

Golden Rules of Aloha



As a hospitality professional with AHP, I have the honor and privilege to take care of another human being during their most poignant time in life. I am grateful to be of service and connect with these expectations to be of the greatest service to another human being.

1	I am mindful of time	<ul style="list-style-type: none"> • Punctuality paves the way for a fresh start to a successful finish. • I arrive ahead of my call-time because that is "on-time." 	<ul style="list-style-type: none"> • I manage my time wisely throughout a shift and ask the proper chain of command "what more can I do to support this experience?"
2	I have a servant's heart	<ul style="list-style-type: none"> • I go out of the way to help others with sincerity. • I follow the chain of command. Followers make excellent leaders. 	
3	To receive kindness, I must give kindness	<ul style="list-style-type: none"> • The way others treat me depends on how I treat them. I set the example. • My genuine smile goes a long way - I smile at guests and they smile back. They smile at me, I smile back. 	
4	I work with integrity	<ul style="list-style-type: none"> • I deliver what is promised. My word is my bond. • I have judgement to do the right thing, always. • I clock in and out with my supervisor. 	<ul style="list-style-type: none"> • When I receive a tip I say "thank you" and give it to my direct supervisor to process per tip policy. (see handbook)
5	I have impeccable appearance, showing up ready to serve	<ul style="list-style-type: none"> • I come fully dressed in a well-pressed, pristine uniform, well groomed, with my hair pulled back away from my face, earrings kept to only single studs (none for gentlemen), nails well trimmed and hair and nails natural color tones (no extreme colors). • I refrain from smoking (including vaping) while on the clock and on the premise of the event. 	<ul style="list-style-type: none"> • My pockets are to be left empty, including cell phones, keys, wallets, etc. I report to work alcohol and drug free and refrain from the consumption of alcoholic beverages after my shift while on the premise of the event. • I refrain from smoking (including vaping) while on the clock and on the premise of the event.
6	I am an empathetic human	<ul style="list-style-type: none"> • I care about how other people feel or what they are thinking. • I act accordingly with how I would like to be treated. 	
7	I troubleshoot as a team	<ul style="list-style-type: none"> • I discover a solution collaboratively with my team. I am solution oriented. • I gain power by being in control of my circumstances. 	
8	I hold myself accountable	<ul style="list-style-type: none"> • I take responsibility for my own actions. • I try my best to work at least 2 gigs per month, or update AHP of changes in my availability. 	<ul style="list-style-type: none"> • I fulfill my shift to the best of my ability, or will find suitable coverage before texting the main AHP line at 808-735-7788 to be removed at least 24 hours prior to a shift. If I call out of a shift within 24 hours, I risk being removed from the AHP roster unless I provide proof of my sudden absence.
9	I am self-aware of who I AM	<ul style="list-style-type: none"> • I understand how my actions affect others. • I am behind the scenes, making guests' experiences magical. • I am the leader of my life. 	
10	For me, each day is an opportunity	<ul style="list-style-type: none"> • I ask questions when in doubt. • I take advantage of my experience to learn and grow to be better. 	

"True Hospitality Consists of Giving the Best of Yourself to Your Guests." At AHP, we expect your very best to shine bright on each guest. It's an honor and privilege to be of service. - Eleanor Roosevelt

"The more one forgets him/herself - by giving him/herself to a cause to serve another person... -- the more human he/she is and the more he/she actualizes him/herself." - Victor E. Frankl, Man's Search for Meaning.