LIVING THE HÅFA ADAI PLEDGE

With Integrity

Lourdes Peiso has been a Room Attendant at the Westin Resort Guam for almost three years. Although her primary role as a Room Attendant is to ensure that guest rooms are kept spotless and fresh, Lourdes approaches her work with the mindset that she has a greater responsibility - to take good care of her guests’ personal belongings.

Recently, in the process of clearing a guest room, Lourdes found a diamond ring and immediately reported it to the security team. The guest who lost the ring was contacted and came back to the hotel grateful for what the team had done. Upon returning to her home country the guest took the time to send the hotel’s management team a thank you note and Leann Abonales, The Westin Resort Guam. Photo courtesy of GVB.

The Håfa Adai Spirit Ambassador Coin serves as a tangible symbol of the act of hospitality and giving. The coin was created by the Guam Visitors Bureau as an extension of Håfa Adai Pledge program, which is the cornerstone of GVB’s local community branding campaign. Now in its seventh year, the Håfa Adai Pledge program has grown steadily in the number of participants, with nearly 650 pledge representatives participating more than 32,500 individuals. We are proud to perpetuate our visitor’s cultures as well. Guam’s visitors come from all over the world to experience Guam’s Håfa Adai Spirit. If you know someone who you would like to recognize please contact Leann Abonales at 635-1126.

Håfa Adai Spirit Ambassador Coin carries not only the gratitude of the leadership at GVB for a job well done, but it is also filled with the pride of the people of Guam. This medal recognizes the receiver exemplary and selfless service in and for the Håfa Adai Spirit. The coin was created by the Guam Visitors Bureau as an acknowledgment to the hospitality and giving. The coin was created by the Guam Visitors Bureau as an acknowledgment to the hospitality and giving.