



# Håfa Adai Everyday

## LIVING THE HÅFA ADAI PLEDGE

Raelani Serineo



At Bank of Guam, customers can count on Raelani Serineo to feel at home.

Raelani is an assistant cashier/operations officer II at the Santa Cruz branch on West O'Brien Drive in Hagåtña. The Agat resident has been with the bank nearly six years.

Raelani takes care to show customers as well as colleagues hospitality and respect.

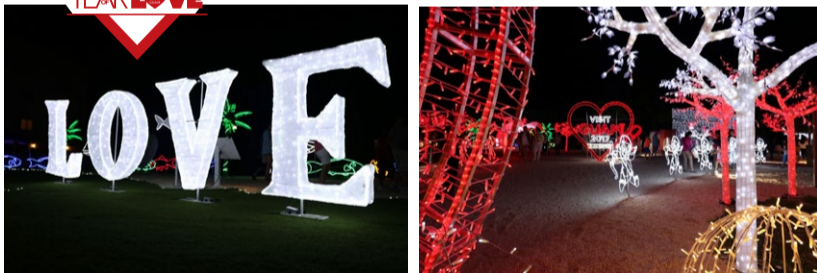
"When servicing a customer or assisting a colleague, I share the Håfa Adai spirit in every greeting, transaction and invitation to return back to the bank,"

she says. "I display genuine care and concern for each person, as I would for any family member."

Raelani's customer service radiates the warmth of the Håfa Adai spirit. "I wear a smile while welcoming them into the bank, as if they are being welcomed back home. I make my customer's day by providing outstanding service," she says. "My goal is having them leave feeling valued, appreciated and pleased to be a customer at Bank of Guam."

In treating others like family, Raelani exemplifies the bank's strong values. "We make everyone feel welcomed and that they are a part of our familia," she says. "Familia is the foundation of our culture and the values in which we are rooted. Håfa Adai is more than words or a notion -- it is a feeling and an experience. We live Håfa Adai."

Raelani's efforts to treat customers and colleagues with island hospitality show her dedication to the Håfa Adai Pledge.



The 2017 Year of Love Light Park makes a great venue for Håfa Adai Pledge signing ceremonies. Located in the heart of Tumon, the park provides a beautiful backdrop with love-themed displays and a heart-shaped tunnel. The park is open nightly from 6 p.m. to midnight through March 17. Take advantage of this unique opportunity to show not only your commitment to the Håfa Adai spirit but also your love for Guam! **To inquire about taking the pledge at the park, call 646-5278 or email [hafaadai@visitguam.org](mailto:hafaadai@visitguam.org).**

# Tourism works!

## Tourism promotes local wedding industry



Guam is wooing tourists as an ideal place for destination weddings. In addition to year-round warm weather and tropical vistas, Guam has a top-notch wedding industry.

The Guam Visitors Bureau website lists several reputable wedding planners on island who can help tourists with their big day. The planners' local staff can help couples enjoy a worry-free wedding, from the beginning to the end.

Tourist weddings support numerous jobs on island. Drivers, florists, hair stylists, makeup artists, musicians, officiants, photographers and other vendors play a role in making a wedding day memorable.

Guam is also emerging as a destination for same-sex weddings. By joining the International Gay and Lesbian Travel Association, GVB has helped raise awareness of Guam as a place that is safe for LGBT couples, whether they want to get married or go on a honeymoon.

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Making Guam a better place to live, work, and visit!



Take the Håfa Adai Pledge today! For more information, call **646-5278** or email [HåfaAdai@visitguam.org](mailto:HåfaAdai@visitguam.org).

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