

Ohana GRAM

WHAT'S NEW | OUTRIGGER HOSPITALITY GROUP

April 28, 2022

Dear Outrigger hosts,

We are pleased to congratulate **MITCH YOKOYAMA** on his promotion to general manager of Hokulani Waikiki by Hilton Grand Vacations and to welcome **MADELEINE NOA** to the Outrigger 'ohana as membership director.



Mitch Yokoyama

MITCH'S promotion took effect April 16; he has been interim general manager at Hokulani since September last year and will continue to ensure resort operations are managed cost-effectively and professionally to the satisfaction of guests, hosts and owners, while meeting Hilton brand standards.

Mitch joined Hokulani as assistant general manager in 2016 and before that, held various positions with Hilton including housekeeping manager, quality assurance coordinator for front- and heart-of-the-house, resort and guest services manager. Fluent in Japanese, Mitch started out with Hilton as a guest service agent (linguist) in their vacation-ownership area. Before Hilton, he was a passenger service agent for Japan Airlines based in Los Angeles.

Mitch holds a bachelor's in psychology from Santa Monica College in California. He was born in Japan and raised in Los Angeles by his mother, a hotelier who worked for various hotels throughout her career.

A favorite pastime is staying in shape so he can play hard with his two precious daughters, ages 3 and 7. Mitch also has a passion for history of all kinds and is especially fascinated with the history of Hawai'i.



Madeleine Noa

MADELEINE joins us today and reports to Chris Riccardi, senior vice president—global sales. As membership director, she is going to help us create and launch a new membership program. Additionally, she is responsible for team leadership, as well as sales and marketing efforts for Outrigger's member program(s). Madeleine's focus will be on growing the membership base, enhancing the program value, developing membership sales managers and ensuring annual marketing and revenue goals are achieved.

Madeleine comes from Gourmet Events Hawaii, where she was director of sales and before that, senior sales manager for Roberts Hawaii.

She holds a customer service certificate from Kapi'olani Community College; an accounting certificate from Cannon's Business College; a Technology Entrepreneurship Certificate from Stanford University Online; and a Professional Spa Management Certification.

Madeleine has two daughters and one son, all adults and living out of state. On her nightstand is "Iolani Palace, A Metaphor for Two Centuries of Hawai'i History." Her hobbies are aquatic exercise, sailing and traveling as much as possible. Soon to be crossed off her travel bucket list is Greece with the Amalfi Coast, Maldives, Barcelona and Tahiti to follow. Madeleine enjoys giving back by supporting a variety of non-profits, including sitting on the Board of Directors for Sacred Hearts Academy and support of Camp Agape, Hawai'i Symphony Orchestra and Pay It Forward.

Congratulations, Mitch, and welcome, Madeleine!



Bob Berges
Hawai'i Vacation Condos



Sean Dee
Chief Commercial Officer