

I MINA'TRENTAI SIETTE NA LIHESLATURAN GUÅHAN
RESOLUTIONS

Resolution No.	Sponsor	Title	Date Intro	Date of Presentation	Date Adopted	Date Referred	Referred to	PUBLIC HEARING DATE	DATE AUTHORS REPORT FILED	NOTES
494-37 (COR)	Therese M. Terlaje	Relative to recognizing and congratulating Flora Rosal 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 3:47 p.m.	9/8/24 7:00 p.m.						

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

Resolution No. 494-37 (COR)

Introduced by:

Therese M. Terlaje *TMT*

Relative to recognizing and congratulating Flora Rosal 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**, Flora Rosal has been an integral part of the Crowne Plaza Resort
22 Guam team since the pre-opening phase, initially working as a regular cleaning
23 contractor before officially joining the company in March 2023, where her warm and
24 caring character has positively impacted her colleagues and the overall work
25 environment; and

26 **WHEREAS**, Flora is known for her consistent positivity and teamwork, always
27 approaching her tasks with a smile and a willingness to take on any challenge, including

1 cleaning large messes in the Public Areas without hesitation or complaint, thereby
2 ensuring that the resort maintains its high standards of cleanliness and guest satisfaction;
3 and

4 **WHEREAS**, her strong communication skills with her colleagues and
5 supervisors allow her to effectively manage her tasks, and her receptiveness to
6 constructive criticism demonstrates her commitment to self-improvement and
7 continuous learning; and

8 **WHEREAS**, Flora’s dedication extends beyond her regular duties, as she goes
9 out of her way to learn new tasks, such as assisting with the Uniform Attendant role,
10 and her willingness to volunteer during critical times, such as Typhoon Mawar,
11 highlights her commitment to the success of the resort and the well-being of her
12 colleagues; and

13 **WHEREAS**, during Typhoon Mawar, she played a crucial role in supporting the
14 Room Attendants by ensuring that there were sufficient laundered items ready for use
15 in the rooms, even coming in on her days off when necessary, showcasing her
16 exceptional dedication to her team and to the guests of the resort; now, therefore, be it

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

23 **RESOLVED**, that the Speaker and the Chairperson of the Committee on Rules
24 certify, and the Legislative Secretary attest to, the adoption hereof, and that copies of
25 the same be thereafter transmitted to Flora Rosal; and to the Honorable Lourdes A. Leon
26 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.**