

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
492-37 (COR)	Therese M. Terlaje	Relative to recognizing and congratulating Jennifer Biay on the nomination of the Guam Hotel and Restaurant Association “2024 Most Valuable Housekeeper of the Year” Award; and to commend her contribution to our island’s hospitality industry and Guam’s visitors.	9/4/24 3:30 p.m.	9/8/24 7:00 p.m.						

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

**Resolution No. 492-37 (COR)**

Introduced by:

Therese M. Terlaje *TMT*

**Relative to recognizing and congratulating Jennifer Biay on the nomination of the Guam Hotel and Restaurant Association “2024 Most Valuable Housekeeper of the Year” Award; and to commend her contribution to our island’s hospitality industry and Guam’s visitors.**

1        **BE IT RESOLVED BY THE COMMITTEE ON RULES OF *I***  
2        ***MINA'TRENTAI SIETTE NA LIHESLATURAN GUÅHAN*:**

3        **WHEREAS**, it is the sense of *I Liheslaturan Guåhan* to recognize the  
4        achievements of the dedicated professionals in our hospitality and tourism industry who  
5        have committed themselves to serving our community with excellence, upholding the  
6        highest standards, and contributing significantly to the well-being and satisfaction of  
7        our people and visitors alike; and

8        **WHEREAS**, Guam’s hospitality and tourism industry is a cornerstone of the  
9        island’s economy, welcoming visitors from around the world to experience the unique  
10       beauty, culture, and warmth of the *CHamoru* people; and

11       **WHEREAS**, housekeepers in Guam’s hotels, resorts, and other tourist  
12       accommodations play a crucial role in ensuring that visitors experience the highest  
13       standards of cleanliness, comfort, and safety during their stay, thereby enhancing the  
14       overall reputation of Guam as a premier travel destination; and

1       **WHEREAS**, the duties of housekeepers extend far beyond routine cleaning,  
2 encompassing meticulous attention to detail, the maintenance of guest rooms and  
3 common areas, the management of laundry services, and the provision of a welcoming  
4 environment that reflects the spirit of hospitality for which Guam is known; and

5       **WHEREAS**, housekeepers often serve as the frontline ambassadors of Guam's  
6 hospitality industry, providing guests with a first impression of the island's commitment  
7 to excellence, and frequently going above and beyond to accommodate the diverse  
8 needs and preferences of visitors; and

9       **WHEREAS**, the dedication and hard work of Guam's housekeepers contribute  
10 significantly to the success and sustainability of the island's tourism sector, directly  
11 impacting visitor satisfaction, repeat visitation, and positive word-of-mouth promotion  
12 that drives economic growth; and

13       **WHEREAS**, housekeepers in Guam's hospitality industry not only support the  
14 visitor experience but also play an integral role in maintaining public health and safety  
15 by adhering to rigorous sanitation protocols, especially in the wake of global health  
16 challenges, thereby protecting both visitors and the local community; and

17       **WHEREAS**, the contributions of housekeepers extend beyond the confines of  
18 their workplaces, as their efforts help to preserve the cleanliness and appeal of Guam's  
19 natural environment, ensuring that the island remains a pristine and attractive  
20 destination for generations to come; and

21       **WHEREAS**, Jennifer Biay has consistently exemplified the qualities of an  
22 outstanding Room Attendant at Hyatt Regency Guam, showcasing an unwavering  
23 commitment to her duties and a high standard of excellence in her daily work; and

24       **WHEREAS**, Jennifer's punctuality and efficiency are hallmarks of her  
25 professional conduct, ensuring that her responsibilities are met promptly, thereby  
26 contributing to a smooth and effective operation of the housekeeping department; and

1       **WHEREAS**, her willingness to extend help to others fosters a collaborative work  
2 environment that not only supports her colleagues but also prioritizes the guest  
3 experience, creating a positive and welcoming atmosphere at the Hyatt Regency Guam;  
4 and

5       **WHEREAS**, Jennifer’s efforts have been rightfully acknowledged through her  
6 achievement of the Hystar of the Quarter award, an internal employee recognition  
7 program at Hyatt Regency Guam, which is awarded to employees who receive the most  
8 written guest compliments, reflecting the high regard in which she is held by the guests;  
9 and

10       **WHEREAS**, as an experienced Room Attendant, Jennifer takes immense pride  
11 in her work, meticulously preparing each guest room assigned to her with care and  
12 attention to detail, thus enhancing the overall guest experience and upholding the  
13 reputation of the Hyatt Regency Guam; and

14       **WHEREAS**, Jennifer Biay’s dedication to her role, her excellence in service,  
15 and her positive impact on both guests and colleagues make her a deserving nominee  
16 for the “2024 *Most Valuable Housekeeper of the Year*” Award, further solidifying her  
17 contributions to the hospitality industry on Guam; now, therefore, be it

18       **RESOLVED**, that the Committee on Rules of *I Mina'trentai Siette Na*  
19 *Liheslaturan Guåhan* does hereby, on behalf of the people of Guam, recognize and  
20 congratulate Jennifer Biay on the nomination of the Guam Hotel and Restaurant  
21 Association “2024 *Most Valuable Housekeeper of the Year*” Award; and to commend  
22 her contribution to our island’s hospitality industry and Guam’s visitors; and be it  
23 further

24       **RESOLVED**, that the Speaker and the Chairperson of the Committee on Rules  
25 certify, and the Legislative Secretary attest to, the adoption hereof, and that copies of  
26 the same be thereafter transmitted to Jennifer Biay; and to the Honorable Lourdes A.  
27 Leon Guerrero, *I Maga'hågan Guåhan*.

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