



# Financial Center

# TOPA TALK

TOPA TALK - A Newsletter Published by  
Topa Management Company (Hawaii)

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## At Your Service

### Fort Street Tower

Aloha Sushi	585-7374
Bin's Convenience	521-8886
Carrot Patch	531-4037
Clark Hatch Fitness	536-7205
Cookie Corner	532-9072
Donna's Closet	224-1421
Flowers for You	521-2020
Ft. Street Bar & Grill	523-1500
Young Laundry	521-2286

### Bishop Street Tower

Amfac Center Barber	538-7811
Andy Mohan, Inc.	521-1222
Bishop Street Deli	Not Avail.
Best Printing	531-2121
Charles Schwab & Co.	534-9700
First American Title	447-4017
For the Love of Coffee	533-4486
KD Jewelry	545-7841
Komala Curry House	523-9900
Scottrade, Inc.	521-8573
Styling Crew	533-7800
Subway Sandwich	545-3945

We welcome the following new tenant to the Topa Financial Center.

## BISHOP STREET TOWER

Pacific Health Research Institute

## Building Events

### Craft Fair

Wednesday & Thursday, December 3 and 4, 2008  
20th Floor, Fort Street Tower

### Pearl Harbor Day

Sunday, December 7, 2008

### Christmas Day

Thursday, December 25, 2008  
(Building Closed)

### New Year's Day

Tuesday, January 1, 2009  
(Building Closed)

## Interactive Lobby Directories

Topa Financial Center is pleased to introduce touch-screen digital directories in all of the high traffic lobbies. This state-of-the-art system provides visitors with a convenient way to locate tenants while creating an exciting new advertising opportunity in downtown Honolulu.

Tenants may contact Barbara at (808) 599.5776 to inquire about Advertising Space in the Directory.

## Tenant Satisfaction Survey

Topa Management Company at Topa Financial Center strives to provide you with an exceptional leasing and tenant experience. Please take a minute to complete the Tenant Satisfaction Survey at:

<http://www.TopaFinancialCenter.com>.

**TOPA MANAGEMENT COMPANY** wishes everyone  
a safe and joyous Holiday Season!

TOPA FINANCIAL CENTER 808.531.0444



## Employee Spotlight and Welcome!

### Pat Suenaga

Pat Suenaga grew up in Honolulu and graduated from St. Louis School. Notable classmates were Lt. Governor Duke Aiona and Dr. Kalani Brady. Pat joined the Navy with the first All-Hawaii recruit



company shortly after graduation. He retired from the U.S. Navy as a Chief with a service connected disability. During Pat's naval service he served on submarines as a nuclear engineer and chemist and also was a Certified Master Training Specialist during his tour of instructor duty at the Naval Submarine Training Center Pacific on Ford Island. After retirement from the Navy, Pat worked in a variety of fields including hospital engineer journeyman, co-generation plant installation, commissioning, repair and maintenance, lead mechanic for Hawaii Burger King Restaurants, and an engineer for half a dozen Honolulu properties. He also provided mechanical assessments for retail and residential properties.

Pat has an extensive background in all aspects of the mechanical engineering field including construction, brazing, welding, air conditioning, electrical systems, pumps, chillers, boilers, plumbing, etc. Pat enjoys teaching coworkers and anyone interested in the skills he has learned to safely and correctly operate, maintain and repair a variety of equipment.

On a personal note, Pat is married with five children including three daughters and two stepsons. He also has five grandchildren consisting of two boys and three girls. His Dad is a well-known and respected dental surgeon who had offices in downtown Honolulu for many years. In his younger years, while his Dad worked, Pat and his brother and 5 sisters would hang out in downtown Honolulu.

Pat likes to spend his free time with his family and also enjoys fishing, camping and working on anything mechanical. Pat says that he is pleased to become the newest addition to the Engineering Department at

Topa Financial Center and looks forward to a long and productive tenure. He is also looking forward to meeting all of the tenants and assisting them with any issues they may have, so, don't hesitate to introduce yourself to Pat when next you see him around.

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## Change your Words, Change your Life!

Words represent and create our thoughts, deeds, energy and focus. Words describe what you want to say and can dictate the way you will think and feel. Without much notice, your words may be having an effect on your behavior and attitude.

Here are some examples of words that can be seem negative and easily changed to positive.

'Overwhelmed' versus 'in demand.' At work you may feel you have way too much to do and announce to your manager that you are overwhelmed. How likely is your manager to recommend an 'overwhelmed' person for a high-profile project or promotion? Rather than thinking and saying that you are overwhelmed, try to consider that you are 'in demand.' 'In demand' suggests that you are important and needed. In demand people decide where they will distribute their gifts.

Try replacing the word "problems" with "challenges." Saying, "I have a problem," suggests that you are powerless and lack the capacity to handle the circumstances. If you could replace the word "problem" with "challenge," it could change the energy and focus you bring to the situation. The word "challenge" suggests that you are choosing to take on the situation and solve the puzzle you've been given. If you say to others, "I have some challenges I'm dealing with right now," it shows you as strong and able to handle whatever comes your way.

Replace the word "stressed" with "energized." and you leave behind an implication that you are letting a situation get the best of you and thereby depleting your energy. Instead, chose to say that you feel energized to handle a situation or that you need time to "recharge your batteries" so you can become "refreshed" and ready to handle the situation.

## Grammar Usage

### That or Which?

According to The Grammar Bible, **that** refers to people, animals, or things.

*The woman that witnessed the shooting will testify tomorrow.*

*The camel that carried us through the desert has died.*

*The explorers found the cave that hid the treasure for so many years.*

Which refers to animals and things, never to people.

*The dog, which tipped over my garbage can, needs a shorter leash.*

*The crowd cheered as the plane, which had flown around the world, landed*

### Never Ever

Never interchange the prepositions to and which to follow the verb speak. Speaking with others means to discuss a topic with them, while speaking to others means telling them something.

**Incorrect:** I spoke with Gary last week to give him the dates for next year's conference.

**Correct:** I spoke to Gary last week to give him the dates for next year's conference.

**Incorrect:** I would like to speak to the staff members to get their ideas for our next retreat.

**Correct:** I would like to with the staff members to get their ideas for our next retreat.

## How to Smarten Up

Our ability to think quickly, solve problems, and make good decisions is an essential skill in any job today. Factors such as fatigue, stress and even poor diet can cause us to "dumb down," according to an article by Ralston Heath in the April 2008 issue of AdminAdvantage.

To enhance your "smarts," Heath recommends the following:

**Manage and Minimize Frustrations** Don't dwell on problems and worry about things you can't do anything about. This will only drain your energy and leave you less brain power to use. If you are feeling overwhelmed by worries, make a list of them, then brainstorm specific actions you can take to help improve each situation.

**Push your brain to stay sharp** Engage in puzzles, games or hobbies that require concentration, creativity and problem solving. Try something new occasionally to challenge your brain in a different way.

**Be confident in your brain power** If you constantly say, "I'm so forgetful" or "I'm just no good at remembering names," you are reinforcing a belief that can create a self-fulfilling prophecy. If you can't recall a fact or figure, don't beat yourself up. Just say, "It'll come to me in a moment" or "Before I give you that information, I'd like to verify it."

(The Office Professional)

## Unsubscribing to Snail Mail

DMACHoice.com provides a free service allowing users to select which catalogs they wish to drop. The DMA lists approximately 1,500 catalogs in their database. Visit: <http://www.dmachoice.org/index.php>

Another new service site allowing its members to opt out of catalog mailings is Catalog Choice. Catalog Choice was created by a coalition of environmental groups, including the National Resources Defense Council and the National Wildlife Federation. <http://www.catalogchoice.org/> and has over 1 million members already!

## Search Engine for Travel

<http://www.Kayak.com> is a travel search engine that searches hundreds of travel sites from all over the world. Once you make your choice, Kayak links to the site where you need to make your purchase. Kayak has received top accolades from BusinessWeek, Forbes.com, TIME Magazine, the Associated Press, Travel + Leisure Magazine and US News & World Report.

## Words that Kids think you Don't Know

by Betsy Towner

BFF: Best friends forever.

IDK: I don't know.

OMG: Oh my God!

ROFL: Rolling on the floor laughing.

TMI: Too much information.

Bling: Sparkling jewelry, often gaudy.

Tatted out: Covered in tattoos.

Scooby Doos: Good shoes.

Baby Mama: The mother of one's children.

Boo: Boyfriend or girlfriend.

Cupcaking: Engaging in a public display of affection.

Brodawn: Boys' night out.

Frenemy: A friend-enemy; someone close to you who often hurts your feelings or competes.

Peeps: One's closest friends or family.

Floss: To show off your wealth, often in a car.

Rock: To manifest greatness.

Talk smack: To speak negatively or belittle a person, often in the heat of competition.

Crunk: A hip-hop genre.

Disco nap: A short nap before a night out clubbing.

Fo'shizzle: Certainly.

Obvi: Obviously.

Totes: Totally.

The bomb: An ultimate favorite.

Sick: Extremely cool.

Tight: Fantastic.

Wack: Unjustifiable.

Crackberry: Nickname for an addictive phone.

Webisode: A video short produced for the web.

## Tips for being Photogenic!

Take Great Holiday Photos

Tilt your head down slightly. Eyes should be focused slightly above the camera. This will remedy that annoying double-chin effect.

In seated group shots, sit or stand close together and don't lean in. Always sit up straight.

Stand at a slight angle to the camera.

Wear colors that suit your gorgeous face, hair and skin tone. Cover blemishes with concealer, reduce shine with powder and tidy your hair.

Relax your mind, eyes and mouth. Smile with your eyes!

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## Building Management

### General Contact Information

745 Fort Street, Lobby, Honolulu, HI 96813

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[www.TopaFinancialCenter.com](http://www.TopaFinancialCenter.com) or [www.TopaFC.com](http://www.TopaFC.com)

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Comments, ideas, submissions and corrections are welcome. Please email [bvandine@topa.com](mailto:bvandine@topa.com) or fax to (808) 599-5776