



# VOICE OF THE ILWU

HONOLULU HAWAII  
LOCAL 142

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ADDRESS LABEL

Hawaii International Vice President Wesley Furtado (not pictured) and Overall Longshore Unit Chairperson Nate Lum (center) show waterfront operations to All Japan Dockworkers Union (Zenkowan) President Akinobu Itoh and International Transport Workers Federation (ITF) Asia Pacific Regional Secretary Shigeru Wada. Itoh recalls the 50-year relationship between his union and the ILWU. Japanese transport unions have taken the lead in Japan in building support for the ILWU's struggle at the Pacific Beach Hotel.

## Japan Unions show support for Pacific Beach Hotel workers

**HONOLULU**—Akinobu Itoh, President of Zenkowan (All Japan Dockworkers Union), Shigeru Wada, International Transport Workers' Federation (ITF) Asia Pacific Regional Secretary, ITF inspector Shigeru Fujiki, Hirohiko Takasu and Emiko Aono visited Hawaii from November 29 to December 3, 2008, to show Japan's support for the Pacific Beach Hotel workers' struggle for justice.

While in Hawaii, the Japanese delegation visited the waterfront and met with Hawaii lawmakers, Hawaii branches of Japan travel agencies,

the Hawaii Tourism Authority, the Hawaii Hotel and Lodging Association, Hawaii labor leaders, and rank-and-file members of the Pacific Beach Hotel.

On December 1, 2008, Itoh, Wada, Fujiki, Takasu, Aono, a number of State Legislators, and ILWU officers joined a rally at the hotel from 12:30 p.m. to 1:30 p.m. They attempted to deliver petitions signed by nearly 65,000 Japanese union members. Hotel management refused to accept the petitions.

One year ago, on December 1, 2007, HTH Corporation refused to

recognize the ILWU as the workers' union, sacked over two dozen employees who supported the union, and illegally used fear and discrimination to discourage union activity among the remaining employees.

Shortly after Dec. 1, 2007, a community coalition formed "Justice at the Beach" and called for a boycott of HTH hotels until management obeys the law and respects the rights of the workers. The boycott campaign spread to Japan as the Pacific Beach Hotel draws 80 percent of their business from Japanese visitors.

—continued on Page 4

## Ah Quon McElrath passes away; ILWU mourns loss of great leader

Ah Quon McElrath, retired ILWU social worker and community activist, passed away on December 11, 2008, at Kaiser Medical Center at the age of 92, just four days shy of her birthday.

AQ, as she was fondly known by many, was a pioneer in labor and community organizing. She dedicated more than seven decades to community service, education, and the ILWU and its members. She helped organize workers into the union and counseled ILWU members and their families during the tough times, like the strikes of the '40s and '50s. Before and after her retirement in 1981, she worked tirelessly to advance the rights of working people and the disenfranchised. An outspoken advocate and a fiery orator, AQ devoted her life to the cause of social justice. Most recently, achieving universal health care was her focus and passion.

A fund is being established in AQ's name to honor her commitment to member education and the importance of collective action in a democratic society.

A Celebration of Life is being planned for late February 2009 in keeping with AQ's and the family's wishes.

Look for a full story on AQ's life and accomplishments in the next issue of the VOICE of the ILWU.



Over a hundred supporters stand in front of the Pacific Beach Hotel to urge owner HTH Corp. to obey the law and respect the workers' rights to unionize.



Zenkowan President Akinobu Itoh pledged solidarity with the ILWU.

*One World in Peace,  
Work for a better future*

*Seasons Greetings from the officers and staff of ILWU Local 142*



## President's Message

# Obama's victory in perspective

By International President Robert McEllrath

**On November 4, Americans made it clear that they want our country to move in a different direction.**

**There's good reason to be hopeful. President-elect Barack Obama says he supports unions. He's walked on a picket line. He's worked as an organizer. He says workers aren't getting our fair share while the rich and corporations have been getting too much.**

He says we need more good-paying jobs and should stop subsidizing companies that send jobs overseas. He says he'll raise taxes for anyone making over \$250,000 and cut taxes for the rest of us. That sounds like a breath of fresh air.

But after the dust settles from Obama's victory, we'll have some heavy lifting to do if we want to see real change. That's because there's a war being waged everyday between those of us who work, and those who own the places where we work, where we bank, where we pay our mortgages, and where we shop. It's what we call the class struggle, but whatever word you use today, it's as much a fact of life today as it was 75 years ago when our union was founded. Looking back at our history suggests that we can't afford to sit on the sidelines – especially when an opportunity like Obama's election comes along.

When Franklin Roosevelt was elected president in 1933, workers had been organizing unions for decades, but they weren't making much progress against vicious employers who hired thugs and had laws and courts that were stacked against workers. Roosevelt called his campaign for change the "New Deal." He put millions of Americans to work, kept millions more from starving, honored working families instead of worshipping CEO's, and empowered workers and their unions. Within a year of his election,

Roosevelt's administration had approved the ILWU's historic coast-wise longshore agreement that followed a general strike in San Francisco and the killing of six brothers who gave their lives in waterfront struggles. The following year, in 1935, Roosevelt signed the National Labor Relations Act that made unions legal and required employers to recognize them and negotiate contracts.

It's doubtful any of these changes would have happened if activists hadn't been out there organizing unions, holding strikes, or organizing the unemployed to protest in the streets. The role that ILWU organizers like Harry Bridges played was to push things as far as possible when times were tough – and then further when new opportunities arose – such as Roosevelt's election and the passage of new labor laws. The ILWU's success required both factors to be successful: militant organizers like Harry and sympathetic politicians like FDR.

We're not living in the 1930's anymore, but there are some similarities worth considering. Decades of deregulation and unchecked corporate greed were at the root of both the 1929 Stock Market Crash and today's financial crisis. Another common thread between then and now is that unions are declining just as they were in the early 30's, along with falling standards for most workers. While unemployment today

is nothing like it was in the Great Depression, there are concerns that it could get a lot worse.

What remains to be seen is whether unions today can rise to the opportunities created by Obama's election in the same way that activists in the ILWU made their mark three generations ago when Roosevelt was elected. The ILWU is trying to meet our historic responsibility on several fronts.

First, we're following through on our commitment to help new workers organize and join the ILWU. Our Organizing Department has scored some impressive victories during the past year: helping 600 workers vote to join our union at the Rite Aid Distribution Center in Lancaster who are now bargaining their first contract, helping dozens of security guards in the Northwest go union, and assisting IBU's effort to organize Marine Spill Response Corporation workers in Long Beach and Tacoma. Soon, the 500 workers at Blue Diamond in Sacramento will be voting whether to join the ILWU. Local 142 in Hawaii also scored a major organizing victory for hundreds of hotel workers in Princeville, Kauai, who won their first contract this fall. Each of these campaigns has required an immense focus of energy and resources. Last month, Obama sent the Blue Diamond workers a personal message of support. We'll know in a few weeks if his message of hope can overcome the climate of fear and employer threats that have plagued Blue Diamond workers for years.

Second, we have to help Obama follow through on his promise to pass the Employee Free Choice Act (EFCA), the new federal law that would allow workers to join a union without being threatened or fired. The law already passed the U.S. House of Representatives, but a minority of 40 U.S. Senators (including John McCain) killed it in the Senate. We need 60 Senators who will vote for the EFCA so Obama can sign the bill and make it law.

On November 4th, we won new



**Robert McEllrath**  
International President

support for EFCA when voters in Oregon, New Mexico, Colorado, and other states chose Senators who care about working families. But even with those victories, we're still a few votes short. Getting those last few votes for EFCA could require one of the biggest fights in our lifetime. Big business just spent millions of dollars attacking candidates who supported EFCA in this last election, and they'll continue fighting us in the months and years ahead.

Finally, Local 13 members set an example for all of us by collecting more than a thousand petition signatures for the EFCA during the past few weeks. The effort by Local 13 members along with other ILWU locals, combined with thousands of union members around the country, has generated over a million petition signatures. Those petitions will be presented to President-elect Obama in the coming weeks.

Hundreds of ILWU members worked hard during the past year to elect President Barack Obama, Vice President Joe Biden, and other candidates who pledged to help working families. All that unglamorous work of phone banking, precinct walking, and envelope stuffing has made new opportunities possible. We can't sit back now – let's finish the job and keep up the pressure to deliver the kind of change that working families and America need now.

**An Injury to One  
is an Injury to All**

## Involved members help win elections



(Above, left) Election night on November 4, 2008. Maui members, retirees, and endorsed candidates gather at the Maui ILWU Union Hall in Wailuku to thank the many volunteers and to watch the election results on television. Barack Obama's early and decisive lead put everyone in a happy mood. There was some tense moments as some races were close, but nearly all ILWU endorsed candidates won their elections. (Above, right) Kauai ILWU members help endorsed candidates by waving and holding signs.

# Political Action

## Obama win is victory for working people

November 4, 2008, was historic and a victory for labor and all working people. Hawaii born Barack Obama was elected president by a huge margin. While a handful of elections are still undecided, the Democrats gained at least 8 seats in the US Senate and 19 seats in the US House of Representatives.

The huge Democratic victory will allow Obama to stop and reverse many of the anti-worker measures put in place under George W. Bush. OSHA (the Occupational Safety and Health Act) can start enforcing job safety. The NLRB (National Labor Relations Board) can start protecting workers' rights to unionize.

### Gains made in Hawaii

In Hawaii, the victory was also very sweet. Nearly all ILWU endorsed candidates were elected. The people voted "No" on holding a Constitutional Convention and Oahu voters said "Yes" to the rail system for Honolulu.

Union endorsed mayors were elected on Kauai and the Big Island and Mufi Hannemann was reelected

for Honolulu. Many ILWU supported council members were also elected in all counties.

In the Hawaii State Senate, all union endorsed incumbent candidates were reelected. In addition, three new candidates were elected—Dwight Takamine and Josh Green on the Big Island and Brickwood Galuteria on Oahu. Galuteria defeated the incumbent Republican Gordon Trimble. In August 2007, Senator Mike Gabbard left the Republican Party to become a Democrat. This increased the number of Democrats in the Senate to 23, while the Republicans are down to only two members in the Senate.

In the Hawaii State House of Representatives, 45 union endorsed candidates won their elections. In addition, one new candidate Jessica Wooley defeated Republican incumbent Colleen Meyer in the Haiku-Kahului district. This increased the number of Democrats to 45 members in the House, and reduces the number of Republicans to six members in the House.



ILWU volunteers worked hard to educate the public to vote "No" on holding a Constitutional Convention at this time. Hawaii's Constitution is working well and a convention is not needed, expensive, and could threaten civil rights.



Many ILWU endorsed candidates took the time to meet and talk directly with members. US congresswoman Mazie Hirono visited the Ritz-Carlton Kapalua Hotel to meet with culinary, bell, and housekeeping workers.



A long line of Kauai Division members and retirees hold signs for union endorsed mayoral candidate Bernard Carvalho.



This large ILWU group helped campaign for State House member Joe Souki.

## All Divisions worked hard on PAC

ILWU members and retirees worked hard in all Divisions. Dozens of members helped candidates by walking house to house to deliver campaign material.

Maui members watched the polling areas and called their fellow co-workers who had not yet voted or offered to drive them to the polling places.

Members and retirees made hundreds of phone calls to remind members to vote. They also stuffed and labelled thousands of leaflets mailed to members' homes.

ILWU volunteers put up yard signs and spent hours over many days holding signs on the road side.

Many endorsed candidates recognized that the ILWU often turned out the largest number of volunteers. One candidate described the union's political work as "awesome."



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### ILWU Local 142— Important notice on Political Action Fund

Articles XXXIII of the Constitution and Bylaws of ILWU Local 142 as amended to March 15, 2007 reads:  
**"Section 1.** The Local Political Action Fund shall consist of voluntary contributions. The Union will not favor or disadvantage any member because of the amount of their contribution or the decision not to contribute. In no case will a member be required to pay more than their pro rata share of the Union's collective bargaining expenses.  
**"Section 2.** The Local Convention shall determine the suggested amount of contribution to the Local Political Action Fund by each member. Individual members are free to contribute more or less than the guidelines suggest. Monies paid into the Fund will be contributed only on behalf of those members who voluntarily permit that portion of their unit dues to be used for that purpose.  
**"Section 3.** Those members who do not wish to have any portion of their unit dues diverted to the Local Political Action Fund, but who wish to make a political action contribution directly to the Fund, may do so in any amount and whenever they wish.  
**"Section 4.** Voluntary contributions to the Local Political Action Fund will be made during the month of December. Each September, October and November, each dues paying member of the Local shall be advised of their right to withhold the suggested contribution or any portion thereof otherwise made in December. Those members expressing such a desire on a form provided by the Local shall be sent a check in the amount of the suggested contribution or less if they so desire, in advance of monies being collected for the Fund."

Members of the ILWU who wish to contribute more than \$4.00 per regular member may do so by sending a check in the desired amount, made out to the ILWU Political Action Fund, directly to the Local office.

More than \$4.00  
 I wish to contribute more than the minimum voluntary contribution of \$4.00 to the ILWU Political Action Fund. Enclosed please find my check for \$\_\_\_\_\_.

Less than \$4.00  
 I do not wish to contribute the entire \$4.00 to the ILWU Political Action Fund. I will contribute \$\_\_\_\_\_. I understand that the Local will send me a check for the difference between my contributions and \$4.00 (\$2.00 for intermittents) prior to December 1, 2008.

No Contribution  
 I do not wish to contribute to the ILWU Political Action Fund. In order to ensure that no portion of my dues payment is allocated to the Fund, and recognizing that I have no obligation whatsoever to make such a contribution, the Local will send me a check in the amount of \$4.00 (or \$2.00 for intermittents) prior to December 1, 2008.

Signature \_\_\_\_\_  
 Name (please print) \_\_\_\_\_  
 Address (please print) \_\_\_\_\_  
 Unit or Company \_\_\_\_\_ Last 4 digits of social security # \_\_\_\_\_

ILWU Political Action Fund Contributions are not tax deductible.  
**Return to: ILWU • 451 Atkinson Drive, Honolulu, HI 96814**

# Struggle for justice continues at Pac Beach —cont. from page 1



(Left) Guy Fujimura, Fred Galdones, Akinobu Itoh, Clayton Dela Cruz, Richard Baker, Jo Anne Trask, William Kennison, and Donna Domingo carry some of the 65,000 petitions. (Center) Justice at the Beach includes many community

and labor organizations. (Right) Shigeru Wada, Regional Secretary of the International Transport Workers' Federation, explains how the entire Japanese labor movement supports the struggle of the Pacific Beach Hotel workers.

Shigeru Wada explained that the Japanese are not boycotting Hawaii. "The Japanese love Hawaii but they also recognize the injustice at the Pacific Beach Hotel," said Wada.

The Japanese unionist had expected to collect only a few thousand signatures but were pleasantly surprised when nearly 65,000 union members signed the petitions supporting the Pacific Beach Hotel (PBH) workers fight for justice.

The boycott is supported by the 6.8 million member Japanese Trade Union Confederation (RENGO). In a video statement, RENGO President Tsuyoshi Takagi called HTH management's action "unacceptable" and called on the Japanese public and the Japan Association of Travel Agents to call on their associates to stop using the Pacific Beach Hotel (PBH) momentarily and to urge PBH management to reconsider their actions.

Contracts between Japan travel agencies and Hawaii hotels are for

one year, and Takagi expects more travel agencies will cooperate when they learn about the labor dispute at the Pacific Beach Hotel.

President Takagi called on the workers of the hotel—"Do not be defeated by management! Please keep up the fight!"

## NLRB starts trial of HTH / Pacific Beach Hotel

National Labor Relations Board agents began the presentation of their case against HTH Corporation as hearings before an NLRB administrative law judge began at the Federal Building on November 4, 2008.

Representatives from Outrigger Hotels gave sworn testimony which supported the ILWU's charge that HTH had no intention to bargain in good faith with the union.

HTH hired Outrigger to manage the Pacific Beach Hotel beginning January 1, 2007. On August 2, 2007,

Most of Japan's largest travel agencies such as JTB, NTA, and Kinki Nippon are unionized by Service Rengo. Yutaka Kasahara, President of Service Rengo, called tourism the ultimate peacetime industry which depends on the touch in service by human hands. "As

people who work for travel agencies, we are concerned whether we can confidently send guests to where such a labor-management dispute could arise, to a hotel that neglects its workers," Kasahara said.

The videos can be seen on <http://supportpbhworkers.blogspot.com/>.

Outrigger asked permission to agree to a contract with the ILWU. The next day, on August 3, 2007, HTH suddenly terminated the contract with Outrigger.

HTH resumed management of the hotel, refused to recognize the ILWU, and intensified discrimination and intimidation of employees who supported the union.

The hearings will continue on January 13-23, 2009, as evidence and testimony are presented on the 13 charges against HTH are heard by the administrative law judge.

Earlier, on October 21, 2008, the General Counsel of the NLRB rejected HTH's appeals. The NLRB found no evidence that the ILWU engaged in any unlawful conduct in its demand for recognition which the hotel complained would cause the hotel to discriminate against bargaining unit employees.

The NLRB also found that the ILWU did not violate the law in calling for a boycott against both the Pacific Beach Hotel and the Pagoda Hotel and Restaurant.

# Protecting your work opportunity in slow times

Work Opportunity is an important benefit protected under your union contract. The term refers to a full-time worker's right to expect a normal schedule each week. When there is more or less work available, most ILWU contracts define who has the right to do this work.

Work opportunity is about preserving work that belongs to union members. Work opportunity is also about fairly distributing work among union members—who gets shorter hours when it's slow and who gets more hours when it's busy. Work opportunity has to be constantly enforced and this is best done with an informed and involved membership.

This article will cover some of the basic principles of work opportunity, and some of what we talk about may be different under your contract. You need to read the ILWU contract for your company to learn exactly how work opportunity is applied at your workplace.

In general, among workers who do the same job, full-time workers have preference for work opportunity over part-time workers. Part-time workers have preference for work opportunity over casual or on-call workers. This usually means that full-timers should work more hours than part-timers and casuals. There could be a violation of the contract if full-time workers are

being sent home early while part-timers continue to work.

Workers covered by the union contract have preference over anyone not covered by the union contract, such as supervisors and outside contractors. There could be a violation of work opportunity if supervisors and employees not covered by the contract are doing our work. This could be taking hours away from a union member.

Among workers in the same job and status (full-time, part-time, or casual), most ILWU contracts give the senior worker preference for work opportunity. It is very different in longshore, where the low-hour person or gang has the preference for work opportunity.

### Alert members

Work opportunity is one area where management will often do whatever it takes to get the job done, and they may do this in a way that violates the contract. For example, instead of calling a full-time worker, a supervisor may use a part-timer or supervisors may do some of the work themselves. This is one area where an alert membership can put a stop to violations of work opportunity. If you see supervisors or outsiders doing our work, report this to your unit officers or business agent. If you see full-time workers sent home early while part-timers continue to

work, report this to the union.

### Preserving our work

Don't let supervisors take away our jobs. If it appears that supervisors and non-union employees are regularly doing our work, it may be because the company is not scheduling enough workers to do the job. Members should take notes when they see supervisors working and pass this information on to their union steward or unit officers. It is important to have a written record of how many hours supervisors work and what they do. The union can then take action and raise this issue with management.

Members need to watch for unfamiliar people on the job—these people could be a subcontractor doing work which could be done by our members. In several cases, after the union raised the issue, management realized that subcontracting saved a little money, but the company lost control over how the work was done and the quality of the job was poor. These companies found that using their regular workers resulted in a much better job.

All units should keep track of newly hired workers, welcome them into the union, and check if the new hires have signed the forms for union dues deduction. By doing this, units can discover if the company has hired temporary

workers and are not covering them under the union contract. In one case, a company mistakenly classified certain workers as not covered by the union.

Make sure long-term vacancies are filled. Units should keep in touch with members who are off work because of workplace injuries or illness. If it is known that the injury or illness will last several months, then the union can push for a temporary transfer to fill the vacancy.

Some golf course units have increased their work opportunity by negotiating agreements with management where workers can get trained to do jobs in other departments. Those workers are then used to fill these jobs when people go on vacation or for long-term injuries.

At one hotel, housekeepers can get the training and opportunity to work banquets and special functions. The housekeepers have a chance to earn more money and the hotel has a larger pool of workers when there is a banquet function.

Whenever dealing with work opportunity grievances, unit officers should try to work out an understanding of how similar situations should be handled in the future. When an understanding is reached, members need to be informed about the details of that understanding by holding a membership meeting or printing a unit bulletin.

## Tips on Tips

# Proven techniques to increase your tips

**Are you a tipping category hotel worker? Do you want to increase your tipping income by 10 to 30 percent? Yes? Then read Michael Lynn's "Mega Tips: Scientifically Tested Techniques to Increase Your Tips." Lynn explains 14 methods that are proven to increase your tips.**

Professor Wm. Michael Lynn is a nationally recognized expert on tipping (gratuities). He teaches consumer behavior and tourism marketing at the Cornell University School of Hotel Administration in Ithaca, New York.

Professor Lynn paid his way through school by busing and waiting on tables and bartending. This experience led him to focus his research and study on tipping behavior. Professor Lynn has published over 35 papers on the subject and is frequently cited in magazines, newspapers, and trade journals.

Americans spend some \$16 billion in tips a year. It makes good business sense for servers and food and

beverage managers to understand why people tip. This can lead to better operational policies that can increase sales and servers' incomes, reduce turnover, and enhance the customer's satisfaction and experience.

Professor Lynn's "Mega Tips" details 14 techniques which were tested and found to work in mostly low to mid-price restaurants around the country.

Some of these methods may not work in high end restaurants or may require approval by your manager or hotel. It would be a good idea to give copies of "Mega Tips" to your manager and co-workers and discuss how some of these methods could be used

at your restaurant. "Mega Tips" can be freely downloaded from--  
www.hotelschool.cornell.edu/chr/pdf/showpdf/chr/research/tools/

LynnMegaTipsFinal.pdf. Or call your ILWU Division Office or write to ILWU, 451 Atkinson Drive, Honolulu, HI 96814 for a copy.

### MEGA Tip #11 : SMILE

Smiling is a well known tactic of ingratiation and social influence. It is a rare person who hasn't heard the phrase "Laugh and the whole world laughs with You," and smiling certainly works the same way. Research has confirmed the cultural wisdom on smiling and has found that smiling people are perceived as more attractive, sincere, sociable, and competent than are unsmiling people. These interpersonal effects of smiling suggest that you may be able to increase your tip earnings by smiling at your customers.

Kathi Tidd and Joan Lockard tested the power of smiling at a cocktail lounge in Seattle. Customers sitting alone in the lounge were used as subjects. The waitress in the test randomly assigned half of these solo customers to receive a large, opened-mouth smile and the other half to receive a small, closed-mouth grin. Those customers receiving the small grin left an average tip of 20 cents, while those customers receiving the large smile left an average tip of 48 cents. This represents an increase of 140 percent!

The average bill and tip sizes in restaurants are typically much larger than in cocktail lounges, so smiling probably will not have quite as dramatic an effect on your tips as it did on the cocktail waitress's tips. However, these results do indicate that smiling increases tips. You should try giving customers big, toothy smiles and see how much your tips improve.

### 14 methods of increasing your tips

1. Wear something unusual (like a flower) - increases tip by 17%.
2. Introduce yourself by name - increases tip by 53%.
3. Suggesting drinks, appetizers, deserts - increases tip by 23%.
4. Squat next to the table - increases tip by 20-25%.
5. Touch your customers - increases tip by 22 to 42%.
6. Telling customers a joke - increases tip by 40%.
7. Repeat customers' orders - increases tip by 100%.
8. Call your customers by name - increases tip by 10%.
9. Draw on the check - increases tip by 18%.
10. Use check folder with credit card insignia - increases tip by 25%.
11. Big Smile - increases tip by 140%.
12. Write "Thank you" on the check - increases tip by 13%.
13. Forecast good weather - increases tip by 18%.
14. Give customers candy - increases tip by 18-21%.

Excerpts from "Mega Tips" is reprinted in the VOICE by permission from Lynn.

### MEGA Tip #7: REPEAT CUSTOMERS' ORDERS

Being mimicked or copied can be irritating when it is obvious and prolonged. That is why mimicry is so popular among children as a means of tormenting their siblings. However, researchers have found that briefly and subtly imitating or mimicking others increases those others' liking for and interpersonal closeness to the imitator. This suggests that you may be able to increase your tips by subtly mimicking your customers' verbal behavior.

Rick van Baaren and his colleagues tested this possibility at a restaurant in the Netherlands. Two waitresses randomly assigned their customers to either mimicry or a non-mimicry condition. In the mimicry condition, the waitresses repeated customers' orders word for word when taking those orders. In the non-mimicry condition, the waitresses did not repeat the orders but did indicate that they got the order by saying things like "okay!" or "coming up!" Mimicry increased the number of customers who left a tip from 52 percent in the non-mimicry condition to 78 percent in the mimicry condition. It also doubled the average tip of those leaving tips from 1.36 Dutch guilders in the non-mimicry condition to 2.73 guilders in the mimicry condition!

Tipping practices are much different in the United States than in the Netherlands, so mimicry may not produce quite as dramatic an effect in this country as it did in the above study. However, human nature is basically the same everywhere, so that study does suggest you can increase your tips to some degree by repeating your customers' orders. Given the low cost of this behavior, it is certainly a tactic worth trying.

## Test your tipping knowledge

1. Where and when did tipping originate?
  - (a) in Europe during the Middle Ages
  - (b) in English pubs during the 17th Century
  - (c) in China during the Tung dynasty (620 to 905 AD)
2. When did tipping come to the U.S.?
  - (a) before 1776
  - (b) around 1850
  - (c) after 1901
3. How much are people expected to tip for average or normal service in U.S. restaurants?
  - (a) a couple of dollars
  - (b) at least 10%
  - (c) at least 15%
  - (d) at least 20%
4. What percentage of people in the U.S. usually tip restaurant servers?
  - (a) 77 percent
  - (b) 89 percent
  - (c) 98 percent
5. What is the average tip percentage left in U.S. restaurants?
  - (a) 7%
  - (b) 11%
  - (c) 15%
  - (d) 18%
6. What percentage of most waiters' and waitresses' take home pay comes from tips as opposed to hourly wages?
  - (a) less than 30 percent
  - (b) about 50 percent
  - (c) more than 90 percent
7. What city in the U.S. has the highest average restaurant tip?
  - (a) Chicago
  - (b) Houston
  - (c) Los Angeles
  - (d) Philadelphia
8. Which of the following has the biggest effect on the size of restaurant tips?
  - (a) customers' ratings of the service
  - (b) paying with credit as opposed to cash
  - (c) alcohol consumption
  - (d) server touching the customer
9. In which of the following states was tipping outlawed for a brief time during the early 1900s?
  - (a) California
  - (b) New York
  - (c) Tennessee
  - (d) Texas
10. What does the word for tip in many languages mean when translated directly into English?
  - (a) bribe
  - (b) gift
  - (c) reward
  - (d) drink money

## Membership Services

# Need a loan? Check out a credit union

**National and even regional banks have been cutting back on mortgage, student, and auto loans as they scramble to keep enough cash to cover potential losses caused by the subprime credit crisis.**

But credit unions are in good shape, and many of them have plenty of money to loan. Most credit unions follow very conservative, old-fashioned banking practices. They made low risk auto loans and avoided the risky mortgage and commercial construction loans which are causing trouble for so many banks.

Better yet, the workers of eight credit unions are unionized with the ILWU and have collective bargaining agreements. Most of the unionized credit unions are on the Big Island and Maui and membership may be limited to certain groups, but there are over 100 credit unions in Hawaii which may be open to having you as a member.

You can call the Hawaii Credit Union League at 808-941-0556 or toll-free from the Neighbor Island at 888-331-5646 for the credit union in your area that you are eligible to join. Their website at [www.hcul.org](http://www.hcul.org) also has information on locating a

credit union.

Credit Unions are very different from banks. Credit unions are owned by their members who have a loan, a savings or checking account with the credit union. Members come from a defined group, such as government employees, teachers, or employees of a company.

Credit unions are democratically controlled by their members who meet annually and elect a volunteer board of directors (who are also members) who set rules and policies for the credit union. Each member has one vote.

Credit unions operate as non-profit organizations and any earnings are given back to members as higher dividends, lower loan rates, or better services. As not-for-profit organizations, credit unions focus on protecting their members' money while providing maximum benefit and services.

Credit unions are subject to strict

government regulations which require regular financial audits and enough assets to cover loans and potential losses when loans default. Savings up to \$100,000 in credit unions are also insured by the federal government through the National Credit Union Share Insurance Fund. (This was increased to \$250,000 by the Emergency Economic Stabilization Act of October 2008.)

Banks, on the other hand, are owned and controlled by individuals or groups who own stocks in the bank. Individuals or groups who own more stocks have more votes. The most powerful stockholders elect a paid board of directors who operate the bank to maximize profit for their stockholders. The people with loans or accounts with the bank have no vote or say in how the bank is run.

### ILWU organized credit unions

#### Big Island

- **Big Island Federal Credit Union** (Hilo - 935-9778, Puna - 930-2600, and Kona - 329-8889)
- **Hamakua Coast Community FCU** (Pepeekeo - 964-5566)
- **North Hawaii Community FCU** (Honokaa - 775-7251)
- **Onomea Federal Credit Union** (Papaikou - 964-1031)

#### Maui

- **Maui Federal Credit Union** (Kahului - 873-5050)
- **Maui County Employees FCU** (Wailuku - 244-7968)
- **Valley Isle Community FCU** (Kahului - 877-3232 and Lahaina - 677-2641)

#### Oahu

- **Oahu One Credit Union** (Honolulu - 521-6727)

All ILWU members are eligible to join **Prince Kuhio Federal Credit Union** on Oahu, which is a consolidated credit union including the former ILWU Federal Credit Union (Honolulu - 946-1904).



Onomea FCU is a newly organized ILWU unit that has just negotiated its first contract. (L-r) Denise Rosario, Ruth Miyashiro, Aimee Santos, Edeus Agbalog, Remedios Andrada, and Myrtle Licoan.



Hamakua FCU ILWU members are happy to provide important financial services to the Hamakua community. (L-r) Teller Rhonda Carreira, Unit Treasurer and Teller Michelle Cacabelos, and Loan Officer Marites Dameg.



Rowena Ireland, Leanne Orevallo and Mel Pagay work in the loan department of the Hilo branch of the Big Island FCU. Big Island FCU also has branches in Puna and Kona for its members' convenience.

## Maui Pine lays off 200

The bankruptcy of investment banker Lehman Brothers probably had a lot to do with the economic misfortune of Maui Land and Pineapple Company. To cut its losses, the company recently terminated 200 employees when the Honolua Plantation was closed and moved back to the Haliimaile Plantation.

Lehman Brothers withdrew \$15 million it had invested in the exclusive Ritz-Carlton Kapalua Vacation Club which is under construction on former site of the Kapalua Bay Hotel.

## Auto insurance with AIG is OK

ILWU members who have no-fault automobile coverage through AIG have nothing to worry about, said Robin Campaniano, president and chief executive officer of AIG Hawaii.

Companiano met with the ILWU's executive committee on October 6, 2008, to explain that AIG's Hawaii operations are in good shape despite the government loans to AIG International which have now reached nearly \$150 billion.

Companiano explained that AIG's losses were in a few financial units, but the auto and conventional insurance business side was in good shape.

AIG will have to pay back the government loans plus interest by selling off its assets, which is why the Hawaii operations are up for sale.

Even if the Hawaii operations are sold, Campaniano expects little to change as they have a proven and successful team.

## Maui Lu sale falls through

Marriott International, one of the world's largest hospitality companies, unexpectedly cancelled plans to buy the Maui Lu Resort and replace the vintage buildings with new timeshare units.

The construction would have taken two years and some forty workers would have lost their jobs

The 40 workers are back on the job but they are hustling to fill their empty rooms. All future bookings were cancelled and their wholesale travel agencies were told the hotel would be closed for the duration of the construction.

## More Oahu bowlers wanted

The Oahu ILWU Mixed Handicap Bowling League starts their 57th year of bowling on January 6, 2009. There are now twenty (20) teams but there is room for twenty-four (24) teams. We are looking for four new teams. The league bowls at Aiea Bowl on Tuesday nights at 6 pm.

Current qualifications and fees are:  
1) Each team will consist of five (5)

bowlers and must have at least one male and one female; 2) The maximum entering average for new bowlers is 189; and 3) Bowling fee is \$16.00 per bowler per night.

If you are interested in entering a team or would like to join a team please contact Howard Toma, Sui Ling Poy or Brian Tanaka at 949-4161.

## Building Stronger Units

# 2009 will be busy year for ILWU members

### January 21 - Hawaii State Legislature convenes

Hawaii's State Legislature convenes on January 21, 2009. The ILWU plans to send delegations of members and retirees to meet with legislators on opening day.

The ILWU Political Action Committee will continue efforts to protect workers when a company is sold and to pass a worker's free choice act for workers wanting to organize a union.

The Legislative Session will probably run until late April.

### March & April - Units elect delegates to Intl Convention

ILWU Units with finance policies which allow them to send delegates to the International Convention should elect delegates by secret ballot and get leaves of absence confirmed well before mid-April. This is the deadline for the Local to submit names for air reservations.

### June 8 to 12 - ILWU International Convention

The International ILWU Convention is scheduled for June 8-12, 2009, at the Westin Hotel in Seattle, Washington.

Delegates from Local 142 will fly out on Saturday June 6 and their return flight will be on Saturday June 13, 2009.

Local 142 must submit all the names of our delegates to the International Secretary-Treasurer by May 8, 2009.

The Convention will nominate candidates for International's presi-



Secretary-Treasurer and lobbyist Guy Fujimura briefs ILWU participants before they visit the State Capitol for the 2007 Opening Day at the Legislature.

dent, vice-president, and secretary-treasurer. ILWU regions will also nominate candidates to represent them on the international executive board.

### August and September - Election for ILWU International officers

ILWU International officers will be elected by mail ballots. The exact schedule will be determined by the International Convention.

ILWU members should receive a mail ballot around the end of July 2009. The ballots must be returned within 45 days of receiving the ballot.

If there are no challenges, the election results should be announced by the International balloting committee around the end of September..

Winning candidates take office when the election results are adopted by the seated International

Executive Board, which will probably meet in October 2009.

### August and September - Nominations for Local 142 Division officers

ILWU members who want to run for division offices (division director, business agent, trustees, executive board, and International Convention delegate) must submit petitions signed by at least 25 members in good standing. Petitions must be submitted to the Local Secretary-Treasurer between Sept. 1 and 15.

Petitions may be picked up at ILWU Division Offices beginning August 1, 2009.

### August - Training begins for balloting committees

Local, Division, and Unit balloting committees will be organized and trained on the election procedure.

They will set election dates, times, and locations for each ILWU unit.

### September 14 to 18 - Local 142 Hawaii Convention

Hawaii's ILWU Local 142 will be holding its Convention from September 14 to September 18, 2009, at the Sheraton Waikiki.

Units and Divisions may submit Constitutional amendments to the Convention. These must be submitted by August 14, 2009.

Units must elect delegates by secret ballot and all names must be submitted to the Local Secretary-Treasurer by August 1, 2009.

The Convention will also nominate candidates for the local's president, vice-president, and secretary-treasurer. The industrial groups will nominate candidates to represent them on the local executive board.

Membership meetings to ratify the work of the Convention will probably be held in October 2009.

### November 14 to 21 - Local 142 Officers Election

Balloting for ILWU units and for Local 142 officers will take place between November 14 to 21, 2009. The exact dates of the election at your work place will be printed in the VOICE of the ILWU and posted on your bulletin boards.

Units must elect their balloting committee members by September 30.

If there are no challenges, election results will be announced in early December.

Winning candidates will take office on January 2, 2010.

## To Your Health

# Understanding Dual Medical Coverage

**"Dual Medical Coverage" refers to a situation where you and your spouse work for different companies and you both take medical coverage from your employers.**

When both plans are "fee for service" type plans under HMSA, the two plans would coordinate benefits so you paid little or no "out-of-pocket" costs. For example, if your plan paid 80 percent of the cost, your spouse's plan would pay the 20 percent you would normally have paid out-of-pocket.

Some people prefer to continue their "fee for service" plan and their spouse wants to continue their "Health Maintenance Organization" plan like Kaiser. This happens when people want to keep the plan they are familiar with using. In this case, the two plans do not coordinate benefits to reduce your out-of-pocket costs. There is some benefit when people use the plan which covers more of the cost of certain medical

procedures. Hospitalization, for example, is far less expensive under Kaiser.

In the past 20 years, as medical plans became more and more expensive, many employers prohibited "dual medical coverage." The cost to employers, who paid the medical premiums, was much higher than the small benefits received by employees.

Employees could choose to continue individual plans with separate employers, but their dependents had to be covered under one plan or the other, not both.

This change in dual coverage does not affect families where one spouse is covered under the military Tricare plan or Medicare.

### Health & Welfare Policies

The ILWU Health & Welfare Trust fund will not coordinate benefits if you or your dependents are covered by more than one plan.

"Dual coverage" is not allowed under most ILWU contracts, including those in the H&W Trust Fund. You, your spouse, and your children can only be covered by one plan. If you spouse is eligible for a medical plan with their employer, they must enroll in their plan. You and your dependents (not your spouse) can be covered under the H&W Comprehensive Medical Plan or Kaiser.

If your spouse is retired military and your family is covered under Tricare, Tricare is primary and benefits are not coordinated with the H&W. The working employee can still enroll under the H&W and use the H&W as primary.

If your spouse is retired and eligible for Medicare parts A, B or D, the law allows your spouse to delay taking Medicare if they are covered by your H&W group plan.

Auto insurance and workers

compensation pays first for any medical costs. The H&W pays secondary costs for auto injuries, but not for workers compensation claims.

If you recover medical costs from a third party, the H&W Trust Fund has the right to be paid back for any medical expenses they paid to you. The H&W will ask you to complete a form if your injury might be caused by a third party.

### What the words mean

**Co-payment** - Refers to your share of the cost of the medical plan premium paid by your employer. This is usually deducted out of your paycheck.

**Out of Pocket** - Medical plans pay 80 or 90 percent of certain medical costs. You pay the remaining 20 or 10 percent to your doctor or hospital. This is called your "out of pocket" expenses.

**Fee for Service** - This is a kind of health plan where you can choose to go to any doctor and the medical plan pays some of the costs and you are billed for some of the costs.

—continued on page 8

## News Around the Union

### Longshore maintenance settles



ILWU longshore maintenance units reached a contract settlement which was approved by members on November 15, 2008. Members of the union committee include: Spokesperson Wesley Furtado, Leith Sukanuma, Wes Miyashiro, Dennis Inouye, Michael Tompkinson, Chris Ancheta, and Darrol Lacar. Tyrone Tahara, Nate Lum and Kimo Brown also participated in negotiation sessions.

### Gay & Robinson to quit sugar in 2009



Gay & Robinson sugar members listen to the details and vote to approve a shut-down agreement the union negotiated with management. The company expects to complete its final harvest of the existing crop by the end of 2009.

## Libraries thank ILWU for donations

A letter from State Librarian Richard Burns thanked the ILWU for donating 50 copies of *A Spark Is Struck! Jack Hall and the ILWU in Hawaii* to the Hawaii State Public Library System.

The libraries still had 29 copies of the original book which has circulated 347 times—one copy has been loaned out 57 times.

Of the 51 state libraries on six islands, three small libraries declined the gift book and three libraries requested an extra copy.

The total list value of the 50 books is estimated at about \$900 and will help the libraries provide the public with an important historical resource on the history of Hawaii and the ILWU.

Department of Education (DOE) Superintendent Patricia Hashimoto also thanked the ILWU for donating copies of the book which will be distributed to secondary school libraries in the public school system throughout the state. Those copies were valued at \$1,584.

## Waimea office moves to Honokaa

Effective November 27, 2008, the ILWU Waimea office in the Uilani Plaza at 64-1035 Mamalahoa Highway in Kamuela will close.

The office operations will relocate to the Jack Hall Union Hall at 45-3720 Honokaa-Waipio Valley Road. The new phone number is 808-775-0443 and the fax number is 808-775-0477.

Division clerk Sui Sin Coloma and Business agents Elmer Gorospe and Greg Gauthier will be working out of the Honokaa Office.

Mail can be sent to ILWU, PO Box 1635, Honokaa, HI 96727.

**The Honokaa ILWU Hall is a large Quonset Hut located just outside the town of Honokaa on the Hilo side.**

**The Hall is near Keith Kaneshiro Store and the US Post Office. It is on the same side of the road as the Post Office.**

## ILWU Local 142 leaves State AFL-CIO

In an effort to cut expenses, the ILWU Local 142 has temporarily withdrawn its affiliation with the Hawaii State AFL-CIO.

The departure of the ILWU from the State AFL-CIO has no impact on the unity and solidarity of Hawaii's labor movement. The ILWU has always worked closely with unions in the AFL-CIO and unions that are not part of the AFL-CIO.

The move will save the ILWU about \$9,000 a month in dues paid to the State AFL-CIO. The ILWU remains affiliated with the National AFL-CIO.

The National AFL-CIO has many lower level organizations at the state

and even city level as well as industrial councils such as the building trades and metal trades.

AFL-CIO unions may join any of these subgroups but must pay dues based on the size of their membership.

The ILWU remains on good terms with the Hawaii State AFL-CIO and will continue to work closely with them where there is common interest, such as political action.

On the Neighbor Islands, the ILWU works with AFL-CIO and non-AFL-CIO unions through the Maui Island Labor Alliance and the Big Island Labor Alliance. Non AFL-CIO unions are not part of the Hawaii State AFL-CIO.

## Tipping knowledge answers

These are the answers to "Test Your Tipping Knowledge" on page 7.

Question 1: A. Craftsman Albrecht Durer asked for a "trinkgeld," or tip, for his apprentice in a letter to a customer written in 1509. So tipping dates back at least that far.

Question 2: A. Records dating back to 1772 indicate that Thomas Jefferson tipped and George Washington is known to have tipped his brother-in-law's slaves in 1768.

Question 3: C. It is customary to tip 15% for acceptable, normal service and 20% or more for excellent service.

Question 4: C. A national telephone survey found that only 2 percent of respondents said they do not tip waiters and waitresses.

Question 5: D. According to Zagat Surveys, the average national tip is 18.6% of the bill.

Question 6: C. Most servers make less than the minimum wage and tax withholding often eats up all of their wages. So

tips represent 100 percent of many servers' take-home pay.

Question 7: D. According to Zagat Surveys, Philadelphians lead the nation in tipping with an average tip of 19.2%.

Question 8: D. The effects on tip size of the server touching his or her customer are more than 5 times as strong as the effects of customers' service ratings, payment with credit, or alcohol consumption.

Question 9: C. In the early 1900s, not only Tennessee, but Arkansas, Iowa, Mississippi, and South Carolina all passed laws prohibiting tipping.

Question 10: D. The word for tip translates to "drink money" or its equivalent in Austria, Belgium, Bosnia, Croatia, Czech Republic, Estonia, Finland, Iceland, Israel, Kazakhstan, Latvia, Norway, Slovakia, Sweden, and Vietnam. The next most common meaning is "tea money."

Compiled by Michael Lynn. © 2006, Cornell University.

Permission is granted for restaurant owners and operators to use this for educational purposes, such as table tents and menu inserts.

## Understanding dual medical coverage—what the words mean

—continued from page 7

**Participating doctors** - Some doctors are approved to work with the fee for service plan and are also called "in the network." Other doctors are not in the network and you would pay a much higher percentage of the medical bill.

**Health Maintenance Organization (HMO)** - Kaiser is an example of a HMO where you go to a Kaiser operated clinic for all of your medical needs.

**Coordinated Benefits** - If you belong to two health plans, the plans work together to reduce or eliminate

your out-of-pocket expenses. One plan is primary and pays first. The other plan is secondary and pays "out-of-pocket" costs.

**Primary coverage** - Automobile and workers compensation insurance are primary and you must apply to them first (not the H&W plan) to pay your medical costs.

**Medicare benefits** - Medicare Parts B & D are optional medical plans which can be purchased separately after age 65 or earlier for certain disabilities.