# GOV. MSG. NO. 664

# Joe C. Tolbe

## Objective

Happily retired with strong commitment to helping the community. Enjoys working with the public in a social, interactive and positive environment. Enjoys being part of a team with the focus of always delivering exceptional customer service and satisfaction.

# **Volunteer/Community Experience**

Lei of Aloha for World Peace	Volunteer		June 2016-present	
Help weave one mile long ti leaf lei to deliver to places affected by violence. I began volunteering when the shooting at Pulse, a gay nightclub in Orlando, Florida killed 49 people. We traveled to Orlando to present the lei with Hawaiian protocol, to bring the message of Aloha and We Are One, and to grieve and heal with the people affected by the violence. Since 2016, we have weaved 16 Lei of Aloha, and I personally have traveled with the group several times, to Las Vegas for the massacre there and to Christchurch, New Zealand for the shooting at the Mosques there. I continue to volunteer with every Lei and am part of the core group of volunteers.				
Aloha Maui Pride	Volunteer		2014-present	
Helped organize "Gay Brunch" at Nalu's which continues every first Sunday of the Month at Nalu's. Helped create and organize monthly gay dining out events and gay hiking, which also continues. Help with fundraising and with Pride events each year.				
BRIDGES Maui	Facilitator		1992	
Youth group for teens who were LGBTQI+ or questioning all the nuances of sexuality and identity. Safe place for them to come and hang out, talk story, do their homework, etc.				
Community United Against Violence	e – CUAV	Volunteer	1989	
As a member of the speaker's bureau, we went to all the high schools and colleges in the San Francisco Bay Area to share my story as a gay, Asian man.				
San Francisco Pride Parade	Board Membe	ər	1985-1988	
Organized annual Gay Pride Parades in San Francisco.				
Arcadia Body Building Society	Volunteer		1986-1987	

Co-Directed and Co-Produced, "ABS," a sporting event known as, "The Gay Games."

## Work Experience

#### Andaz – Wailea – Wailea, Hl

In-Room/Suite Dining

Sept 2013 – May 2016

Deliver and serve food/beverages and any other items that may be requested by guests in a friendly, attentive, courteous and timely manner resulting in guest satisfaction. Set up room service trays and tables in anticipation of incoming orders, answer any questions guests may have regarding the food, the hotel, activities, Maui, etc.

Fairmont Kea Lani – Wailea, HI In Room/Suite Dining April 2012–May 2013

Deliver and serve food/beverages and any other items that may be requested by guests in a friendly, attentive, courteous and timely manner resulting in guest satisfaction. Set up room service trays and tables in anticipation of incoming orders, answer any questions guests may have regarding the food, the hotel, activities, Maui, etc.

#### Amigo's Mexican Restaurant – Kihei, HI Server/Host Nov 2012–Present

Directly responsible for greeting and seating guests, and all aspects related to serving beverages, food. Ultimately ensuring that all guests are 100% satisfied.

Aroma D Italia Ristorante – Kihei, HI Maitre D' April 2000–March 2012

Primary duties included accepting and handling of reservations, greeting and seating guests, initial table beverage service, taking phone orders, cashiering, expediting of customer orders, preparing tables, and all other duties necessary to enhance customer satisfaction.

Pleasant Holidays – Lahaina, HI Courier/Office Assistant August 2007–Jan 2009

Clerical and transportation duties included pick-up and delivery of parcels and supplies to and from customer service desks at local area hotels. Responsibilities focused on answering telephones, filing and stocking duties as required by supervisors, and general cleaning of the office.

Spices – Kihei, HI

Server/Host/Room Service

May 2006–June 2007

Primary responsibilities included providing personal meal service in restaurant and room services to guests. Other duties involved acting as a host, cashier, taking reservations, dining room preparation, and food expediting.

Transportation Security Administration (TSA) Agent Screener July 2005–May 2006

Performed all duties in accordance with government mandates regarding the safety of passengers in and around the airport and aircraft. Specific duties included security pat downs, x-ray monitoring, luggage and parcel searches for weapons, explosives and other materials currently not permitted on the aircraft.

Hawaii Job Corp – Makawao, Hl	Sr. Resident Advisor	August 2002-July 2005
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Responsible for student activities, student discipline and reporting of living environment and record keeping under management and government compliance.

Maui Youth & Family Service – Paia, HI	Resident Counselor	May 1998- July 2002
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Duties included supervising residents, played a key role in assisting in crisis situations as needed, monitored household chores, provided written and oral briefings at shift changes enforced program rules and policies, and procedures. Additionally, provided transportation for mandated court appearances.