Terrace, Teppanyaki, Giovanni's, Splash Bar and Skipper's Bar.

In a for-instance, Kehm said that he and his team

moco," he said. "For Sunday brunch, we modified the buffet, adding more healthy options as the focus here is to be 'health-centric.' ...We have always had it but they were displayed differently. ...We also modified our cakes and pastries now available at DJ's Corner," he added.

Continued on Next Page

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Continued from Page 24

Khem's 30 years of experience is also at play. He creates innovation and take opportunities to provide better service at the Hyatt.

"Our guests will see many improvements that are on the way, starting with our room service menu linked to Kili's Café & Terrace. A new menu at Giovanni's is

also on the way as we made it simple but our guests will still get the true Italian food experience," he said.

"We like to do a lot of fusion and introduce local ingredients and themes. ... This makes Hyatt's culinary operations on-the-go and we are always exploring new ingredients and flavors for the guests and community to enjoy," he added.

As part of Hyatt's vision of care for guests, this extends to "meet-and-greets," with Kehm or executive sous chef Zen Tomokane visiting every table at all of the restaurants at Hyatt where they have a brief chat with diners.

"We always seek feedback and we take it positively. ... We want to know because that will help how we can

improve and train our team," Kehm said.

Feedback and suggestions from guests also help create standards and pushes the Hyatt team to meet that standard. "This helps us get better," Kehm added.

According to Kehm, celebrating Hyatt's 39th anniversary is an exciting time for the hotel and Saipan. "Thirty-nine years is a mile-

stone and we are going to enjoy this year and a better way to celebrate it is with a new team of talented chefs...and old friends that I worked with at some point in the past in other Hyatt brands: general manager Nick Nishikawa and Josephine Mesta in Guam, Ty Pauling in Canberra, Australia," he said.

"We are going to con-

tinue to provide the best for our guests and the local community. ...I hope next year on our 40th, we can celebrate the renewal of the lease. ...It is not easy and the hotel needs assistance and help for its age. We know that we need to refresh and update but Hyatt Regency Saipan, no matter what, always serves with a purpose," he added.

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## Longest-serving employees

Hyatt Regency Saipan has seven longest-serving employees:

■ **Hinami Tarkong** (Housekeeping Team member; 39 years; from Dec. 1, 1980 to the present)

■ **Mihir Rout** (Engineering director; 39 years; from June 1, 1980, to the present)

■ **An Ning Huang** (Landscape manager; 34 years)

■ **Andres Bartolome** (Technician; 35 years)

■ **Barbara DLG Sablan** (Accounting manager; 37 years; from June 25, 1983, to the present)

■ **Alexander Castillo** (Maintenance technician; 32 years)



Sablan



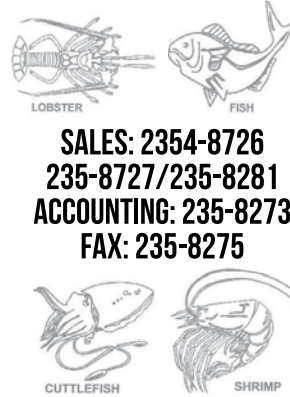
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## HAPPY

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wa said.

He said that Hyatt has many repeat customers from Japan but they don't want to take the connecting flight that will take them on a three-hour flight to Saipan, so Skymark ser-

ving this route will be really good for the CNMI's tourism industry.

Nishikawa said that Hyatt is a worldwide international company and is growing day by day. "With that, our big responsibility is to offer comfort to our guests when they come to stay at Hyatt."





# HYATT BY THE NUMBERS

**7** Number of restaurants and bars at Hyatt Regency Saipan (Kili Café & Terrace, Giovanni's [Italian Restaurant], Miyako [Japanese Restaurant], Teppanyaki, Splash Pool Bar, Skipper's Beach Bar and Lobby Lounge)

**23** Years of holding the Hyatt Charity Golf Classic Tournament. Hyatt general manager Nick Ishikawa said that they owe the success of the event to the community. "We have been organizing this tournament for 23 years and this is unique to Hyatt because I don't think any other company is running an event like this event for that long."

**260** Number of Hyatt Regency Saipan employees.

**5** The current hotel star rating of Hyatt Regency Saipan.

**20** The number of feet tall of the Hyatt Christmas tree, which is lighted at the start of December every year.

**319** Rooms for guests at Hyatt Regency Saipan.

**875** The number of properties that Hyatt hotels have in 60 countries across six continents

**39** Years ago when Hyatt Regency Saipan, the first international brand hotel on Saipan, was established.

**39** Number of years that Hinomi Tarkong has been employed at Hyatt Regency Saipan, making her one of its longest-serving employee.

**39** Number of years that Mihir Rout has been employed at a Hyatt company, making him one of Hyatt Regency Saipan's longest-serving Hyatt employee.  
*(Bea Cabrera)*

**\$359,000**  
Total amount that the Hyatt Charity Golf Classic has donated to local non-profits in the past six years.

**\$68,000**  
Amount the Hyatt Charity Golf Classic raised in 2018 and donated to the Make-A-Wish Foundation, 500 Sails, NMI Rollers Basketball Association, Isla Montessori School, and 4H Marianas.

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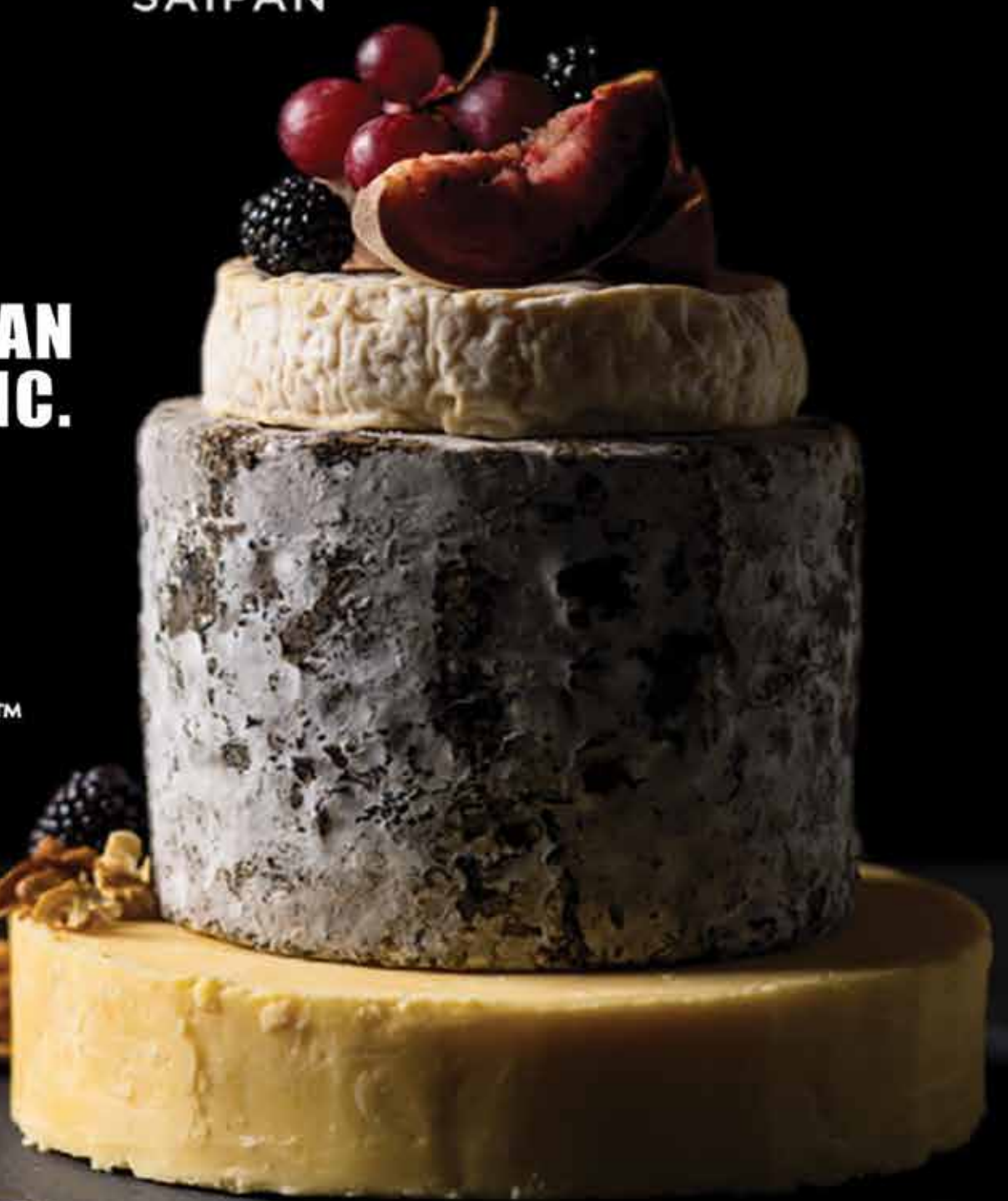
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# Hyatt plays key role in workforce readiness

By **BEA CABRERA**  
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CORRESPONDENT

Aside from promoting tourism in the CNMI, nurturing the community to push it to its fullest potential is one of Hyatt Regency Saipan's goals through the years. Its work with the Northern Marianas Trades Institute since 2008 to equip more island residents with the necessary hotel skills validates that goal and all efforts since then and now is geared toward getting the CNMI to a point where it won't rely too much on getting the skills it needs from outside the Commonwealth.

"We have been involved with NMTI from the very beginning since Tony Pellegrino introduced the product to the CNMI. ...It was underfunded and not producing enough number of students that the CNMI needed in order to fill positions in the hospitality industry," said Hyatt Food & Beverage director Ty Pauling.

With the creation of NMTI, Hyatt became heavily involved in workforce readiness through [Hyatt HR chief] Josephine Mesta.

"Chefs were already involved when I arrived on island. Hyatt's executive sous chef[s] were teaching a cooking course at NMTI in the very early days," Pauling said.

In 2015, Pauling felt he had a big opportunity to do something with NMTI. "[NMTI chief executive officer] Agnes McPhetres got involved and we immediately rewrote the syllabus that covered a lot of points that were necessary to have the basic skills in the kitchen. Ultimately, all of these were focused on workforce readiness," he said.

He said that Hyatt general manager Nick Nishikawa wanted to see the local workforce develop "because we believe that we could have a localized workforce with indigenous peoples, as well as U.S. citizens. We wanted U.S. citi-

zens working in our workforce, we felt it was possible, and all it needed was for people to take the lead to do it," he added.

With Pauling on board, the Culinary Arts program at NMTI exploded, allowing the trade school to build relationships with people who gave books, more chefs got involved and became instructors like Inos Hocog and Benjamin Babauta, trade tools like knife kits from Guam Food Guy Ken Stewart were donated, students started wearing uniforms, and a kitchen was finally built and finished. Truly, NMTI students became more engaged and pushed more people to join the CNMI workforce.

According to Pauling, the Culinary Arts program of NMTI should be on its way to the next level. "Now that NMTI is a semi-autonomous government agency, the program really has to start driving itself toward the next level. I think we are approaching a point of saturation in entry level students/people and so we need to step up to the next level," he said.

Part of that next level is to get NMTI teachers certified to teach, move Culinary Arts toward an associate degree program, and get certification through the World of Association of Chefs' Societies.

Whichever level or direction NMTI will take, Pauling assured that Hyatt will always help to forge community development.

"I don't see where it would make sense for us to not support the development of a budding culinary field here in the CNMI. Our support may look differently throughout the years we have supported NMTI...but our team is really invested in their product and outcomes," he said.

"We will always support growing the hospitality workforce in the CNMI. For as long as NMTI is doing that, we are always a strong supporter," he added.

Hyatt  
*RiseHY*  
 teaches  
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 industry



The youths is encouraged to explore career opportunities in the hospitality industry at Hyatt Regency Saipan. **BEA CABRERA**

By **BEA CABRERA**  
 beacabrerasaipan@gmail.com  
 CORRESPONDENT

RiseHY in October last year at all Hyatt brands worldwide, including at the Hyatt  
*See RISEHY on Next Page*

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## RISEHY

From Page 31

Regency Saipan, with the goal of encouraging young people to explore careers in the hospitality industry.

In the CNMI, that program is being touted as a solution to help the Commonwealth's youth rise to their full potential. Its participants, called Opportunity Youths, are not only learning the ropes of the hotel industry but also creates a path that would help them pursue a long-term career with Hyatt.

Hyatt Regency Saipan currently has three Opportunity Youths under its wings: Andrew San Nicolas, who is assigned at the hotel's wellness spa, Club Elan, and Michael Pangelinan and Jeff Tullao, who are both in Housekeeping. All three are being nurtured so they could acquire skills that they could later develop if they want to.

The program is in line with the hotel chain's purpose of caring for people so they can be their "best," a tagline that is not only geared toward their guests

and clients but also targets community members and recognizes every individual's potential.

The target is to hire 10,000 "Opportunity Youths" worldwide by 2025, particularly youths who are not attending school or are employed, so they could have the chance to enhance their skills and that includes skills in people relations, housekeeping, and other hospitality jobs.

RiseHY employees continue to develop while on-the-job by going through assessments, work-based learning experiences, and simulations to increase the candidates' fit with Hyatt.

Hyatt general manager Nick Nishikawa attributes their Opportunity Youth's success to the guidance they provide, adding that Hyatt Regency Saipan is a good training ground, from entry level jobs to long-term careers such as managers.

"We have been a big part of this community. ... We are involved in schools and career opportunities for people in the community," he added.

# CONGRATULATIONS

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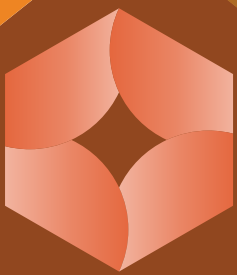
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