

I MINA'TRENTAI SIETTE NA LIHESLATURAN GUÁHAN

RESOLUTIONS

Resolution No.	Sponsor	Title	Date Intro	Date of Presentation	Date Adopted	Date Referred	Referred to	PUBLIC HEARING DATE	DATE AUTHORS REPORT FILED	NOTES
456-37 (LS)	Therese M. Terlaje	Relative to recognizing and congratulating the winners of the 2024 Hospitality Employees aRe Outstanding (HERO) and the Golden <i>Latte</i> Awards; and commending them for exhibiting exemplary effort in delivering the highest standards of service and hospitality to our Guam visitors and island community.	8/9/24 2:27 p.m.	8/13/24 11:00 a.m.						

I MINA'TRENTAI SIETTE NA LIHESLATURAN GUÅHAN
2024 (SECOND) Regular Session

Resolution No. 456-37 (LS)

Introduced by:

Therese M. Terlaje *TMT*

Relative to recognizing and congratulating the winners of the 2024 Hospitality Employees aRe Outstanding (HERO) and the Golden *Latte* Awards; and commending them for exhibiting exemplary effort in delivering the highest standards of service and hospitality to our Guam visitors and island community.

BE IT RESOLVED BY *I MINA'TRENTAI SIETTE NA LIHESLATURAN GUÅHAN*:

WHEREAS, it is the sense of *I Liheslaturan Guåhan* to recognize the accomplishments of those distinguished citizens of this great island who have devoted themselves to faithfully serving the best interests of our community and the needs of our people; and

WHEREAS, the hospitality industry serves as a vital pillar of our economy, with its employees playing a crucial role in delivering unforgettable experiences that encourage visitors to return to our island; and

WHEREAS, these employees and companies, through their dedication, warm hospitality, and commitment to excellence, are the backbone of the industry, ensuring that every guest receives the best possible experience; and

WHEREAS, the Guam Hotel and Restaurant Association (GHRA) has been a leader in promoting and enhancing the standards of the hospitality industry, recognizing

1 the importance of building the morale of industry employees and fostering a sense of
2 pride in their work; and

3 **WHEREAS**, GHRA has, over the past forty-five (45) years, introduced and
4 sustained a variety of events and programs aimed at showcasing the quality of services
5 provided by hospitality professionals and celebrating the employees and companies that
6 go above and beyond in delivering excellence; and

7 **WHEREAS**, GHRA's annual HERO Awards and the Golden *Latte* Awards,
8 bring together the hospitality community, creating networks, fostering friendships, and
9 celebrating the successes and commitments of industry members; and

10 **WHEREAS**, the HERO Awards, in partnership with the Guam Visitors Bureau,
11 recognize exceptional individuals who excel in their trade, exude warm hospitality,
12 deliver quality service, and showcase pride in their efforts to provide the best Guam
13 experience to visitors, with categories including *Håfa Adai* Spirit, Rookie of the Year,
14 Middle Management, Supervisory, Non-supervisory, Life Saving, and Integrity; and

15 **WHEREAS**, the Golden *Latte* Awards, also held in partnership with the Guam
16 Visitors Bureau, celebrate key individuals and companies who exhibit exemplary
17 efforts in delivering the highest standards of service and promoting new programs and
18 facilities in the tourism industry, with categories including Most Outstanding Tourism
19 Facility, Most Outstanding Tourism Promotion, Most Outstanding Optional Tour, *Håfa*
20 *Adai* Spirit – Business, Golden *Latte* – Individual, Golden *Latte* – Hotelier, Golden
21 *Latte* – Restaurateur, and Golden *Latte* – Allied; and

22 **WHEREAS**, that *I Liheslaturan Guåhan* extends its deepest appreciation to all
23 hospitality industry employees and companies for their dedication and excellence in
24 service, which continue to contribute significantly to the success of our tourism sector
25 and the overall economy; and; now therefore, be it

26 **RESOLVED**, that *I Mina'trentai Siette Na Liheslaturan Guåhan* does hereby,
27 on behalf of the people of Guam, recognize and congratulate the winners of the 2024

1 Hospitality Employees aRe Outstanding (HERO) and the Golden *Latte* Awards; and
2 commend them for exhibiting exemplary effort in delivering the highest standards of
3 service and hospitality to our Guam visitors and island community; and be it further

4 **RESOLVED**, that the Speaker certify, and the Legislative Secretary attest to, the
5 adoption hereof, and that copies of the same be thereafter transmitted to all the winners
6 of the 2024 Hospitality Employees aRe Outstanding (HERO) and the Golden *Latte*
7 Awards; the Guam Hotel and Restaurant Association (GHRA); and to the Honorable
8 Lourdes A. Leon Guerrero, *I Maga'hågan Guåhan*.

DULY AND REGULARLY ADOPTED BY *I MINA'TRENTAI SIETTE NA LIHESLATURAN GUÅHAN* ON THE DAY OF AUGUST 2024.