

THE MANY WORLDS OF

MAUNA KEA RESORT

SUMMER 2008

Are we there yet?

Not quite, but we're getting closer every day. With heightened excitement Mauna Kea Beach Hotel's \$150 million renovation is on track for reopening.

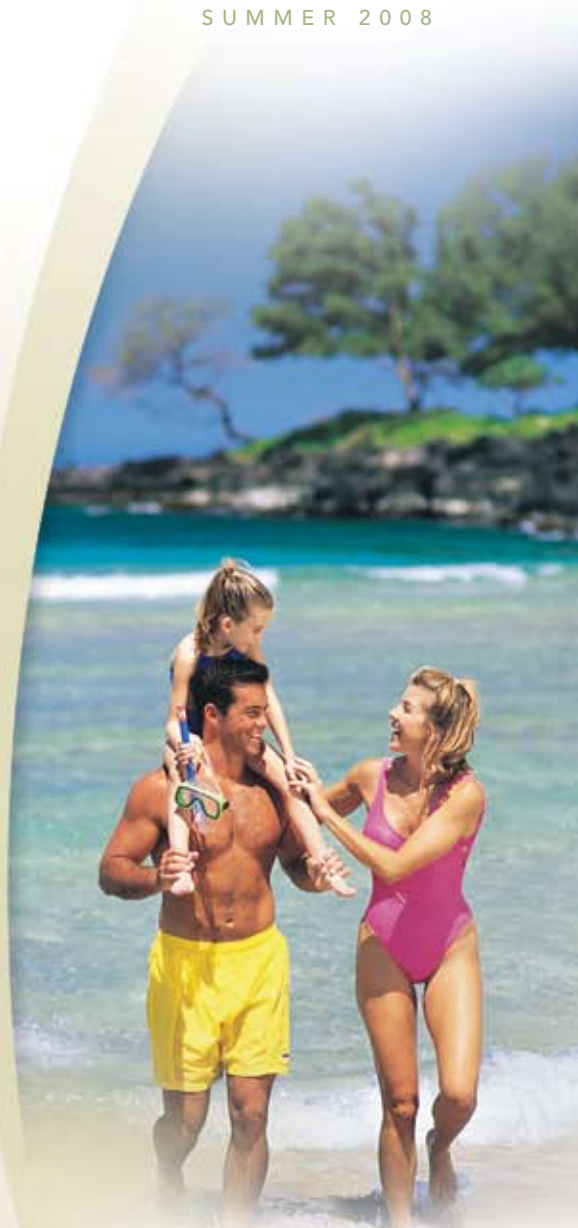
The new Guestroom look has a fresh energy generated by Robert Barry Design Associates of LA and John Hara Associates Inc. of Honolulu. Later this year you can expect to see Mr. Rockefeller's signature "understated elegance" stepped up for today, with crisp, clean lines, bold sunset colors, the old familiar orange plumeria and unchanged wow of wonderful views from the wide lanai. New tile floors and area rugs, refined furnishings and fun finishing touches are subtly supported by hi-tech bells and whistles to produce a luxury Guestroom experience that is ultra-high quality and ultimately comfortable.

In some of our enhanced Guestrooms and Suites, the Mauna Kea's new ocean view bathrooms will take your breath away. These super-size baths are simply stunning, with sparkling white-on-white tiles, wall-less "rain showers," soaking tubs, private lanai and long blue Pacific view that even LSR might have found alluring.

Under the direction of our new General Manager Mr. Jon Gersonde, the Mauna Kea plans to create a resort of the highest standard reflecting today's expectations. We're adding solid doors for sound attenuation, electronic "touchpad" key cards, 40" flat screen hi-definition TVs in custom entertainment centers, built-in media hubs and bedside iPod clock-radios, along with top shelf bath amenities, luxurious new bedding and much more.

The biggest news is we are almost ready to start taking reservations this summer! We will do our best to keep you updated as the countdown continues, and appreciate your patience and support.

Imua!





ALOHA,

I consider being selected as the new general manager of the Mauna Kea Beach Hotel a most unique privilege. Having worked in the hospitality industry for over 20 years, I am well aware of the prestige, traditions, and personal connections this property has with its guests, staff and community. It is indeed exciting to be a part of something so special.

I am a people person, and my choice of the hospitality industry as a chosen profession is based upon the satisfaction I gain from working with people. Few professions, if any, offer such an opportunity to engage its clientele in the manner which the hospitality industry does. For that reason, my main focus is to ensure that our resources are directed at one thing—exceeding our guests’ expectations. And what makes my current position so outstanding is that it is in such an unparalleled setting, one that features new facilities and an idyllic location.

I am originally from Michigan and graduated in hospital-ity management from Michigan State University. My wife Lynn and our two younger children, Austen and Danielle, will join me this summer after the school year ends. We come most recently from Oahu, where I was the general manager of the Royal Hawaiian Hotel. Prior to that, I have worked in hotels in the Caribbean, California, Australia, Asia, Maui and throughout the pacific region.

In preparation for your arrival, we have a great deal of work to do. With six months to go and a very long task list, it will take all of our focus and determination to ensure that the Mauna Kea is ready to welcome you. Our design team has produced a stellar plan for the hotel’s new look. I am confident you will find its realization to be most remarkable. Our superb staff is up to the challenges ahead, and familiar faces are anxious to welcome you back.

I am thrilled about the adventure ahead. I look forward to meeting each of you and to hear your stories and experiences over the years. I am ready to begin what I anticipate will be a long personal relationship.

Mahalo nui loa,

Jon A. Gersonde
General Manager, Mauna Kea Beach Hotel

A WORD TO WORK WITH

“Lokomaika’i” — sharing with kindness from within

“Lokomaika’i” (loh-koh-mye-kah-ee) is the theme of Mauna Kea Resort’s company-wide training plan, supported by veteran hospitality training company, FreemanGroup Solutions. The concept originated at Hawaii Prince Hotel Waikiki.

“We were inspired by the Hawaiian word and the value it represents,” says Vice President/COO, Paul Yokota. “I believe that our investment in our staff is more important than any other portion of our renovation,” says Yokota. “Their willingness to share of themselves is where the personality and warmth of Mauna Kea Resort lies.”

One way to achieve *Lokomaika’i* is based on the basic, grounded concept of sharing food, particularly the Hawaiian staple poi, made from the corm of the kalo (taro) plant.



In this case “POI” is an acronym for Points of Interaction, Points of Impression and Points of Impact. Developed by Yokota as means to teach and deliver the philosophy of *Lokomaika’i*, POI is based on positive thinking, genuine human interaction, finding opportunities to leave a lasting impression and encouraging employees to develop an intuition for perfect timing.

“POI will also allow us to use the experience of the past employees and share it with those who are new to the resort,” says Yokota. “When you see work as sharing, service becomes more second-nature, more engaging for employees and Guests.”

Based on *Lokomaika’i* and POI, the FreemanGroup’s practice-oriented, hands-on training extends to every employee in the Resort ‘ohana, from top-level management to front-line staff. Founded in 1985 by Bill Freeman, Texas-based FreemanGroup has a mile-long client list that shines with some of the world’s finest hotels, restaurants and resorts, including Four Seasons properties in New York and Santa Barbara, MGM Grand Las Vegas and former RockResorts Caneel Bay and Little Dix Bay

Your feedback is an important part of the process, so when you visit, please let us know how we’re doing.



ALOHA,

We are delighted to welcome Jon Gersonde to Mauna Kea Resort, and I look forward to working side by side with him as our two hotels in tandem take on the challenge to become the premier resort on the Kohala Coast.

Here at Hapuna, you may know we are undergoing construction in the central core area, where repairs are in progress to cosmetic damages from the earthquake. And, in spite of some noise and a temporary wall across the lobby, I am very happy with what I see.

Hapuna's incredible staff has taken it all in stride, volunteered to help in whatever ways they can, always with smiling faces and eagerness to serve. And to top it off, Hapuna was the #1 fundraiser for an Island-wide United Way campaign this spring. I am extremely grateful for this team's positive attitude and extra effort, and I can't thank them enough.

Since October 2006, I think Hapuna's team has taken the lead keeping Mauna Kea Resort healthy during some pretty challenging times. We've been able to help Guests when the Mauna Kea closed, kept business moving forward during sold-out times and slower ones. Along the way Hapuna has developed a unique personality and style that's perhaps more energetic, more flexible, a little less traditional but completely committed to being here to stay, and to helping support the family.

It's a team I'm proud to be part of, and when the work is finished and our two properties are back where they belong, this place is going to be hard to beat.

Mahalo,

Kevin Kim
Hotel Manager, Hapuna Beach Prince Hotel

LAVA'S A MANY-SPLENDORED THING

You've no doubt heard about the exciting volcanic activity at Kilauea which has brought worldwide attention to our little Big Island. As of this writing, smoke and steam continue to surge from Halema'uma'u Crater, creating some spectacular sights and reminding us all we're only here as guests of Mother Nature. Here's a few tips on what's happening at the eruption:

- Kilauea's Halema'uma'u Crater at Hawai'i Volcanoes National Park is giving us quite a show right now, with big, bellowing plumes of water vapor and gas. At night, the glow from the red-hot lava radiates up into the plume giving visitors a natural light show.
- Kalapana Lava Viewing Area is open to the public. There have been no closures.
- Downwind from the volcano, the gases convert to small acidic particles that make "vog," or volcanic fog.
- Weather and wind conditions determine if the vog will linger or blow out to sea. Some days are hazier than others, and it can be uncomfortable for some people, but for most of us it's just another Big Island adventure.
- Nobody knows what will happen next, which is part of the fun. Enjoying the current volcanic action is a real treat!
- According to authorities, if you follow precautions, come prepared, and listen to officials, the volcanic activity is not only fascinating to witness, it's also safe.
- A delegation of scientists, local and federal officials are keeping close tabs on the situation, and keeping the public well informed.
- For the latest information visit:
www.bigisland.org/volcanoupdate or www.nps.gov/havo.

Hawaii Volcanoes National Park is located in the Big Island's southeastern Puna District, about two hours from Mauna Kea Resort by car. Spectacular "flightseeing" tours are available from Sunshine Helicopters, located at Hapuna Beach Prince Hotel.

MAUNA KEA RESORT



HAPUNA BEACH PRINCE HOTEL



MAUNA KEA BEACH HOTEL

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Hapuna Beach Prince Hotel
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Maui Prince Hotel, Makena Resort

Toll-Free Hotel Reservations (866) PRINCE-6

Mauna Kea Real Estate Information . . . (808) 882-5600

Enroll in our Frequent Guest Rewards Program

www.PrincePreferred.com

If you would like to add or remove names from
our newsletter mailing list, please email
maunakeaupdates@princehawaii.com

PRESORTED
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Here's where we stand as of July 2008:



MAUNA KEA BEACH HOTEL ACCEPTING RESERVATIONS SOON

Prince Resorts Hawaii Central
Reservation Office will soon be
ready to accept Mauna Kea Beach
Hotel reservations. We can't wait to
welcome you back, and show off our
great new look for the New Year!

- We anticipate beginning to accept reservations this summer and will post the exact date soon on our website: www.MaunaKeaBeachHotel.com.
- We will be delighted to accept reservations for stays beginning in January of 2009 or afterward.
- Guestroom rates start at \$450 for Mountain View, from \$1,000 for 8th Floor Deluxe Ocean and Suites, subject to applicable taxes.
- As in the past, a deposit of one night's charge is required at the time of reservations. Except for some packages, there is no minimum stay requirement.
- All rooms are being renovated and refreshed with a beautiful new look by Barry Design Associates and John Hara Associates Inc. Baths with ocean view are only available in some categories. Please inquire.
- The Grand Opening is planned for Spring 2009, however exact dates and reservation details for the Grand Opening are not yet final. Thank you for your patience.
- Some room numbers and configurations will be changed in the Main Building, but the Beachfront layout essentially remains the same. If you have questions about a particular room please inquire.

To make reservations now at Hapuna Beach Prince Hotel or any other Prince Resort in Hawaii call 1-866-PRINCE-6 or visit www.PrinceResortsHawaii.com.

For questions specific to Mauna Kea Beach Hotel, please visit www.MaunaKeaBeachHotel.com, or call the Legacy Desk at 1-877-880-MKBH (6524).