

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
500-37 (COR)	Therese M. Terlaje	Relative to recognizing and congratulating Alfonso "Bong" Refuerzo 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.	9/5/24 8:00 a.m.	9/8/24 7:00 p.m.						

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

Resolution No. 500-37 (COR)

Introduced by:

Therese M. Terlaje *TMT*

Relative to recognizing and congratulating Alfonso “Bong” Refuerzo 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**, Alfonso "Bong" Refuerzo has been a devoted member of the Hotel
22 Nikko Guam team for twelve (12) years, playing a key role in both the Housekeeping
23 and Public Area Teams, where his expertise and knowledge of the hotel’s operations
24 have made him an invaluable asset to his colleagues and management; and

25 **WHEREAS**, Bong is well-known for his thorough understanding of the hotel’s
26 operations, often serving as the go-to person for any housekeeping projects, where his

1 reliability and efficiency ensure that all tasks assigned to him are completed in a timely
2 and exemplary manner; and

3 **WHEREAS**, his commitment to teamwork is evident in his willingness to assist
4 his fellow colleagues whenever needed, demonstrating a strong sense of cooperation
5 and a dedication to the collective success of his team; and

6 **WHEREAS**, recently, Bong and the Public Area Team performed outstanding
7 work by waxing the floors ahead of the Nagoya Meshi launch at the Hotel Nikko Guam,
8 providing a clean and welcoming experience for the event, which further highlights his
9 dedication to maintaining the highest standards of service and presentation; and

10 **WHEREAS**, Bong’s twelve (12) years of dedicated service and his significant
11 contributions to the success of the Hotel Nikko Guam have greatly enhanced the guest
12 experience and upheld the hotel’s reputation as a leading establishment in Guam’s
13 hospitality industry; now, therefore, be it

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

20 **RESOLVED**, that the Speaker and the Chairperson of the Committee on Rules
21 certify, and the Legislative Secretary attest to, the adoption hereof, and that copies of
22 the same be thereafter transmitted to Alfonso “Bong” Refuerzo; and to the Honorable
23 Lourdes A. 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.**