

**RECEIVED**

*By Jan Kusakabe at 10:13 am, Jul 08, 2020*

July 2, 2020

**VIA E-mail**

David Morihara  
Statewide Rapid Response Coordinator  
Hawaii Workforce Development Council  
State Department of Labor & Industrial Relations  
830 Punchbowl Street, Room 417  
Honolulu, HI 96813

Dear Mr. Morihara:

This letter is to inform you that on April 3, April 16, April 23 and May 28, 2020, Hilton Grand Vacations (the "Company") was forced to place Team Members of the Company located at:

- 69-450 Waikoloa Beach Drive, Waikoloa, Hawaii 96738
- 69-425 Waikoloa Beach Drive, Waikoloa, Hawaii 96738
- 69-699 Waikoloa Beach Drive, Waikoloa, Hawaii 96738

on furloughs and cease, for the most part, operations at the properties due to the unforeseen business circumstances resulting from the sudden and unprecedented effects of the COVID-19 pandemic. We anticipate fully reopening the properties when the climate allows sometime in the future. As we navigate these unprecedented events, at this point, we cannot reasonably predict when that will occur.

When we initially furloughed employees on April 3, April 16, April 23, and May 28, we believed that we would be able to return the affected employees to work shortly after. While we continue to hope these furloughs will be temporary, in light of the current and unexpected circumstances, we are now unsure when we will be able to return the affected employees to work on a consistent basis. Accordingly, and in an abundance of caution, effective July 1, 2020, we want to let you know that although we still expect these furloughs to be temporary, we simply cannot predict a return date at this juncture and the furloughs now may, or may not, extend beyond 6 months. Enclosed is a listing of the job titles of the positions to be affected and the number of affected employees in each job classification at each work location.

We apologize that we were unable to provide to you more advance notice of your employment status. As you know this is a terrible time in the hospitality industry.

The speed and vast reach of the COVID-19 pandemic, as well as the State's continued extension of its initial closure orders and the phased reopening plan has forced us to re-evaluate our plans. Recently issued State guidance regarding the phased reopening, as well as restrictions placed upon out-of-state travelers, makes it clear that the impacts on the hospitality industry in Hawaii will be for an extended period of time and drastically impact the Company's business and ability to continue operating at this time. Similarly, State and local guidance on business opening plans make clear the Company's unique set-up will pose challenges that will require significant and potentially lengthy structural changes at this juncture. In addition, the recent surge in COVID-19 cases in various locations across the country makes it clear now that there will be additional challenges posed to the travel industry in Hawaii. After reviewing our staffing and business needs, we are providing this notice to you at the earliest possible time.

There are no bumping rights related to these temporary furloughs at these properties.

The affected employees are not represented by a union.

If you require further information, please contact Lisa M. Dupuree at (407) 613-3715.

Very truly yours,



Lisa M. Dupuree  
Sr. Director Team Member Relations

Enclosure: List of impacted positions by job title and number of impacted employees in each job title at each work location

## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

Bay Club at Waikoloa Beach Resort  
69-450 Waikoloa Beach Drive  
Waikoloa, Hawaii 96738

| <b>Job Title</b>            | <b>Number of Employees</b> |
|-----------------------------|----------------------------|
| Groundsperson               | 6                          |
| Maintenance Technician I    | 5                          |
| Maintenance Technician II   | 2                          |
| Bellperson & Shuttle Driver | 7                          |
| Front Desk Clerk            | 7                          |
| Manager Front Office        | 2                          |
| Night Auditor               | 2                          |
| PBX Operator                | 1                          |
| Reservations Agent          | 2                          |
| Supervisor Front Desk       | 1                          |
| Bartender                   | 5                          |
| Common Area Attendant       | 1                          |
| Housekeeper                 | 21                         |
| Houseperson                 | 9                          |
| Manager Housekeeping        | 1                          |
| Supervisor Housekeeping     | 1                          |
| Administrative Assistant    | 1                          |
| Manager Recreation          | 1                          |
| Coordinator Recreation      | 3                          |

## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

HGV Waikoloa Sales & Marketing  
 69-425 Waikoloa Beach Drive  
 Waikoloa, Hawaii 96738

| Job Title                               | Number of Employees |
|---|---------------------|
| Greeter Marketing In House              | 4                   |
| Specialist Gifting                      | 1                   |
| Coordinator Contracts                   | 5                   |
| Supervisor Contract Services            | 1                   |
| Sales Executive VIP                     | 4                   |
| Greeter Marketing In House              | 4                   |
| Manager Marketing In House              | 1                   |
| Marketing Representative In House       | 14                  |
| Manager Marketing IPC                   | 1                   |
| Marketing Representative IPC            | 13                  |
| Marketing Representative Lead           | 1                   |
| Sr. Marketing Manager                   | 1                   |
| Administrative Assistant                | 2                   |
| Asst Manager Marketing Operations       | 1                   |
| Specialist Direct Marketing - Corp Mktg | 4                   |
| Marketing Representative OPC            | 3                   |
| Coordinator Sales Gallery               | 10                  |
| Specialist Client Relations             | 9                   |
| Supervisor Sales Support                | 1                   |
| Timeshare Limo Driver                   | 4                   |

|                             |    |
|-----------------------------|----|
| Sales Executive Action Line | 6  |
| TO In House                 | 3  |
| Sales Executive Action Line | 43 |
| Showcase Presenter          | 3  |
| TO Action Line              | 7  |
| Tour Guide Action Line      | 3  |
| Sales Executive In House    | 18 |
| Manager Sales Action Line   | 4  |

## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

Kings' Land by Hilton Grand Vacations Club  
69-699 Waikoloa Beach Drive  
Waikoloa, Hawaii 96738

| <b>Job Title</b>                     | <b>Number of Employees</b> |
|--------------------------------------|----------------------------|
| Sr Manager RO Business Operations    | 1                          |
| Receiving Clerk                      | 3                          |
| Specialist RO Business Operations    | 2                          |
| Sr Specialist RO Business Operations | 1                          |
| Groundsperson                        | 12                         |
| Maintenance Pool Technician I        | 2                          |
| Asst Chief Engineer                  | 1                          |
| Maintenance Technician I             | 7                          |
| Maintenance Technician II            | 4                          |
| Supervisor Maintenance               | 1                          |
| Bellperson & Shuttle Driver          | 9                          |
| Front Desk Clerk                     | 14                         |
| Manager Front Office                 | 2                          |
| Night Auditor                        | 1                          |
| Manager Guest Experience             | 1                          |
| PBX Operator                         | 2                          |
| Administrative Assistant             | 1                          |
| Supervisor Front Desk                | 1                          |
| Manager Food & Beverage              | 1                          |

|                         |    |
|-------------------------|----|
| Bartender               | 4  |
| Grill Cook              | 6  |
| Lead Grill Cook         | 1  |
| Lead Deli Clerk         | 1  |
| Deli Clerk              | 5  |
| Laundry Attendant       | 6  |
| Housekeeper             | 53 |
| Houseperson             | 15 |
| Supervisor Housekeeping | 4  |
| Executive Assistant     | 1  |
| Asst Manager Recreation | 1  |
| Manager Recreation      | 1  |
| Coordinator Recreation  | 5  |
| Pool Attendant          | 11 |