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.