

RESUME

Jason Yoshitaka Ito



Experiences

April 2009 – Director, Administration, Labor & Community Relations, Kyo-ya Management Company, Ltd.

Responsible for all union and labor relations, collective bargaining agreements, associate development and enrichment programs, community engagement and support, alignment of Kyo-ya's mission and values, chair of Kyo-ya's Donations Committee. Assists in the areas of Hotel Operations, Capital Projects, Development, Contracts, Purchasing, Sustainability, and Parking Operations.

Projects:

- Kapili 'Oihana: Developed a six person internship program between Kyo-ya, Kamehameha Schools and Starwood
- HARIETT Apprenticeship (Hotel and Restaurant Industry Employment and Training Trust): Rejuvenated the apprenticeship program and added eight, new maintenance trade positions
- NFL Play 60: Fitness project for 750+ keiki of nonprofit organizations

April 2003 - March 2009 General Manager, Support Services, Starwood Hotels & Resorts in Waikiki

Responsible for the strategic and tactical operations of the 200+ centralized services associates for Kyo-ya in the areas of Procurement, Capital Projects, Risk Management, Central Reservations, Travel Services, Human Resources Administration, Finance Administration, Information Systems, Grounds and Landscaping, and Telecommunications. Implemented improvements and process efficiencies with the objective of increasing revenue and maximizing cost control while maintaining the highest degree of employee and customer satisfaction. Member of Starwood's Area Executive Committee.

March 2002 - April 2003 Director, Support Services, Starwood Hotels & Resorts in Waikiki

Responsible for operating the centralized service group for Kyo-ya in the areas of Purchasing, Capital Projects, Risk Management, Central Reservations, and Grounds and Landscaping. Works in collaboration with the Human Resources and Finance teams to align and engage the departments toward the collective goals of the hotels.

March 2001 - March 2002 Director, Central Reservations, Sheraton Hotels and Resorts in Waikiki

Planned, designed, and implemented the Centralized Reservations operation for Kyo-ya hotels. Completed feasibility, budget, ROI, and expense analysis. Implemented associate processes for site selection, office configuration, training, technology, furniture, and uniform selection. Refined job descriptions, staffing requirements, and work processes to maximize optimal occupancies and revenues.

- June 1998 - March 2001 Director of Hotel Support Services, Royal Hawaiian Hotel
- Responsible for the Engineering and Housekeeping operations. Executed the capital plans for the hotel. Managed suppliers and vendors to improve relations and quality of services. Member of the hotel's Executive Committee.
- Projects:
- Led Kyo-ya's 59 member Y2K task force to ascertain the status of all systems/devices, coordinated a systems rehabilitation program, and developed contingency plans, and staff resources.
 - Established a Hawaii leisure guest survey and deployed a Japanese-translated guest survey. Served as the main liaison between JDPA and Sheraton.
- Nov 1994 - June 1998 Director of Total Quality Management, Royal Hawaiian Hotel
- Responsible for implementing Total Quality Management into the day-to-day operations of the hotel. Created and trained associate teams to continuously improve the level and quality of guest service. Improved the concept of internal customer awareness, process improvement, metrics, and leadership. Created Customer Focus Groups. Improved the year-over-year Employee Satisfaction and Guest Satisfaction ratings resulting in Sheraton's Chairman's Club status for three consecutive years. Member of hotel's Advisory Board/Executive Committee.
- Team Achievements:
- 1998 Rochester Institute of Tech/USA Today Quality Cup, Semi-finalist
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- June 1987 - Nov 1994 Hotel Systems Manager, Royal Hawaiian Hotel
- Responsible for the day-to-day operations, maintenance, budget, training, and installation of all hotel systems. Primary responsibility was conversion of manual operations to an automated, point-of-sale system for the restaurants across the ITT Sheraton Hawaii/Japan Division Hotels.
- April 1983 - June 1987 Systems Support Specialist, Rainbow Business Systems
- Wide range of duties serving retail, food and beverage, and hotel establishments.
- 1981 - 1982 Pantry Cook, Cafe Casino Restaurant (Phoenix, AZ)
- 1978 - 1981 Waithelp, Floor Manager (Honolulu, HI)
 Tanaka of Tokyo Restaurant
 Yacht Harbor Restaurant
 Seafood Emporium Restaurant
 Pacific Beach Hotel, Oceanarium Restaurant

Accomplishment and Achievements

- 2013 Honolulu Japanese Chamber of Commerce, 67th Shinnen Enkai Gonin Otoko
 2004 Community Service Leadership Award: Starwood Hotels & Resorts, Hawaii
 2003 Community Service Team Award (Fundraising): Starwood Hotels & Resorts, Hawaii
 2001 Ka Hoku Award "The Caring Star", Sheraton Hotels, Hawaii
 1997 Hawaii Hotel Association - Manager of the Year, Honorable Mention
 1996 ITT Sheraton Silver Ring of Quality Team Award – Housekeeping
 1991 ITT Sheraton Hawaii-Japan, Royal Hawaiian, Director of Operations Award

Associations

Trustee Historic Hawaii Foundation, 2016 – present
Board member KAMP Hawaii, 2016 - present
Vice Chair Waikiki Improvement Association, 2015 – present
Trustee Palama Settlement (3rd VP), 2014 – present
Member Hawai'i Green Growth Initiative Working Group, 2012 – present
Vice Chair Honolulu Japanese Chamber of Commerce, 2011 - present
President Honolulu Zoo Society, 2011 - 2015
Board member Honolulu Zoo Society, 2010 – 2011
Board member Hawaii Bowl Foundation, 2007 – present
Advisor Hawaii Betsuin Education Board, Hawaii Betsuin Schools, 2006 – present
Member Hawaii Lodging and Tourism Association, 2002 – present
Member Japan-American Society of Hawaii, 2004 – 2011
Trustee Pacific Buddhist Academy, 2003 - 2005
Board member Kapahulu Center, 2000 – 2003
President Hongwanji Mission School, Parent Teacher Organization 2000 – 2001
Chairperson Sheraton Hawaii Federal Credit Union, Supervisory Committee, 2000 – 2002
Member Sheraton Hawaii Federal Credit Union, Supervisory Committee, 1994 – 2000
Examiner Hawaii State Award of Excellence, 1997 - 1998
Member American Society of Quality, 1996 - 2008

Personal



Education: Electronics Institute, [redacted] Electronic Technology
DeVry Institute of Technology, Electronic Engineering Technology (course work)
Hawaii Pacific University, Organizational Change (course work)
Interests: Culinary, fishing, golf (Oahu Country Club)

References are available on request