

Ohana GRAM

WHAT'S NEW | OUTRIGGER HOSPITALITY GROUP

January 9, 2025

Dear OUTRIGGER hosts,

Please join me in congratulating Jason Nagamine on his promotion to Director of Housekeeping at the OUTRIGGER Waikīkī Beach Resort (OWK) and welcoming Michelle Schroder as Director of Housekeeping at OUTRIGGER Waikīkī Beachcomber Hotel (OBC). Jason will report to Steve Miller, GM at OWK and Michelle will report to Ceci Hamao, GM at OBC. Both assumed their new roles on Monday, January 6.



Jason and Michelle will oversee housekeeping, pool, and public area operations, ensuring quality guest services while managing expenses within budgeted guidelines. Their responsibilities include coordinating with management and department heads to develop and implement housekeeping preventative maintenance and quality control programs, conducting property inspections to ensure compliance with safety standards, and performing administrative duties such as employee scheduling, payroll documentation, task assignments, occupancy forecasting, linen inventory management, and employee evaluations and counseling.

Jason has been with OUTRIGGER for over seven years, holding roles such as Front Desk Agent, Front Desk Supervisor, V47 Banquets Manager, Guest Service Manager, Area Conference Service Manager, and Housekeeping Manager.

Before entering the hospitality industry, Jason spent 10 years in the United States Navy, serving in the Pearl Harbor Submarine Service. He also owned a lounge at Century Center called APARTM3NT (Apartment 3). Jason loves traveling, particularly to Asian countries like Thailand, and is a qualified chef with a degree in culinary arts.

Michelle previously worked with OUTRIGGER in Maui as the Area Executive Housekeeping Manager for Palms at Wailea, Aina Nalu, and Kapalua Villas. In her free time, she enjoys hiking and playing pickleball with her husband. A fan of Alaskan cruises, she is excited to plan a European cruise soon. Her 19-year-old daughter is currently studying pre-med at a college in Los Angeles.



With these exciting announcements, OUTRIGGER will now benefit from having a Director of Housekeeping at each of the Waikīkī Collection hotels, plus Embassy Suites with Myra Kuboyama at OUTRIGGER Reef; Carol Lopes at Embassy Suites and Janice Ng at OUTRIGGER Waikīkī Paradise. Congratulations Jason and welcome back to OUTRIGGER, Michelle!

Mike

Mike Shaff
Senior Vice President Operations – The Americas